ABSTRACT

This research aimed to analyze the effect of the organization restructuration at PT PLN (Persero) on company's performance, employee satisfaction and customer satisfaction by analysing the difference between restructured and unrestructured organization. These variables can solve problems that occur in PT. PLN (Persero) Distribution Central Java and DI. Yogyakarta.

The purpose of this research was to analyze the differences in the conditions of the company before and after the restructuring, on the basis of this proposed theoretical models and 3 (three) different hypotheses to be tested by unpaired t-test. The sample was 57 employees and 103 customers at PT. PLN (Persero) Area Magelang and UL. Salatiga.

The results of the analysis of the t-test unpaired t-test value of corporate performance -0.91 (t-table 1.99), employee satisfaction 7,76 (t-table 2.00), and customer satisfaction 4.11 (t- table 1.98).

The analysis showed that the restructuring give not significant positive effect on the performance of the company, while on employee satisfaction and customer satisfaction restructuring give significant positive effect. The empirical findings indicate that for the restructuring of the company, the management of PT. PLN (Persero) also need to consider factors such as employee satisfaction and customer satisfaction, in addition to the company's performance.

Key Words : *restructuration, corporate performance, employee satisfaction, customer satisfaction.*

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