

# ABSTRACT

**Title : Morale and Satisfaction Regarding Salary and Welfare of the Provincial Government Officials  
A Case Study at Department of Regional Revenue Office 7**

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This study derives from the problems that occurred in the Department of Regional Revenue Office 7. Which was found to be lacking in efficiency. One of the reasons was due to the lack of morale and satisfaction among its official. This study aims specifically at the morale and satisfaction in relation to the salary and welfare of the Regional Revenue employees. It is expected that, this study will benefit the Revenue Department in its assessment and evaluation of morale and satisfaction among its civil servants greatly.

The methodology employed in this study is by way of field research. Questionnaires were distributed to permanent Regional Revenue Office 7 civil servants of all levels. The entire number of recipient was 730 , but only 256 pieces , That is 35.1 %

The study found that the morale and satisfaction among officers of the Department in general was about average. In terms of their satisfaction of salaries, officials both male and female are moderately satisfied. As for welfare, officials both male and female appear to be highly satisfied but female respondents show a higher level of satisfaction.