

ABSTRACT

Employment BPJS realize that human resources (HR) is the capital and a force to be owned by any institution or company, for the continuity of the passage of a company then the provision of guarantees in the form of welfare, security and protection to the HR needs to be given in the hope of creating job satisfaction among employees. The purpose of this study was to megetahui how perceptions and expectations on job satisfaction felt by employees BPJS Employment Mampang Jakarta branch. The data used are primary and secondary data with samples taken by the Non-Probability Sampling, by saturation sampling technique in which members of the population used as a sample. samples in this study were all employees on employment BPJS Mampang Jakarta branch which amount to 45 people. Importance Performance analysis used to test hypotheses of the study with the help of excel. The results based on IPA analysis shows that employee satisfaction BPJS Employment Mampang Jakarta branch employees have not been in line with expectations. There are differences that show gaps (gap) between the two perspectives between the level of performance assessment (performance) or the actual quality perceived by employees and the level of interest (importance) or the quality of the ideal. Value weighted overall average performance indicator is 1.27 and importance indicator amounted to 1,908. Overall, the difference from the two perspectives of this assessment is negative with a value of - (0.638). Indicators of priority improvements that compensation, opportunities, job itself, and status.

Keywords : job satisfaction, , human Resources, Importance Performance Analysis