

## **ABSTRACT**

*Generally, employees leaving the job to get a new job due to dissatisfaction factor in the company. Therefore high employee satisfaction need to be achieved by the company to retain potential employees so encourage high labor productivity, creative and innovative process as a competitive advantage to competitors. Indications turnover that occurred in CMNC due to the perceived performance of employees (Performance) does not accordance with the level of interest expected (Importance) so that the level of employee job satisfaction is below.*

*This study aims to determine whether there is an average difference between the perceived performance of employees with employee expectations, and how the level of employee satisfaction index also want to know how the gap between the perceived performance and employee expectations at PT. Citra Maharlika Nusantara Corpora, Tbk. Bandung branch.*

*Data analysis techniques in this study using the Employee Satisfaction Index (ESI) to measure the level of employee satisfaction and using Importance Performance Analysis (IPA) to measure the gap between the performance with importance level. Meanwhile for hypothesis testing using different test Independent Sample T-Test with SPSS for Windows version 23.*

*The hypothesis test proves that there are significant differences between the perceived performance with the expected performance of CMNC employees. The Employee Satisfaction Index (ESI) analysis result showed that the employee satisfaction levels Staff, Supervisor and Manager respectively were 55.56%, 57.65% and 58.01%. And the gap conduction performance with importance on the whole item negative variable has a value indicating that the perceived performance of employees is still below expectations.*

**Key Word :** *Turnover, Importance Performance Analysis (IPA), Employee Satisfaction Index (ESI), Job Satisfaction.*