

ABSTRACT

Telkom company Witel North Jakarta is a company engaged in telecommunication. The conditions facing the company of North Jakarta Telkom Witel related work stress, job satisfaction and employee performance found by the authors through the, preliminary test and internal data of the company against all three variables are on the company Telkom Witel North Jakarta level work Stress relatively low, while the satisfaction level of work is relatively high and the level of performance is relatively high.

The purpose of this research is to see how the level of work stress, the level of work satisfaction and the level of performance of employees within the company and how the impact of work stress and job satisfaction on the performance of employees at the company Telkom Witel Jakarta North

The collection of data in this study was obtained by spreading the questionnaire against 190 respondents. The questionnaire used in this study contained 46 statements with a 6-point Likert scale. The sampling method used in this study is nonprobability sampling with saturated sampling techniques. In explaining the research results, the data analysis techniques used are descriptive analysis, pathway analysis, hypothesis testing and coefficient of determination

The results gained in this study showed that the work stress significantly negatively affects employee performance and job satisfaction significantly positive towards the performance of employees of Telkom Witel North Jakarta. The result is evidenced by the hypothesized hypothesis H_0 .

The coefficient of determination obtained with the value of R square 28.3% means work stress and job satisfaction has an influence on the employee's performance by 28.3%.

Keywords: Job Stress, Job Satisfaction, Employee Performance