ABSTRACT

This research was conducted to determine employee job satisfaction at PT Bandung Express which was carried out using the Importance Performance Analysis Method. The purpose of this research is to find out and analyse how perceptions or reality (Performance) and expectations (Importance) on job satisfaction of PT Bandung Express employees and to find out what indicators are important. So that it can be identified which indicators need priority for improvement.

The method used in this research is quantitative with descriptive type. The analytical technique used is descriptive analysis, gap analysis (GAP), and Importance Performance Analysis (IPA) methods. Sampling was carried out with saturated sampling technique, namely the technique of determining the sample when members of the population were used as samples with the number of respondents being taken as many as 62 respondents.

PT Bandung Express Job Satisfaction Perseption in the Reality Assessment (Performance) is said to be quite good. This is indicated by the responses of the respondents who gave an average result of 66,17%, the Assessment of Hope (Importance) the respondens' responses gave an average result of 67,19%. The average value of the total Importance Performance Analysis, the conformity level value of 98,84% is included in the very good categori. Based on the result of the analysis using the Importance Performance Analysis (IPA) method, there are two indicators that are important and have a top priority for improvement, namely the salary earned I sufficient for living needs and cowokers have high work motivation.

Keywords : *Satisfaction Work Employee, Human Resources, Importance Performance Analysis* (IPA)