ABSTRACT

PENI TUNJUNGSARI, "The Influence Job Stress To The Employee's Job Satisfaction At Head Office PT. Pos Indonesia, Ltd Bandung", Under The Guidance of Linna Ismawati, SE., M.Si.

Job stress is a condition that arise from the interaction between man and his work and is characterized by changes in humans who forced them to deviate from their normal functions. While job satisfaction is an evaluation that describes someone on his feeling happy or not happy satisfied or not satisfied at work. The purpose of this study is to determine job stress, job satisfaction and examine the effect of job stress on job satisfaction of employees at Head Office PT. Pos Indonesia (Persero) Bandung.

The method used in this research is descriptive method with quantitative approach. The population numbered 410, and sampling techniques using probability sampling techniques to the type propotionate stratified random sampling (stratified random sample) in order to obtain a sample of 81 employees. Techniques of data collection using interviews, observation, questionnaires, and documentation. Method of analysis using simple linear regression analysis, pearson correlation and determination coefficient, and t test using SPSS 13.0 for windows.

The results of work stress based on the responses of respondents with good results or the stress of work is still within reasonable limits. There are several factors such as task demands, role demands, interpersonal demands, organizational structure, and leadership organizations that show good results. While employee satisfaction showed good results seen from the salary factor, the work itself, promotion opportunities, supervision and co-workers who showed good results. Results of analysis showed that the effect of work stress on employee job satisfaction on PT. Pos Indonesia (Persero) Bandung indicates the degree of correlation is, with the contribution of the effect of 34.3%, and the rest equal to 65,7% influenced by other factors such as leadership style, work performance appraisal, compensation and others.

Keywords: Job Stress, Job Satisfaction Employee