

## ABSTRACT

*The purpose of the study was to determine the effect of job satisfaction, Employee Relations with mediation of Employee Trust on employee performance at the PT TAB delivery service company in Indonesia. Quantitative research type with Causal method.. The population of all employees in DKI Jakarta who have worked for more than 1 year totaling 203 people, non-probability sampling technique with quota sampling type totaling 135 respondent. Data analysis using SEM-PLS with the help of the SmartPLS 3.2.9 application. Research findings, there is a positive and significant direct relationship between job satisfaction and Employee Relations on employee performance, Employee Trust has no effect on employee performance. Another finding, the indirect relationship between job satisfaction and Employee Relations on employee performance mediated by Employee Trust was not found. It is recommended that the company maintain and maintain the current system and promotions and consider reviewing matters related to the distribution of information and policies within the company and continue to consider the recruitment and training system to improve the ability of couriers at PT TAB.*

**Keyword :** *Job Satisfaction, Employee Relations, Employee Trust, Employee Performance*



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## ABSTRAK

Tujuan penelitian untuk mengetahui pengaruh kepuasan kerja, *Employee Relations* dengan mediasi *Employee Trust* terhadap kinerja karyawan di perusahaan jasa pengiriman PT TAB di Indonesia. Jenis penelitian kuantitatif dengan metode Kausal. Populasi seluruh karyawan di DKI Jakarta yang bekerja lebih dari 1 tahun berjumlah 203 orang, teknik pengambilan sampel *non-probability sampling* dengan jenis *quota sampling* jumlah 135 responden. Analisis data menggunakan SEM-PLS dengan bantuan aplikasi SmartPLS 3.2.9. Temuan penelitian, terdapat hubungan langsung yang positif dan signifikan antara kepuasan kerja dan *Employee Relations* terhadap kinerja karyawan, *Employee Trust* tidak berpengaruh terhadap kinerja karyawan. Temuan lain, hubungan tidak langsung kepuasan kerja dan *Employee Relations* terhadap kinerja karyawan yang dimediasi oleh *Employee Trust* tidak ditemukan. Disarankan perusahaan menjaga dan mempertahankan sistem dan promosi yang ada saat ini serta mempertimbangkan hal pengkajian terkait pendistribusian informasi dan kebijakan yang ada dalam perusahaan dan tetap mempertimbangkan sistem perekrutan dan pelatihan untuk memperbaiki kemampuan dari kurir di PT TAB.

**Kata Kunci:** Kepuasan Kerja, *Employee Relations*, *Employee Trust*, Kinerja Karyawan

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