

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh Stres Kerja, Kepuasan Kerja dan Komitmen Organisasi terhadap Kinerja Karyawan (Studi Kasus pada Karyawan di PT. Nusantara Xpress Kilat di Divisi Telemarketing). Populasi yang dianalisis pada penelitian ini adalah seluruh karyawan PT. Nusantara Xpress Kilat divisi Telemarketing Self Collection Point yang berjumlah 69 orang karyawan tetap. Sampel yang dipergunakan adalah sebanyak 69 karyawan divisi telemarketing dengan metode sampel jenuh. Metode analisis data menggunakan Smart PLS Versi 3.3.2. Hasil Penelitian menunjukkan bahwa stres kerja berpengaruh negatif dan signifikan terhadap kinerja karyawan divisi telemarketing, kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan divisi telemarketing, dan komitmen organisasi berpengaruh positif dan signifikan terhadap kinerja karyawan divisi telemarketing

Kata Kunci: Kinerja Karyawan, Stres Kerja, Kepuasan Kerja, Komitmen Organisasi



UNIVERSITAS
MERCU BUANA

ABSTRACT

This study aims to analyze the effect of Job Stress, Job Satisfaction and Organizational Commitment on Employee Performance (Case Study on Employees at PT. Nusantara Xpress Kilat in the Telemarketing Division). The population analyzed in this study were all employees of PT. Nusantara Xpress Kilat Telemarketing Self Collection Point division, with a total of 69 permanent employees. The sample used was 69 employees of the telemarketing division using the saturated sample method. The data analysis method uses Smart PLS Version 3.3.2. The results of the study show that work stress has a negative and significant effect on the performance of employees of the telemarketing division, job satisfaction has a positive and significant effect on the performance of employees of the telemarketing division, and organizational commitment has a positive and significant effect on the performance of employees of the telemarketing division

Keywords: Employee Performance, Job Stress, Job Satisfaction, Organizational Commitment

