

***The Influence of Job Stress and Job Satisfaction on Employee
Performance at PT Jasamarga Tollroad Operator Area Tol Layang
Mohammed Bin Zayed (MBZ)***

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Absctract

This study is a quantitative study with the aim of knowing and proving the effect of job stress and job satisfaction on employee performance at PT Jasamarga Tollroad Operator Area Mohammed Bin Zayed (MBZ) Elevated Toll Road. This study uses 67 respondents who are Operational Officers in the MBZ Elevated Toll Road Area. Respondents were determined using the saturated sample technique. The analytical technique used in this research is through Partial Significance Test, Simultaneous Significance Test, and Coefficient of Determination Test using the SmartPLS 3.3.9 application. The conclusions of this study are (1) job stress has a positive and significant effect on the employee performance of PT Jasamarga Tollroad Operator Area Mohammed Bin Zayed (MBZ) Elevated Toll Road. (2) job satisfaction has a positive and insignificant effect on the employee performance of PT Jasamarga Tollroad Operator Area Mohammed Bin Zayed (MBZ) Elevated Toll Road. (3) job stress and job satisfaction simultaneously affect on the employee performance of PT Jasamarga Tollroad Area Mohammed Bin Zayed (MBZ) Elevated Toll Road.

Keywords: *Job Stress, Job Satisfaction, and Employee Performance.*

Pengaruh Stres Kerja dan Kepuasan Kerja terhadap Kinerja Karyawan di PT Jasamarga Tollroad Operator Area Ruas Tol Layang Mohammed Bin Zayed (MBZ)

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Abstrak

Penelitian ini merupakan penelitian kuantitatif dengan tujuan untuk mengetahui dan membuktikan pengaruh stres kerja dan kepuasan kerja terhadap kinerja karyawan di PT Jasamarga Tollroad Operator Area Ruas Tol Layang Mohammed Bin Zayed (MBZ). Penelitian ini menggunakan 67 responden yang merupakan Petugas Operasional di Area Ruas Tol Layang MBZ. Responden ditentukan dengan menggunakan teknik sampel jenuh. Teknik analisis yang digunakan dalam penelitian ini adalah melalui Uji Signifikansi Parsial, Uji Signifikansi Simultan, dan Uji Koefisien Determinasi dengan menggunakan bantuan aplikasi *SmartPLS 3.3.9*. Kesimpulan dari penelitian ini adalah (1) stres kerja berpengaruh positif dan signifikan terhadap kinerja karyawan PT Jasamarga Tollroad Operator Area Ruas Tol Layang MBZ. (2) kepuasan kerja berpengaruh positif dan tidak signifikan terhadap kinerja karyawan PT Jasamarga Tollroad Operator Area Ruas Tol Layang MBZ. (3) stres kerja dan kepuasan kerja berpengaruh secara simultan terhadap kinerja karyawan PT Jasamarga Tollroad Operator Area Ruas Tol Layang MBZ.

Kata Kunci: Stres Kerja, Kepuasan Kerja, dan Kinerja Karyawan.