

## ABSTRACT

*Role Stressor plays very important in leader performance. Besides being influenced by external factors from outside of an organization, role stress is also influenced by internal organization and interpersonal factor. This study indicates that there is contradiction (research gap). These findings are shown by norm variables against role stressor, role ambiguity, and role conflict on job satisfaction. Moreover, it is also based on the management phenomena of the public health centers in Central Java.*

*The main objective of this study is to develop basic theoretical model of the role stressor influence (role ambiguity and role conflict) on job satisfaction and its implication on leader performance. Whereas the specific purpose is to develop empirical model to examine and analyze heterogeneous environment influence, organizational fitness, social norm, job etiquette egoism, role stressor (role ambiguity and role conflict) on job satisfaction and its implication on leader performance.*

*The respondents of this study are 176 head of the public health centers in Central Java. Path Analysis technique is also used Structural Equation Model (SEM).*

*The results of this research show that heterogeneous environment and organizational fitness highly influence on role ambiguity. Social norm, job etiquette egoism, and job panic influence much on job satisfaction. Job satisfaction highly influences on leader performance and role ambiguity; but role conflict does not highly influence on leader performance.*

*The new findings of this research are that to increase performance of the public health centers leader in Central Java, high job satisfaction, low role ambiguity, and low role conflict are needed through controlling and mastering heterogeneous environment, and lowering job etiquette egoism, and a good and clear organizational fitness.*

*Key words: heterogeneous environment, organizational fitness, social norm, job etiquette egoism, role ambiguity, role conflict, job satisfaction, leader performance*