

ABSTRACT

Role conflict and role ambiguity that experienced by employees in the company is one cause of job stress. Job stress is experienced by the employee directly can effect the high and low of employees organizational commitment. The aim of this research was to examine and analyze about the influence of role conflict to job stress, the influence of role ambiguity to job stress, the influence of job stress to organizational commitment, the influence of role conflict to organizational commitment through job stress as intervening variable and the influence of role ambiguity to organizational commitment through job stress as intervening variable.

The population in this research was employees at PT. Telekomunikasi Indonesia, Tbk. Witel Semarang amount to 170 employees by taking the research sample as much as 90 employees used quota sampling technique. Data would be analyzed by using multiple linear regression analysis. The data testing technique used path analysis or path analysis, which the path analysis includes: test validity, reliability test, classical assumption test, T test, F test, coefficient determination test and test sobel to test the mediation effect.

Based on the result of this research, the researcher concluded that role conflict and role ambiguity had positive and significant influence to job stress. Job stress had a negative and significant effect on organizational commitment. Role conflict had no negative and significant effect on organizational commitment mediated by job stress, whereas role ambiguity had a negative and significant effect on organizational commitment that was mediated by job stress.

Keywords : *role conflict, role ambiguity, job stress and organiational commitment.*