

ABSTRACT

Human resources constitute the most important asset in determining the success of company for the long term. Human resources are needed to be maintained properly to achieve the objective of the company, so that the performance evaluation is required to assess how far the job performance resulted by an employee. Employee's performance can be affected by various factors, such as work stress, role conflict, role ambiguity, work environment, and education level. Hence, this study aimed to analyze the effect of role conflict and role ambiguity on the performance of employees with work stress as an intervening variable. The research was conducted at PT. Bank Rakyat Indonesia (Persero) Tbk. Branch Wates. The problem occurred in this research is how to manage employee performance improvement by considering the role conflict, role ambiguity and work stress in the company. Sampling technique in the study conducted by using the census is the whole population being sampled. The total sample used in this study was 95 employees. To analyze the data, path analysis method is required and the data analysis is also operated by using software SPSS 16.0.

The results of this study are: (i) role conflict has positive and significant to work stress, (ii) role ambiguity has positive and significant impact on work stress and (iii) work stress and significant negative effect on employee performance. The results of this research can be used as guidelines for the management of the company to improve the quality of human resources in terms of better employee performance and determine appropriate strategies to overcome role conflict, role ambiguity and work stress.

Keywords: role conflict, role ambiguity, work stress and employee performance.