

ABSTRACT

This study aims to determine the effect of role ambiguity and job satisfaction on employees performance at PT. Bank Pembangunan Daerah Jawa Tengah Cabang Koordinator Semarang.

Sampling in research is done by using the method of judgement sampling is by taking a sample selected by as much as 60 respondents on Bank Jateng and analyzed using path analysis. Collecting data primary aimed with the methods a questionnaire, while collecting data secondary done with a method of literature and the source of the internet.

The result showed that role ambiguity have negative effect and insignificant job satisfaction, role ambiguity have negative effects and significant to employees performance while job satisfaction have positive effect and significant to employee performance.

Keywords : role ambiguity, job satisfaction, performance