

## ABSTRACT

*The purpose of this research is to analyze the influence of Quality of Work Life, Work-Family conflict and Job Stress, on Job Satisfaction in order to in this study increase performance of employees working at BUMN Insurance Company PT Jasa Raharja (Persero) Branch of Central Java. This study uses the quality of work life and work-family conflict variabel to analyze its effect in employee performance. In addition, the study also uses job stress and job satisfaction as an variabel intervening to analyze the indirect influence toward employee performance.*

*The population in this study are employees who work more than 2 years at PT Jasa Raharja (Persero) Branch of Central Java with 115 people. Data in this research was collected using a questionnaire method is to provide a list of questions or questionnaires directly to respondents. Data analysis techniques in this study using SEM technique (Structural Equation Modelling).*

*The result of this research shows that quality work of life contributes negatively and has a significant effect on job stress, work-family conflict is proven positively and has a significant effect on job stress. Job stress has negatively and significant on job satisfaction. Job satisfaction is proven positively and significantly on performance. Quality of work life has positive and significant effect, but work-family conflict is proven not satisfaction on performance of employees. This research also show that increasing performance of employees can be done by fixing or increasing job satisfaction with job stress treatment on quality of work life and work- family conflict.*

**Keywords : Quality of Work Life, Work-Family Conflict, Job Stress, Job Satisfaction and Employees Performance**