

ABSTRACT

PT. Kereta Api Indonesia (Persero) Pusat Bandung is one of the State-Owned Enterprise which engaged in land transportation services. Having prioritized the public services, the employee's job-satisfaction is a fundamental. Based on the reviewed literatures, the employee's job-satisfactory level would improve their service performance. The role of conflict and the role of ambiguity hold the main factors of job satisfaction.

This research determined the level of role conflict, role ambiguity and job satisfaction variable at PT. KAI Pusat Bandung. In addition, the researcher analyzed the significant effect of conflict and the role of ambiguity on employee's job satisfaction.

The population in this research was the Junior Manager within 154 samples and valid questionnaires. Thus, the Likert scale was used as an approach within descriptive analysis and path analysis.

The descriptive analysis result provided an average role conflict at 54.8% and role conflict at 53.8%, those are refer as a low category. In terms of employee's job satisfaction, the result provided at 72,2% and categorize as high. The data (the calculation factor (KD) / R square (R^2) in the first calculation, the R square (R^2) for the role conflict and the overall ambiguity role was at 0.628 (62,8%).

The researcher suggests PT. KAI Pusat Bandung need to create a good communication, boost-up their work performance and replenish the office facilities so that the employees would have raised their morale and loyalty for the company.

Keywords: Role Conflict, Role Ambiguity, Job Satisfaction