

ABSTRACT

This research was conducted to determine the job satisfaction of employees at PT Pos Indonesia (Persero) Tangerang Head Office which was carried out using Importance Performance Analysis. The method used in this research is quantitative with descriptive type. The analytical technique used is descriptive analysis, gap analysis (GAP) and the Importance Performance Analysis (IPA) method. By using purposive sampling technique with the number of respondents taken as many as 45 respondents. Job Satisfaction of PT Pos Indonesia (Persero) Tangerang Head Office in the results of a descriptive analysis of the intrinsic and extrinsic dimensions are included in the good category. Based on the results of the Importance Performance Analysis (IPA) there are indicators that are important and have a top priority for improvement, namely employees are given a clear explanation of the severance pay rules when there is termination of employment.

Keywords: *Employee Job Satisfaction, Human Resources, Importance Performance Analysis (IPA)*