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THE MEDIATING OF JOB SATISFACTION ON THE EFFECT OF JOB STRESS ON EMPLOYEE PERFORMANCE

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ABSTRACT: The purpose of this research to find out and analyze the direct effect of job stress and job satisfaction on employee performance, to know and analyze the direct effect of job stress on job satisfaction, and to know and analyze the effect of job satisfaction in mediating the effect of job stress on employee performance at PT. Bank BPD Bali Renon Branch. This research was conducted on all employees of PT. Bank BPD Bali Renon Branch. The number of samples in this study were 54 respondents. The sampling technique is saturated sampling. Data collection was obtained from the results of distributing questionnaires directly to the employees of PT. Bank BPD Bali Renon Branch. Analysis of the data in this study uses descriptive analysis, path analysis, sobel test and vaf test. The results showed that job stress has a negative and significant effect on job satisfaction and employee performance, job satisfaction has a positive and significant effect on employee performance, job satisfaction positively and significantly mediates the effect of job stress on the performance of employees of PT. Bank BPD Bali Renon Branch.

Keywords: *Job Stress, Employee Performance, Job Satisfaction*

I. INTRODUCTION

The role of banks is very important for a country, because all economic activities are not inseparable from the banking world, in conducting its business as a financial institution, daily banking activities will not be separated from the financial sector. As one of the centers of financial services, banks are required to always be able to provide good services to the public who use and utilize banking facilities. One element that must be considered by banks in providing excellent service is human resources (HR).

Human resources (HR) is the most important role to achieve a maximum goal in a company. Human resources (HR) are productive individuals who work as activators of an organization, both within institutions and companies that have the function of assets so that they must be trained and developed their abilities (Susan, 2019). In a company there are various educational backgrounds for employees. Based on this, good management is needed so that the achievement of an organizational goal and in line with the vision and mission of the company. The main step in the organization's efforts is to maintain quality human resources by paying attention to employee performance.

Employee performance is defined as actions that contribute to organizational goals and are under individual control. This is related to the willingness and openness to try and achieve new aspects of work which in turn will bring about an increase in individual productivity, measured through the level of achievement of business and social goals and responsibilities. Key indications of work performance are individual personal characteristics including competence and ability to handle role conflicts (Hamid and Narehan, 2015).

Performance describes how well employees meet the requirements of a job. Factors that affect employee performance are job satisfaction, organizational commitment, motivation, leader member exchange or leadership, education, work discipline, skills, work ethic attitude, nutrition and health, salary level, work environment and work climate, technology, production facilities, social security, management, and job promotion opportunities (Narmodo and Farid, 2009). One of the factors that influence employee performance is employee job satisfaction.

Job satisfaction also has a considerable influence on organizational productivity both directly and indirectly. Dissatisfaction is the starting point for problems that arise in the organization such as having a low morale, getting tired and bored quickly, unstable emotions and doing busyness that does not exist. to do with the work that must be done. Dewi, et al. (2014) revealed that employees who were satisfied with their work would have a positive impact on the achievement of performance. Job satisfaction can be defined as a positive feeling about one's work that is the result of an evaluation of its characteristics. Someone with a high level of job satisfaction has positive feelings about the job,

Sitompul, et al (2019) emphasize that employee job satisfaction must be created as well as possible so that working capital, dedication, love, and employee discipline increase. Job satisfaction is what a person feels about his job. A person feels satisfied with his work if the job is in accordance with their expectations (Chen et al., 2010). The low employee job satisfaction is thought to have something to do with job stress.

Iswari and Ari (2018) explain job stress is a perception of adjustment, mediated by individual differences and psychological processes that are a consequence of any actions from outside or the environment, situations, or events that establish excessive psychological or physical requests to someone. Job stress can affect an individual's performance.

The results of Faqihudin and Gunistiyo's research (2010) found that job stress has a significant and negative effect on employee job satisfaction. Stress is a dynamic condition in which an individual is expected to be in opportunities, demands, or resources related to what is required by that individual and the results are seen as uncertain and important, stress alone is not necessarily bad even though it is usually discussed in a negative context stress also has a positive value, from the point of view of management organizations may not care when employees experience low to medium stress levels (Robbins, 2008: 337). Job stress if supported by high job satisfaction, employee performance will be maximal in working Adawiyah and Siswanto (2015). Job satisfaction mediates job stress on performance means that if job stress management is done well it contributes to job satisfaction and has an impact on improving nurse performance (Faudin, et al. 2016). So it can be concluded that job satisfaction is able to mediate the effect of job stress on employee performance.

Performance will start to decline if the stress experienced by the employee is too great, then because of the stress it interferes with the work performance of the employee and will lose the ability to control it or become unable to make decisions and the behavior becomes uncertain. The most extreme result is that performance becomes zero, employees experience disturbances, become sick, and are no longer strong enough to work, become discouraged, quit or refuse to work (Atmaji and Mudji, 2011). Job stress is a symptom or feeling that can arise in a worker and can have an impact in an organization or company, which will affect employee satisfaction and will affect employee performance (Chaudhry, 2012). Increased job stress will cause an outward desire in employees (Chandio et al., 2013).

Stress can affect employee performance. Harianto's research (2008) states that there is a negative influence between job stress and employee performance. (Dar et al., 2011) and (Kotteswari et al., 2014) stated that job stress has a negative effect on employee performance stating that there is a negative influence between job stress on employee performance. Differences in findings by (Noviansyah et al, 2011) and (Zafar et al., 2015) which states that there is a significant positive relationship between job stress on employee performance.

According to the results of the study (Indra, 2018) on 100 female employees at PT. PhaprosTbk Semarang shows that job stress has a positive effect on employee performance. Furthermore, research from (Sari, 2018) on 75 people in the Department of Tourism and Culture in Padang showed that job stress had a negative and not significant effect on employee performance. P.research by (Massie, 2018) on 32 employees in the IT Center Management Office in Manado showed that job stress had a negative and significant effect on employee performance. Followed by research from (Mardianto, 2014) on 30 people in the Lubuklinggau Utara sub-district III Lubuklinggau City. According to the results of research (Bala, 2017) on 136 people in offices based from various industries and business sectors in Malaysia shows that job stress has a negative and significant effect on employee performance. Further research from (Ronny, 2019) on 70 people at PT. Bank Mestika Dharma, Tbk, Medan that job stress has a significant negative effect on employee performance.

Then research from (Philip, 2018) on 250 people The results of the regression analysis show that stress causes stress, workload induced res and stress induced targets are related to employee performance in the Nigerian banking industry. Further research from (Ehsan, 2018) on 50 people in six Faisalabad city banks that job stress has a significant negative effect on employee performance. Followed by research (Frimpong, 2018) on 112 employees at Mfantsiman Community Bank (MCB) in the Central Region of Ghana that Work-related stress is universal, but when managed well by management and employees, it can have a positive impact on employee performance. Then research from (Ikram, 2020) on 39 public and private universities in Khyber Pakhtunkhwa province. that job stress has a negative effect on employee performance.

H1: Job Stress negatively affects Employee Performance

According to the results of the study (Rindiantika, 2018) on 146 employees at the ModjopangoongTulungagung Sugar Factory showed that job satisfaction had a significant effect on employee performance. The results of research from (Kurniawan, 2019) on 89 employees at the Cileungsi Primary Tax Service Office stated that job satisfaction variables had a significant positive effect on employee performance. According to research from (Ezeanyim et al., 2019) on 250 questionnaires in companies in Awka, Anambra State shows that job satisfaction has a significant effect on employee performance in Nigeria. The results of research from (Simanjuntak et al., 2020) on 84 employees at PT Unit RTPO in Sumatra Region stated that job satisfaction has a significant effect on employee performance. According to research from (Setiawan et al., PT

Sumatra Medan System Integration shows that Job satisfaction has a significant influence on employee performance.

Research results from (Shaju. M and Subhashini .D, 2017) on 250 Automobile Industries employees in Jalandhar, Punjab states that job satisfaction has a positive and significant effect on employee performance. According to the results of the study (Kelimeda et al., 2018) on 97 employees at PT. BumaPerindahindo, the Tangguh LNG site, West Papua, Indonesia shows that job satisfaction has a significant effect on employee performance. Research results from (Octaviannand et al., 2017) on 70 people at the XYZ Shipping Company located in Kuningan, South Jakarta stated that there is a positive and significant correlation between job satisfaction and motivation for employee performance.

H2: Job Satisfaction has a positive effect on Employee Performance

According to research (Ngatijo, 2015) on 62 employees in the Department of Communication and Information Communication Lubuklinggau City showed that Job Stress had a significant effect on Job Satisfaction. Furthermore, research from (Ayu, 2016) on 45 employees in the City of Manpower and Transmigration Office of Malang stated that job stress variables have a negative relationship and have a significant effect on job satisfaction variables. Then research from (Watusoke, 2019) on 75 employees at PT. Jumbo Swalayan Manado stated that Job Stress had a negative and not significant effect on Job Satisfaction. Research results from (M. Vasan, 2018) on 200 pharmaceutical sales representatives in four districts in Tamilnadu state such as Salem, Namakkal,

According to research from (Kyung Kim and Soo Kim, 2019) on 489 respondents in representative general hospital employees in Chungbuk showed that job stress according to the general characteristics of the research subjects was not significant in job satisfaction and performance. Research results from (Riaz et al., 2016) on 100 nurses in the Nursing Sector of the Okara DHQ Hospital stated that job stress has a positive effect on employee job satisfaction. According to the results of the study (Chang et al., 2016) on 244 responses from female call center advisors among female call center consultants in Seoul showed that job stress had a statistically significant negative effect on job satisfaction. Research results from (Kon Lee and Sool Yang,

H3: Job Stress has a significant negative effect on Job Satisfaction

Research (Diputra and Surya, 2019) on 56 employees at PT. Destination Asia Bali shows job satisfaction positively and significantly mediates the effect of job stress on employee performance. Then research from (Prawira and Suwandana, 2019) on 47 employees of the Housekeeping Department of the Fave Hotel showed job satisfaction positively and significantly mediated the effect of job stress on employee performance. Research from (Supriyatun, 2018) on 64 employees at Bank MandiriMadiun Branch shows job satisfaction is able to mediate the relationship between the influence of job stress on employee performance.

The results of research from (Adawiyah and Siswanto, 2015) on 35 respondents at the Syariah Bank in Malang showed that job satisfaction has a positive and significant effect in mediating job stress on employee performance. According to research from (Noermijati and Diana, 2015) on 108 employees at PT. JasaMarga (Pershare) Surabaya branch stated that job stress does not have an indirect effect on employee performance through job satisfaction. The results of research from (Maulidiyah, 2019) on 71 people at PT BinorKaryaMandiriPaitonProbolinggo showed that job stress had a negative influence and significantly affected the performance of the employees of PT BinorKaryaMandiriPaitonProbolinggo through job satisfaction. From this research the following hypotheses can be concluded:

H4: Job Satisfaction mediates the effect of job stress on employee performance.

II. METHODS

The location of the study was conducted at PT. Bank BPD Bali RenonBranch which is located at Jl. Raya PuputanNiti Mandala, Renon, Kec. Denpasar Cell., Denpasar City, Bali. The reason for choosing this place as a research location is because of the problems found in job stress and employee performance that have been explained in the background. The objects in this study are job stress, employee performance and job satisfaction at PT. Bank BPD Bali Renon Branch.

The population used in this study were all employees of PT. Bank BPD Bali, Renon Branch, totaling 54 people, all of which were used as respondents (saturated sample). This technique was chosen because the number of populations is relatively small, so that the entire population is used as a sample in this study.

Path analysis is used to determine whether a variable is an intervention variable or not. Path analysis is an extension of multiple linear regression analysis, where the development here is in the form of the application of mediating variables. Mediation variables are variables that have the role of mediating the relationship between one variable and another variable. Path analysis can only be used if it has fulfilled certain assumptions.

Sub-structural Equations 1

$$M = \beta_2 X + e \dots \dots \dots (1)$$

Sub-structural Equations 2

$$Y = \beta_1X + \beta_3M + e_2 \dots\dots\dots (2)$$

Information:

- X = Job Stress
- M = Job satisfaction
- Y = Performance Employee
- $\beta_1\beta_2\beta_3$ = variable regression coefficient
- e = error

Testing mediation hypotheses can be done by a procedure developed by Sobel (1982) and is known as the Sobel Test (Sobel Test). The Sobel test is used by testing the strength of the indirect effect of the variable. Job Stress (X) on Employee Performance variable (Y) through Job Satisfaction variable (M). The indirect effect of the Job stress variable (X) on Employee Performance variable (Y) through the Job Satisfaction variable (M) is calculated by multiplying the path coefficient X with respect to M (a) with the path coefficient M with respect to Y (b) or ab. The standard error coefficients a and b are written with Sa and Sb.

III. RESULTS AND DISCUSSION

Path coefficient calculations are performed using SPSS 20, the results of data processing for regression equation 1 are presented in Table 1 as follows:

Table 1 Analysis of Regression Equation Pathway Results 1

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	49,533	2,026		24,445	0000
	Job stress	-1,061	0.116	- 0.786	-9,157	0,000
R2: 0.617 Statistics: 83,852 Sig. F: 0,000						

Source: Data processed, 2020

Based on the results of the path analysis of regression equation 1 as presented in Table 1, the structural equation is as follows:

$$M = - 0.786 X$$

Score β_1 is a number - 0.786 which has a negative effect on job satisfaction on job satisfaction, this shows that if the job stress variable increases, job satisfaction will decrease by - 0.786. The magnitude of the influence of the independent variable on the dependent variable shown by the total determination value (R square) of 0.617 means that 61.7 percent of variations in job satisfaction are influenced by variations in job stress, while the remaining 38.3 percent is explained by other factors not included into the model.

Table 2 Analysis Results of Regression Equation Pathway 2

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	17,874	3,772		4,739	0,000
	Job stress	- 0.371	0.099	-0,500	-3,759	0,000
	Job satisfaction	.195	0.073	.356	2,675	0.010
R2 ² : 0.655 Statistics: 48,437 Sig. F: 0,000						

Source: Data processed, 2020

Based on the results of the analysis of the path of regression equation 2 as presented in Table 2, we get the following structural equation:

$$Y = -0,500X + 0,356M$$

Based on these equations it can be concluded that:

A β_2 value of -0,500 means that job stress has a negative effect on employee performance, if the job stress variable increases, the employee performance variable decreases by -0,500.

A β_3 value of 0.356 means that job satisfaction has a positive effect on employee performance, this means that if the job satisfaction variable increases, the employee performance variable will increase by 0.356. The magnitude of the influence of the independent variable on the dependent variable shown by the total determination value (R square) of 0.655 means that 65.5 percent of the variation in performance is influenced by

variations in job stress and job satisfaction, while the remaining 34.5 percent is explained by other factors into the model.

Based on structure 1 and structure 2, the final path diagram model can be arranged. Before constructing the final path diagram model, first calculate the standard error value as follows.

$$Pe_i = 2 \sqrt{1-R_i}$$

$$Pe_1 = 2 \sqrt{1-0.617} = 0.618$$

$$Pe_2 = 2 \sqrt{1-0.655} = 0.587$$

Based on the calculation of the effect of error (Pei), the result of the effect of error (Pei) obtained is 0.618 and the effect of error (Pe2) is 0.587. After analyzing e1 and e2, the calculation of the total determination coefficient is obtained as follows:

$$\begin{aligned} R^2_m &= 1 - (Pe_1)^2 - (Pe_2)^2 \\ &= 1 - (0.618)^2 - (0.587)^2 \\ &= 1 - 0.381 - 0.344 \\ &= 1 - 0.725 \\ &= 0.275 \end{aligned}$$

A total determination value of 0.275 means that 27.5 percent of the employee performance variable is influenced by job stress and job satisfaction variables, the remaining 72.5 percent is explained by other factors outside the model formed. The effect of job stress variable (X) on job satisfaction (M) with employee performance (Y) as an intermediate variable:

$$X \rightarrow Y = (-0.786) \times (0.356) = -0.279$$

To understand the total effect (total effect) can be done by adding a direct influence of job stress on employee performance then controlling the direct effect of job stress on job satisfaction with the direct effect of job satisfaction on employee performance.

The total effect of variable X on Y through M can be formulated as follows:

$$\begin{aligned} \text{Total effect} &= -0.500 + (-0.786 \times 0.356) \\ &= -0.779 \end{aligned}$$

Based on the results of data processing, the significance probability value is 0,000 with a beta coefficient of -0,500, with a significance level of 0,000 < 0.05, then H0 is rejected and H1 is accepted. This result means that job stress has a negative and significant effect on employee performance.

Based on the results of data processing, the significance probability value of 0.010 with a beta coefficient of 0.356, with a significance level of 0.010 < 0.05, then H0 is rejected and H2 is accepted. This result means that job satisfaction has a positive and significant effect on employee performance.

Based on the results of data processing, the significance probability value of 0.000 with a beta coefficient of -0.786, with a significance level of 0.000 < 0.05, then H0 is rejected and H3 is accepted. This result means that job stress has a negative and significant effect on job satisfaction.

The calculation of influence between variables is summarized in Table 3 as follows:

Table 3 Direct Influence and Indirect Influence and Total Influence Job Stress (X), Job Satisfaction (M), and Employee Performance (Y)

Influence of Variables	Direct Influence	Indirect Effects Through Job Satisfaction	Total Influence
		(M) (1 x 3)ββ	
X → M	- 0.786	-	- 0.786
X → Y	- 0.500	- 0.279	- 0.779
M → Y	.356	-	.356

Source: Data processed, 2020

Data in Table 3 summarizes the results of the values of each direct and indirect influence path between variables in each structural equation generated through path analysis techniques. The following will describe the meaning of the values in Table 3.

The influence of job stress on job satisfaction is obtained by the path coefficient of the direct effect of job stress on job satisfaction by - 0.786, these results indicate that direct job stress has a negative effect on job satisfaction

The effect of job stress on employee performance is obtained by the path coefficient of the direct effect of job stress on employee performance by -0.500, these results indicate that direct job stress has a negative effect on employee performance.

The effect of job satisfaction on employee performance obtained by the path coefficient of the direct influence of job satisfaction on employee performance of 0.356, these results indicate that directly job satisfaction has a positive effect on employee performance

The role of job satisfaction in mediating the effect of job stress on employee performance is obtained by the value of the path coefficient of indirect influence job satisfaction in mediating the effect of job stress on job satisfaction by - 0.279, these results indicate that job stress does not directly affect employee performance through job satisfaction

The Sobel test is an analytical tool to test the significance of the indirect relationship between the dependent variable and the dependent variable mediated by the mediator variable. The Sobel Test was formulated with the following equation. If the calculated Z value is greater than 1.96 (with a 95 percent confidence level), then the mediator variable is assessed to significantly mediate the relationship between the dependent variable and the independent variable.

The Sobel test is calculated by the formula below:

$$Z = \frac{ab}{\sqrt{a^2s_b^2 + b^2s_a^2 + s_a^2s_b^2}}$$

Information:

$$a = 0.786$$

$$s_a = .116$$

$$b = .356$$

$$s_b = 0.073$$

$$Z = \frac{0,786 \cdot 0,356}{\sqrt{0,786^2 \cdot 0,073^2 + 0,356^2 \cdot 0,116^2 + 0,116^2 \cdot 0,073^2}}$$

$$Z = \frac{0,279}{0,071}$$

$$Z = 3,929$$

Based on the Sobel test results in table 4.16 shows that the calculated Z value of 3.929 > 1.96, which means job satisfaction is a variable that mediates the effect of job stress on employee performance on PT. Bank BPD Bali Renon Branch or in other words job stress indirectly affects employee performance through job satisfaction.

The results of mediation testing with the VAF method in this study have fulfilled several requirements namely, first, the direct effect is found to be significant (a) when the variable job satisfaction (M) has not been incorporated into the model. Second, after the work excellence variable (M) is included in the model, the indirect effect (bc) is also found to be significant. The paths ie b and c are also significant. Third, calculate the Variance Accounted For (VAF) with the formula:

$$\begin{aligned} \text{VAF} &= (0.786 \times .356) / (0.786 + 0.356 \times 0.500) \\ &= 0.279 / 0.964 \\ &= 0.289 \text{ or } 28.9 \text{ percent.} \end{aligned}$$

Because the VAF value (28.9 percent) is more than 20 percent, it can be explained that there is a mediating effect. Thus, the hypothesis stating that job satisfaction mediates the effect of job stress on employee performance is accepted.

Based on the results of job stress analysis on employee performance a Significance value of 0,000 is obtained with a coefficient value of beta - 0.500. Significance value of 0,000 < 0.05 indicates that H0 is rejected and H1 is accepted. The results in this study mean that job stress has a negative and significant effect on employee performance. This shows that the lower the stress level of employees at work, the better the performance of employees at PT. Bank BPD Bali Renon Branch. High job stress will result in decreased employee performance, according to Hasibuan (2011) stress on employees can result in decreased work performance because employees experience tension in their thoughts and behave in strange, angry, and aloof ways. The concept of stress, can be defined as a dynamic condition when individuals are faced with opportunities, obstacles, and requests related to desires, where the results are considered as something very important but they think they will be difficult to achieve (Robbins and Judge 2017).

These results indicate that the values contained in job stress have a significant impact on employee performance employee at PT. Bank BPD Bali Renon Branch. Job stress that is measured based on indicators: work environment, personal factors, interpersonal and organizational stress factors can influence employee performance at PT. Bank BPD Bali Branch Renon, The results of the study indicate if PT. Bank BPD Bali Branch Renon is able to reduce the stress experienced by its employees at work then it will improve employee performance

The results of this study are in accordance with previous studies conducted by (Bala, 2017), (Massie, 2018), (Ehsan, 2018) and (Ronny, 2019) which obtained the results that job stress has a negative and significant effect on employee performance.

Based on the results of job satisfaction analysis on employee performance. Obtained significance value of 0.010 with a beta coefficient of 0.356. Significance value of $0.010 < 0.05$ indicates that H_0 is rejected and H_2 is accepted. The results in this study mean that job satisfaction has a positive and significant effect on employee performance. This shows the higher employee job satisfaction, it will improve employee performance at PT. Bank BPD Bali Renon Branch. Employees who are satisfied at work will have high performance, research (Robbins and Judge, 2017) explains job satisfaction is a person's positive feelings about work. In addition, (Hasibuan, 2014) job satisfaction is an emotional attitude that is fun and loves work. Someone with a high level of job satisfaction has positive feelings about the job, while someone who is dissatisfied has negative feelings about the job.

These results indicate that the values contained in job satisfaction have a significant impact on employee performance in PT. Bank BPD Bali Renon Branch. Job satisfaction measured by indicators: a sense of love and love for work, adequate salary, sufficient economic needs, incentives and work facilities can affect the performance of employees at PT. Bank BPD Bali Branch Renon, The results of the study indicate if PT. Bank BPD Bali Renon Branch is able to make its employees satisfied improving employee performance.

The results of this study are consistent with previous studies conducted by (Shaju. M and Subhashini .D, 2017), (Octaviannand et al., 2017), (Ezeanyim et al., 2019) and (Simanjuntak et al., 2020) who obtained the result that job satisfaction has a positive and significant effect on employee performance.

Based on the results of job stress analysis on job satisfaction. A significance value of 0,000 is obtained with a coefficient value of beta - 0.786. Significance value of $0,000 < 0.05$ indicates that H_0 is rejected and H_3 is accepted. The results in this study mean that job stress has a negative and significant effect on job satisfaction. This shows the lower the level of employee stress at work, it will increase employee job satisfaction at PT. Bank BPD Bali Renon Branch. High job stress will result in decreased employee satisfaction at work, according to Hasibuan (2014) stress is a condition of tension that affects a person's emotional state and thought process. When work is not aligned with your abilities or with the right resources, both physical and emotional will react and respond dangerously and that is a symptom of job stress.

These results indicate that the values contained in job stress have a significant impact on job satisfaction employee at PT. Bank BPD Bali Renon Branch. Job stress that is measured based on indicators: work environment, personal factors, interpersonal and organizational stress factors can influence employee job satisfaction at PT. Bank BPD Bali Branch Renon, The results of the study indicate if PT. Bank BPD Bali Renon Branch is able to reduce the stress experienced by its employees at work then it will increase employee job satisfaction.

The results of this study are in accordance with previous research conducted by (Ayu, 2016), (Chang et al., 2016), (Kon Lee and Sool Yang, 2016) and (M. Vasan, 2018) who obtained the results that job stress has a negative effect and significant to job satisfaction.

Based on the results of the fourth hypothesis testing H_4 results obtained Z value of 3.929 which is greater than the value of Z table of 1.96, this shows that H_4 can be accepted, so it can be interpreted that job satisfaction is able to mediate the effect of job stress on employee performance in other words stress work has an indirect effect on employee performance through job satisfaction. With PT. Bank BPD Bali Branch Renon is able to reduce the stress experienced by employees at work will increase employee satisfaction at work, so that employees feel satisfied will encourage employees to improve their performance.

The results of this study are in accordance with research conducted by (Noermijati and Diana, 2015) which states that job stress has an indirect effect on employee performance through job satisfaction.

The results of this study have an implication for PT. Bank BPD Bali Renon Branch regarding how the importance of job stress and job satisfaction can affect employee performance. This research is also expected to be a consideration for PT. Bank BPD Bali Renon Branch to reduce employee stress at work increases employee satisfaction at work so that it will improve employee performance.

The first implication of job stress has been proven to negatively and significantly affect job satisfaction and employee performance, therefore PT. Bank BPD Bali Renon Branch expected to reduce stress experienced by its employees by providing jobs in accordance with the capabilities of its employees, not overstating employees in work and reduce anxiety, tension and fear experienced by employees so that later it is expected to improve employee performance.

The second implication is evident from the presence of employees who feel satisfied positively to the performance improvement, PT. Bank BPD Bali Renon Branch is expected to always strive to make its employees satisfied so that it will improve employee performance.

Based on research that has been done it can be seen that theoretically, this research as a whole supports several theories that have existed before. This research is expected to contribute empirically about the relationship between variables of job stress, job satisfaction and employee performance for the development of human resource science.

Data processing is performed by path analysis techniques to estimate the causality relationship between variables that have been predetermined. This study also uses the sobel test to test the strength of the indirect effect of job stress variables (X) on employee performance (Y) through job satisfaction variables (Y). The results of this study are expected to be used to enrich references and knowledge related to job stress variables, job satisfaction and employee performance.

IV. CONCLUSION

Job stress has a negative and significant effect on employee performance, that is the lower the stress level of employees at work, the better the performance of employees at PT. Bank BPD Bali Renon Branch. Job satisfaction has a positive and significant effect on employee performance, that is the higher employee job satisfaction will increase employee performance at PT. Bank BPD Bali Renon Branch. Job stress has a negative and significant effect on job satisfaction, that is the lower the stress level of the employee at work, the job satisfaction will increase at PT. Bank BPD Bali Renon Branch. Job satisfaction is able to partially mediate the effect of job stress on employee performance, artinya reduced job stress to improve employee performance, to get better results reduced job stress and improved job satisfaction.

PT. Bank BPD Bali Renon Branch expected to improve the ability of employees to work by providing direction before work and providing training. PT. Bank BPD Bali Renon Branch expected to further adjust the work provided to employees with the educational background, abilities and expertise possessed by employees. The results of this study are expected to be an additional reference and to strengthen the results of studies related to the influence of job stress variables on employee performance through job satisfaction as a mediating variable.

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