
The Effect of Work Stress, Communication, Work Ability on Employee Performance through Job Satisfaction at PT. Global Way Indonesia in Pasuruan

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ABSTRACT

Purpose: Research aims to determine the Effect of Work Stress, Communication, Work Ability on Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan. The population and samples in this study were employees at PT. Global Way Indonesia Pasuruan as many as 100 respondents.

Design/methodology/approach: This research is a type of explanatory research, and the approach is Quantitative. The sampling method used in this study was saturated sampling. The instrument will be used using the Likert Scale. Data collection methods using primary data and secondary data and by using questionnaires, documentation and field research. Data processing techniques use validity test validity test, reliability test, description test, Data analysis technique using PLS. Version.3.0.

Findings: The result of the study is that Work Stress does not have a direct effect on Job Satisfaction at PT. Global Way Indonesia Pasuruan. Communication directly affects Job Satisfaction at PT. Global Way Indonesia Pasuruan. Work Ability directly affects Job Satisfaction at PT. Global Way Indonesia Pasuruan. Work Stress directly affects Employee Performance at PT. Global Way Indonesia Pasuruan. Communication directly affects employee performance at PT. Global Way Indonesia Pasuruan. Work Ability directly affects employee performance at PT. Global Way Indonesia Pasuruan. Job Satisfaction directly affects Employee Performance at PT. Global Way Indonesia Pasuruan. Work Stress does not have an indirect effect on Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan. Communication affects indirectly on Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan. Work Ability affects indirectly employee performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan.

Practical implications: This research is expected to find research results that can contribute to the company PT. Global Way Indonesia Pasuruan.

Originality/value: This is a Original paper

Paper type: Research paper

Keywords: *Employee Performance, Communication, Job Satisfaction, Work Ability, Work Stress*

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I. INTRODUCTION

PT. Global Way Indonesia is a company engaged in the trade of goods and services that serves medium-sized companies and large companies, both private and government. PT. Global Way Indonesia As a company engaged in the procurement of goods and services established in 2011, where the company provides innovative business solutions to companies that become partners, which will always prioritize quality and trust for the sake of harmonious and sustainable business continuity PT. Global Way Indonesia which is located and based in Pasuruan is a company engaged in trading goods and services. Which includes building construction, telecommunications installation services, large trade in telecommunications equipment as well as large trade in machinery, equipment and other supplies. In order to support the company's productivity to meet the expected

results, management is needed to manage all activities, especially those related to employees. Human resource management is a process of dealing with various problems in the scope of employees, employees, workers, managers and other workers to be able to support the activities of the organization or company in order to achieve predetermined goals. While Human Resources is an important asset in a company, because Human Resources determine the success of a company. Human Resources in the company need to be managed professionally in order to realize a balance between employee needs and company demands and capabilities.

Gap theory according to Anwar Prabu Mangkunegara (2018) "Employee Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is a necessity for employees in a company, if employees try to solve problems that have been given by the company, employees have high performance to feel superior in competitive situations, on the contrary, low performance, employees will easily give up on circumstances if they have difficulty in doing their tasks". There is a factor that affects the achievement of performance, namely employee satisfaction. According to Hanafi et al. (2018) Job Satisfaction is an effectiveness or emotional response to various aspects of the work. In addition, in an organization the company must be able to strive to create a harmonious working relationship between superiors and subordinates and co workers. So as to be able to create good cooperation in various ways to achieve the goals of the organization. With this good relationship, it is expected to provide an increase in employee performance that is more productive for the company. Because if a harmonious relationship is not created, it will lead to the occurrence of work obstacles. One of these obstacles can be work stress. According to Lestari et al. (2020) Work Stress is the tension or emotional distress experienced by a person who is facing very large demands or the opportunity to carry out an important activity, in which in fulfillment there are obstacles and uncertainties that can affect a person's emotions, thoughts and physical condition. The tension has to do with the feelings of displeasure, worry and anxiety that a person experiences. A person's work stress can be caused by internal company pressure from superiors to employees, conflicts between employees and the work environment. Or caused by external factors of the company, for example, there are problems in the family or others. So that it can cause a decrease in productivity that causes the non-achievement of the company's targets, therefore the management of Work Stress is needed by the company so that it does not have a bad impact on the company. According to (Partika et al., 2020) that "in addition to good work stress management in order to improve good Employee Performance, each organization must also pay attention to Communication Skills with members for each of these organizations. Communication is a process of transferring or exchanging information between individuals through ordinary or common systems either with symbols, signals or behavior or actions. Communication is a process of transferring or exchanging information between individuals through ordinary or common systems either with symbols, signals or behavior or actions. For the achievement of the implementation of an activity or program in realizing the goals, objectives of the company's vision and mission as stated in the strategic plan of a company, the performance of quality employees can be seen from the ability. Anwar Prabu Mangkunegara (2018) that Work Ability is one of the elements in maturity related to knowledge and skills that can be obtained from education, training, and an experience. Ability is closely related to the physical and mental abilities possessed by a person to carry out work and not what he wants to do. Work ability is an individual's capacity to perform various tasks in a job. Ability is the potential that exists in a person to do something so that it allows a person to be able to do the work or not be able to do the work. Work ability is an individual's capacity to perform various tasks in a job. Ability is the potential that exists in a person to do something so that it allows a person to be able to do the work or not be able to do the work.

Research gaps that occur in this study and have been proven by previous research (Poakita et al., 2019) with the title "The Effect of Workload (X1), Work Environment (X2) and Work Stress (X3) on Employee Performance (Y) at PT. Esta Group Jaya", the result of this study is that Work Stress has a positive and significant effect on employee performance at PT. Esta Group Jaya, but in a previous study from Sari et al. (2017), entitled The Effect of Work Stress (X1) and Work Environment (X2) on Employee Performance (Y) at PT. Arbitrary Brilliant Press. The results of the study said that this is based on the results of multiple regression analysis calculations with a significance level of $p\text{-value} = 0.000 < 0.05$. Partially, the variable work stress (X1) has a significant effect on Employee Performance (Y) with a $p\text{-value}$ significance level of $0.000 < 0.05$. The work environment variable (X2) partially has a significant effect on work performance (Y) judging from the significance level of $p\text{-value} 0.012 < 0.05$. Furthermore, the research conducted (Lismawati Munthe, 2021) with the research title the Influence of Communication (X1), Work Discipline (X2) and Work Supervision (X3) on Employee Performance (Y) in Man 1 Employees of Batam City. This research is a quantitative research. Conclusions The results of this study are that communication has a partial effect on the performance of Teachers and Employees, partial work discipline on the performance of Teachers and Employees, Work supervision has a partial effect on the performance of Teachers and Employees and the last hypothesis was obtained that the three variables (Communication, Work discipline and Work Supervision) have a simultaneous effect on the performance of Teachers and Employees. According to previous research from Sundusiah, Irwansyah (2019) in

the title "The Effect of Job Satisfaction (X1) and Motivation (X2), Communication Ability (X3), Work Stress (X4) on Employee Performance (Y) in the Muara Teweh Regional Drinking Water Company (PDAM) North Barito Regency". The results of the research on Job Satisfaction, Motivation, Communication Ability, Work Stress partially have a significant influence on employee performance, while inversely proportional to the results of the study (Pratama & Wardani, 2018) with the research title The Effect of Work Ability (X1) and Morale (X2) on Employee Performance (Y2) Through Job Satisfaction (Y1) (Case Study of Bank Syariah Mandiri Kendal Branch Office). The results of the study said that the results of the t test showed that work ability partially had no effect and did not significantly affect employee performance, while work spirit and job satisfaction partially had a positive and significant effect on employee performance. The results of the study said that the results of the t test showed that work ability partially had no effect and did not significantly affect employee performance, while work spirit and job satisfaction partially had a positive and significant effect on employee performance. The results of the Ftest test showed that work ability, morale, and job satisfaction simultaneously had a significant effect on employee performance with influences influenced by other variables outside this model. According to Fitriano et al. (2020b) in the title "The Effect of Work Stress (X1), Work Discipline (X2) and Work Communication (X3) on Employee Performance (Y) at PT. National Super", has the results of simultaneous research that work stress and work communication have a positive and significant effect on the performance of PT Employees. National Super. According to Estiningsih (2019) with the research title The effect of Organizational Commitment (X1) and work discipline (X2) on employee performance (Y2) through job satisfaction (Y1) as an intervening variable shows that the results of this study are that there is a significant effect of organizational commitment to employee Job Satisfaction. There is a significant impact on the job satisfaction of labor discipline employees. there is a significant effect of organizational commitment and work discipline simultaneously on employee job satisfaction there is a significant effect of the organization's commitment to performance. There is a significant influence on the performance of employee performance discipline, a significant influence on organizational commitment and work discipline simultaneously on employee performance. Significant influence on organizational commitment and work discipline simultaneously on employee performance, significant effect of job satisfaction on employee performance, there is a significant indirect effect of organizational commitment to performance through employee satisfaction. there is a significant indirect effect on the performance of work discipline through Employee Satisfaction.

The gap phenomenon, one of the main things that pt. Global Way Indonesia Pasuruan, especially in Human Resource Development, is the achievement of a high level of Employee Performance due to the realization of a high level of work satisfaction in the implementation of daily work activities. This can be achieved if employees do not experience high work stress so that the work abilities of employees can be maximized, likewise with the way of communicating that is used more effectively between leaders and other fellow employees and with customers who partner with PT. Global Way Indonesia Pasuruan, which is therefore expected to have a positive impact on Job Satisfaction so that Employee Performance will increase as well. Meanwhile, the current reality of pt. Global Way Indonesia Pasuruan related to human resource management is still not optimal. This will have an impact on the work stress experienced by employees who work in the company too high so that it is difficult to bring out their abilities optimally, as well as ineffective ways of communicating between leaders and other fellow employees. As well as with customers who partner with companies in PT. Global Way Indonesia Pasuruan. This condition will have an impact on Job Satisfaction so that the performance of employees will also have an impact on decreasing the level of performance. Therefore, based on the statement above, the author is interested in conducting a study with the title "The Effect of Work Stress, Communication, Work Ability, on Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan.

A. Problem Formulation

1. How is the description of Work Stress, Communication, Work Ability, and Employee Performance as well as Job Satisfaction at PT. Global Way Indonesia Pasuruan ?
2. Whether Work Stress has a direct effect on Job Satisfaction at PT. Global Way Indonesia Pasuruan ?
3. Whether Communication has a direct effect on Job Satisfaction at PT. Global Way Indonesia Pasuruan ?
4. Whether Work Ability has a direct effect on Job Satisfaction at PT. Global Way Indonesia Pasuruan ?
5. Whether Work Stress directly affects Employee Performance at PT. Global Way Indonesia Pasuruan ?
6. Whether Communication has a direct effect on Employee Performance at PT. Global Way Indonesia Pasuruan ?
7. Whether Work Ability directly affects Employee Performance at PT. Global Way Indonesia Pasuruan ?
8. Whether Job Satisfaction directly affects Employee Performance at PT. Global Way Indonesia Pasuruan ?
9. Whether Work Stress affect indirectly employee performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan ?

10. Whether Communication has an indirect effect on Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan ?
11. Whether Work Ability has an indirect effect on Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan ?

B. The purpose of the study

The purpose of the study is the formulation of sentences that indicate the existence of results, something that will be obtained after the research is completed, as well as something that will be achieved or handled in a study. The words of the research objectives express the author's desire to get answers to the research problems to be posed. The research objectives in this research are as follows:

1. To find out the description of Work Stress, Communication, Work Ability, and Employee Performance as well as Job Satisfaction at PT. Global Way Indonesia Pasuruan
2. To find out and analyze Work Stress directly affects Job Satisfaction at PT. Global Way Indonesia Pasuruan
3. To find out and analyze communication directly affects Job Satisfaction at PT. Global Way Indonesia Pasuruan
4. To find out and analyze work ability directly affects job satisfaction at PT. Global Way Indonesia Pasuruan
5. To find out and analyze Work Stress directly affects Employee Performance at PT. Global Way Indonesia Pasuruan
6. To find out and analyze communication directly affects employee performance at PT. Global Way Indonesia Pasuruan
7. To find out and analyze work ability directly affects employee performance at PT. Global Way Indonesia Pasuruan
8. To find out and analyze Job Satisfaction directly affects Employee Performance at PT. Global Way Indonesia Pasuruan
9. To find out and analyze Work Stress indirectly affects Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan
10. To find out and analyze communication affects indirectly on Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan
11. To find out and analyze work ability indirectly affects employee performance through job satisfaction at PT. Global Way Indonesia Pasuruan

II. LITERATURE REVIEW

Wibowo quoted by Partika et al. (2020) Employee Performance is about doing the work and the results achieved from the work. Employee Performance is about what is done and how to do it. Rivai quoted by Khamisa et al. (2015) Work Stress is a condition of tension that creates a physical and psychic imbalance that affects the emotions, thinking processes, and conditions of an employee. Communication has an important role in an organization or company. With good communication, a company's activities can run smoothly and vice versa. The lack or absence of communication will have bad consequences for the company according to Dita Amanah in Hartati et al. (2019). Sundusiah, Irwansyah (2019) stated that Work Ability is the capacity of an individual to perform various tasks in a job (Putri Pradityana Evanda, 2018). Work Ability is an effort to improve the technical, theoretical, conceptual and moral abilities of employees in accordance with the needs of work, position through education and training.

III. RESEARCH METHODS

A. Types And Approaches To Research

The research design is used as a guideline for conducting research. This type of research uses an explanatory research type of research, which is an explanatory research that highlights the casual relationship between research variables and tests hypotheses that have been formulated previously (Sugiyono, 2018). The quantitative method is called the traditional method, because this method has been used for a long time so that it has been directed as a method for research. This method is referred to as the positivistic method because it is based on the philosophy of positivism. This method is referred to as the scientific method because this method has fulfilled scientific rules, namely concrete, empirical, objective, measurable, rational and systematic.

B. Research Variable Indicators

According to Sugiyono (2018) variable indicators are variable studies used to strengthen the definition of variables. Furthermore, if the definition is clear, variable indicators can be obtained. From the indicators can be obtained the conclusion of the variables used. It is these indicators and conclusions that will be used next to create the instrument grid.

1. Variable (X1) is Work Stress According to Lindasari, Kusnia (2019) Work Stress is a condition of tension that creates a physical and psychic imbalance that affects emotions, thinking processes, and the condition of an employee. Indicators Variable work stress (X1) According to Made Pradnya Paramita Saputra (2019) stated that the indicators of Work Stress are as follows:

1.1 Working conditions, a condition in which an Employee feels an excessive Workload. This variable indicator is measured by respondents' responses regarding excessive workload.

X1.1.1 : Demands on the quality of my work do not enter mind.

X1.1.2 : The workload of my work is too heavy for me.

X1.1.3 : The given tasks are complicated.

X1.1.4 : The Company demands that it is not in accordance with its capabilities

1.2 Work Stress due to roles, a condition in which the employee has difficulty in understanding what his duties are. This variable indicator is measured from respondents' responses regarding the unclear role.

X1.2.1 : Tasks and job goals that I have to run unclear.

X1.2.2 : I have no authority in executing my job responsibilities.

X1.2.3 : I am not aware of the expected performance company from me.

X1.2.4 : I don't understand my contribution towards the achievement of the Company's targets in asum.

X1.2.5 : I work on my main task.

1.3 Interpersonal factors, interpersonal factors are cooperative relationships between colleagues and superiors. This variable indicator is measured from respondents' responses regarding the relationship between cooperation and superiors.

X1.3.1 : My relationship with my co-workers is not established well.

X1.3.2 : I don't have social support from colleagues.

X1.3.3 : I get pressure from other Employees at work.

X1.3.4 : Communication is not well established between employees on with other Employees.

1.4 Career development, career development is a process in improving and adding

X1.4.1 : Career development in accordance with competencies that Owned by Employees of PT. Global Way Indonesia.

1.5 Employees who are carried out formally and continuously to achieve their career goals and objectives. This variable indicator is measured by respondents' responses regarding promotion of positions that are lower than ability.

X1.5.1 : Regulation in the Company PT. Global Way Indonesia Pasuruan made it difficult for me to work.

X1.5.2 : Regulations applied in pt. Global Way Indonesia Pasuruan cannot be followed by employees.

X1.5.3 : I feel involved in every matter concerning The interests of the company PT. Global Way Pasuruan

1.6 Organizational structure, organizational structure is how work is divided, grouped and formally coordinated. This variable indicator is measured by respondents' responses regarding rigid organizational structures.

X1.6.1 : Employee's opinion is not listened to in the retrieval decisions according to the organizational structure on company PT. Global Way Indonesia Pasuruan.

2. Variable (X2) is Communication. According to Hovland in (Estiningsih, 2019) Communication is a systematic effort to formulate unequivocally the principles of conveying information and correcting opinions and attitudes. Indicators of Communication Variables (X2) according to (Anwar Prabu Mangkunegara, 2018) the indicators used in communication variables are as follows:

2.1 Understanding is the ability to carefully understand the role as intended by the communicator. This variable indicator is measured by respondents' responses regarding being able to understand the information submitted by colleagues.

X2.1.1 : Command or instruction given by the leader The company can be well understood.

2.2 The pleasure of the communication process, in addition to successfully conveying information, can also take place in an atmosphere that pleases both parties. This variable indicator is measured by respondents' responses regarding being happy when communicating with colleagues regarding work issues.

X2.2.1 : I am happy and open when communicating with my co workers and bosses in the Company.

X2.2.2 : In general, you feel satisfied communicating with your boss.

X2.2.3 : In general, you are satisfied communicating with your co workers.

2.3 Attitudes will be influenced by communication. The effectiveness of communication in case of a change after communicating. This variable indicator is measured by respondents' responses regarding communicating with colleagues who tend to ignore the suggestions and input of others.

X2.3.1 : I listen well to every idea from colleagues work and my boss.

X2.3.2 : I am able to respond to every communication well

X2.3.3 : Your fellow co-workers always give reactions or response when communicating with you.

2.4 The level of relationships between individuals that will improve well after effective communication occurs. This variable indicator is measured by respondents' responses regarding a sense of comfort when communicating with superiors about work problems in the Company.

X2.4.1 : Good relationship between employees in the company indispensable.

X2.4.2 : Fellow Employees have communicated in a way both within the Company.

X2.4.3 : Communication between Employees in PT. GlobalWay Indonesia Pasuruan is well established.

X2.4.4 : Good communication with other department employees making it easier for me to get information on a regular basis quick about work.

2.5 Action, communication will be effective if both parties after communicating there is an action. This variable indicator is measured from respondents' responses regarding always providing the best for service in the company.

X2.5.1 : I debunk well and professionally if any colleagues who made mistakes.

X2.5.2 : Your boss always gives a reaction or response when communicate with you

X2.5.3 : The Chairman of the company gives a reprimand for mistakes employees of PT. Global Way Indonesia Pasuruan.

X2.5.4 : The Chairman of the company gives me credit if I performed the task well and satisfactorily.

3. Variable (X3) is Workability. (Putri Pradityana Evanda, 2018) suggests that ability is the capacity of an individual to perform various tasks in a job. According to (Sundusiah, Irwansyah, 2019) The components that exist are capable of being:

3.1 Mental abilities, referring to the level of intelligence of a person and can be divided into subcategories, which include verbal fluency and understanding, reasoning, inductive and deductive, associative memory, and special orientation.

X3.1.1 : I am able to understand everything related with the field of work.

X3.1.2 : I was able to solve the problem experienced.

3.2 Emotional intelligence refers to a person's ability to be aware of feelings, manage emotions, motivate oneself, express empathy, and handle relationships to others.

X3.2.1 : I was able to socialize well against work environment at PT. Global Way Indonesia Pasuruan.

X3.2.2 : I am able to control my emotions.

X3.2.3 : I was able to face the problem calmly

4. Variable (Y1) is Job Satisfaction. According to Estiningsih (2019) Job Satisfaction is an effectiveness or emotional response to various aspects of work. According to research conducted by Han et al, which was quoted by Mudawanah (2019) regarding indicators in measuring Job Satisfaction using the Job Discriptive Index (JDI), namely:

4.1 Love for the work done.

Y1.1.1 : I feel good about my work.

Y1.1.2 : I find my work interesting.

Y1.1.3 : I feel that my work is appreciated by the Leadership company.

4.2 Quality control of work from a good superior.

Y1.2.1 : My chairman in PT. Global Way Indonesia always give me support.

Y1.2.2 : Supervisor's ability to make decisions.

4.3 Have a promotional opportunity to be even more advanced.

Y1.3.1 : Fun working with people in company PT. This Global Way Indonesia.

Y1.3.2 : Work with responsible colleagues.

4.4 Have fun co-workers

Y1.4.1 : I feel that I have a harmonious work environment

5. Variable (Y2) is Employee Performance. According to Hasibuan in Putri Pradityana Evanda (2018) Employee Performance is a work result achieved by a person in carrying out the tasks charged to him which is based on skills, experience, and sincerity and time. According to Bangun quoted by Putri Pradityana Evanda (2018) To measure Employee Performance is as follows:

5.1 Number of jobs. This dimension shows the amount of work that an individual or group produces as a requirement that becomes the standard of employment.

Y2.1.1 : Quantity of work assigned to the company according to my ability.

5.2 Quality of work. Each employee in the company must meet certain requirements to be able to produce work according to the quality that a particular job demands.

Y2.2.1 : The results of my work are in accordance with the quantity / amount that has been Set.

Y2.2.2 : The quality of my work is better after the existence of communication with colleagues.

Y2.2.3 : I always work according to the procedure and schedule which has been determined by the company.

Y2.2.4 : I can work deftly, quickly, and precisely.

5.3 Punctuality. Each job has different characteristics, for certain types of work must be completed on time, because it has a dependence on other work, so if the work on a certain part is not completed on time it will hinder the work on other parts, thus affecting the number and quality of work results.

Y2.3.1 : I carry out the work on time.

Y2.3.2 : I am able to complete every job that given to me

Y2.3.3 : My work results are in accordance with the work target set.

Y2.3.4 : I can complete the work according to company terms of PT. Global Way Indonesia.

5.4 Attendance. A certain type of work demands the presence of employees in working on it according to the specified time.

Y2.4.1 : I never come late and am not present at company.

5.5 Ability to cooperate. Not all work can be completed by one employee alone. For certain types of work may have to be completed by two or more people, so requiring cooperation between employees is needed. Employee performance can be judged by their ability to work together with their co-workers.

Y2.5.1 : I always work together in getting the job done.

Y2.5.2 : I can work with the team when I am needed

Y2.5.3 : In working the direction of the company's leadership is very useful in the completion of work.

C. Research Location

This research will be conducted at PT. Global Way Indonesia which has an address at Perkomplesan Industri Jalan Raya Sekar asri Blok D-6 Kel.Sekargadung Kec. Purworejo Kota Pasuruan, (Kab.) - East Java. Pasuruan Regency, East Java 61254. As for the reason for choosing the research location, that is, I as the author am one of the Employees at PT. Global Way Indonesia Pasuruan. The Research Period will be conducted from May to July 2022.

D. Research Conceptual Framework

From the relationship between variables that have been explained based on the results of research and existing gap theory, the following Research Conceptual Framework Drawings are as follows:

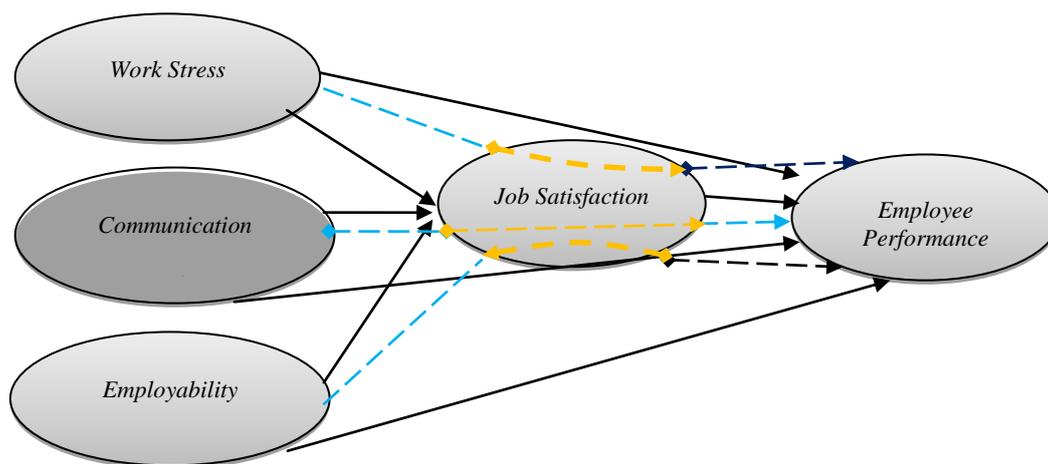


Figure 1. Research Conceptual Framework

Source : (Solimun, 2017), (Ferdinand, 2014), (Sugiyono, 2018)

E. Population, Research Samples, Sampling Techniques and Data Analysis Techniques

The population is all objects, all symptoms and all events of the events to be selected must correspond to the problem to be studied. all data that is of concern to the researcher in a scope and time specified. So, the population relates to the data, not the human factor. (Arikunto, 2016), If every human being provides data, then the number or size of the Population will be equal to the number of humans". According to (Sugiyono, 2018), Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are set by the researcher to study and then draw conclusions. The population taken from this study is all Permanent Employees in PT. Global Way Indonesia Pasuruan and its population of 100 employees. (Sugiyono, 2018) The sample is a portion of the subjects in the population under study, who are certainly able to representatively represent their population. Meanwhile Sugiyono (2018) said that the sample is part of the number and characteristics possessed by the population. For this reason, samples taken from the population must be truly representative (representative) and the feasible sample size in the study is between 30 and 500. The sampling in this study was all permanent employees at PT. Global Way Indonesia Pasuruan. In this study, researchers used a sample of 100 respondents. Why researchers chose a sample of 100 respondents because empirically the 100 respondents were permanent employees of the company who knew more deeply the scope and conditions in the company and the rest were many employees from contracts or outsourcing from other Companies or (PT), and the status of contract employees and outsourcing personnel was not included in sampling considering that there were so many in PT. Global Way Indonesia Pasuruan and if employees outsourcing frequent changes of personnel in the company and researchers also want to know empirically the extent of permanent employees in the Company PT. Global Way Indonesia Pasuruan can show an improvement in Employee Performance through Job Satisfaction by being linked to other variables that researchers will examine. Sampling technique is a technique for taking samples, in determining samples there are two techniques, namely the Probability sampling technique which consists of simple random, proportionate stratified random sampling, disproportionate stratified random sampling and area sampling. While non probability sampling consists of systematic sampling, quota sampling, accidental sampling, purposive sampling, saturated sampling and snowball sampling. According to Sugiyono (2018) Saturated sampling is a sample determination technique when all members of the population are used as samples. The data analysis technique in this study used Statistical Analysis with a Partial Least Square (PLS) Analysis Model.

IV. RESEARCH DISCUSSION

A. Hypothesis Testing

hypothesis testing on the Research Model with estimated path coefficients that can be evaluated based on T-statistics values. Path coefficients estimates show estimated values that describe the relationships between latent variables obtained by bootstrapping procedures. The measurement items used are said to be significant if the T-statistics score is greater than 1.96 and the p-value is less than 0.05 at a significance level of 0.05 (5%) .

Meanwhile, the parameter coefficient shows the direction of influence by looking at the positive or negative of the original sample as well as the magnitude of the influence of exogenous variables on endogenous variables (Sugiyono, 2018). Here is a table of path coefficients to see the T-statistical values.

Pengaruh Total						
Mean, STDEV, T-Values, P-Values	Keyakinan Interval	Keyakinan Interval Bias-Dikoreksi	Sampel	T Statistik (t) DV...	P Values	
	Sampel Asli (O)	Rata-rata Sam...	Standar Devias...			
KEMAMPUAN KERJA (K1) -> KEMAMPUAN KERJA (Y1)	0.549	0.541	0.179	3,075	0.002	
KEMAMPUAN KERJA (K1) -> KINERJA PEKAWAI (Y2)	0.266	0.266	0.079	3,359	0.001	
KEMAMPUAN KERJA (Y1) -> KINERJA PEKAWAI (Y2)	0.347	0.339	0.071	4,908	0.000	
KOMUNIKASI (K2) -> KEMAMPUAN KERJA (Y1)	0.636	0.625	0.175	3,638	0.000	
KOMUNIKASI (K2) -> KINERJA PEKAWAI (Y2)	0.220	0.215	0.082	2,682	0.008	
STRES KERJA (K1) -> KEMAMPUAN KERJA (Y1)	-0.293	-0.269	0.277	1,056	0.291	
STRES KERJA (K1) -> KINERJA PEKAWAI (Y2)	0.476	0.484	0.114	4,174	0.000	

Figure 2. Path Coefficient Test Directly (Direct Effect)

Source : SmartPLS DataVersion3.0 Data Managed, (2022)

Based on the results of the path coefficient test in the table above, it can be used to prove the research hypothesis as follows:

1. The Effect of Work Stress Directly on Job Satisfaction. The results showed that in the table above it can be seen that Work Stress has a negative and insignificant influence value on Job Satisfaction, with a parameter coefficient value of -0.293. This can be seen from the results of the path coefficient which shows a T-statistical value of 1,056 > 1.96 and a p-value of 0.291 < 0.05. Based on these statistical calculations, it can be concluded that Work Stress does not have a significant effect on Job Satisfaction in this study sample, so that H1 which states that Work Stress does not have a direct effect on Job Satisfaction and the Research Hypothesis means that it is rejected (not supported).
2. The Effect of Work Stress Directly on Employee Performance. The results showed that in the table above it can be seen that Work Stress has a positive and significant influence value on Employee Performance, with a parameter coefficient value of 0.476. This can be seen from the results of the path coefficient which shows a T-statistical value of 4,174 > 1.96 and a p-value of 0.000 < 0.05. Based on these statistical calculations, it can be concluded that Work Stress has a significant effect on Employee Performance in this study sample, so that H2 which states that Work Stress has a direct effect on Employee Performance and the Research Hypothesis means that it is accepted (supported).
3. The Effect of Direct Communication on Job Satisfaction. The results showed that in the table above it can be seen that Communication has a positive and significant influence value on Job Satisfaction, with a parameter coefficient value of 0.636. This can be seen from the results of the path coefficient which shows a T-statistical value of 3,638 > 1.96 and a p-value of 0.000 < 0.05. Based on these statistical calculations, it can be concluded that Communication has a significant effect on Job Satisfaction in this research sample, so that H3 which states that Communication has a direct effect on Job Satisfaction and the Research Hypothesis means that it is accepted (supported).
4. The Effect of Direct Communication on Employee Performance. The results showed that in the table above it can be seen that Communication has a positive and significant influence value on Employee Performance, with a parameter coefficient value of 0.220. This can be seen from the results of the path coefficient which shows a T-statistical value of 2,682 > 1.96 and a p-value of 0.008 < 0.05. Based on these statistical calculations, it can be concluded that Communication has a significant effect on Job Satisfaction in this research sample, so that H4 which states that Communication has a direct effect on Employee Performance and the Research Hypothesis means that it is accepted (supported).
5. The Effect of Work Ability Directly on Job Satisfaction. The results showed that in the table above it can be seen that Work Ability has a positive and significant influence value on Job Satisfaction, with a parameter coefficient value of 0.549. This can be seen from the results of the path coefficient which shows a T-statistical value of 3,075 > 1.96 and a p-value of 0.002 < 0.05. Based on these statistical calculations, it can be concluded that Work Ability has a significant effect on Job Satisfaction in this research sample, so that H5 which states that Work Ability has a direct effect on Job Satisfaction and research hypothesis means that it is accepted (supported).
6. The Effect of Work Ability Directly on Employee Performance. The results showed that in the table above it can be seen that Work Ability has a positive and significant influence value on Employee Performance, with a parameter coefficient value of 0.266. This can be seen from the results of the path coefficient which shows a T-statistical value of 3,359 > 1.96 and a p-value of 0.001 < 0.05. Based on these statistical

calculations, it can be concluded that Work Ability has a significant effect on Employee Performance in this research sample, so that H6 which states that Work Ability has a direct effect on Employee Performance and research hypothesis means that it is accepted (supported).

- The Effect of Job Satisfaction Directly on Employee Performance. The results showed that in the table above it can be seen that Job Satisfaction has a positive and significant influence value on Employee Performance, with a parameter coefficient value of 0.347. This can be seen from the results of the path coefficient which shows a T-statistical value of 4,908 > 1.96 and a p-value of 0.000 < 0.05. Based on these statistical calculations, it can be concluded that Job Satisfaction has a significant effect on Employee Performance in this research sample, so that H7 which states that Job Satisfaction has a direct effect on Employee Performance and the Research Hypothesis means that it is accepted (supported).

Path	Sampel Asli (O)	Rata-rata Sampel (M)	Standar Deviasi (STDEV)	T Statistik (O)/(STDEV)	P Value
KEMAMPUAN KERJA (X3) -> KEPUASAN KERJA (Y1) -> KINERJA PEKAWAI (Y2)	0.190	0.184	0.020	2.708	0.007
KOMUNIKASI (X2) -> KEPUASAN KERJA (Y1) -> KINERJA PEKAWAI (Y2)	0.220	0.215	0.082	2.682	0.008
STRES KERJA (X1) -> KEPUASAN KERJA (Y1) -> KINERJA PEKAWAI (Y2)	-0.102	-0.093	0.097	1.050	0.294

Figure 3. Path Coefficient Indirect Testing

Source : SmartPLS DataVersion3.0 Data Managed, (2022)

Based on the results of the path coefficient test in the table above, it can be used to prove the research hypothesis as follows:

- The Effect of Work Stress Indirectly on Employee Performance Through Job Satisfaction. The results showed that in the table above it can be seen that Work Stress has a negative and insignificant influence value on Employee Performance through Job Satisfaction, with a parameter coefficient value of -0.102. This can be seen from the results of the path coefficient which shows a T-statistical value of 1,050 > 1.96 and a p-value of 0.294 < 0.05. Based on these statistical calculations, it can be concluded that Work Stress indirectly affects Employee Performance does not have a significant effect through Job Satisfaction in this research sample, so that H8 which states that Work Stress indirectly affects Employee Performance through Job Satisfaction and Research Hypothesis means rejected (not supported).
- The Effect of Indirect Communication on Employee Performance Through Job Satisfaction. The results of the study show that in the table above it can be seen that Communication has a positive and significant influence value on Employee Performance through Job Satisfaction, with a parameter coefficient value of 0.220. This can be seen from the results of the path coefficient which shows a T-statistical value of 2,682 > 1.96 and a p-value of 0.008 < 0.05. Based on these statistical calculations, it can be concluded that Indirect communication of Employee Performance has a significant effect through Job Satisfaction in this research sample, so that H9 which states that Indirect communication to Employee Performance through Job Satisfaction and Research Hypothesis means that it is accepted (supported).
- The Effect of Indirect Work Ability on Employee Performance Through Job Satisfaction. The results showed that in the table above it can be seen that Work Ability has a positive and significant influence value on Employee Performance through Job Satisfaction, with a parameter coefficient value of 0.190. This can be seen from the results of the path coefficient which shows a T-statistical value of 2,708 > 1.96 and a p-value of 0.007 < 0.05. Based on these statistical calculations, it can be concluded that Work Ability indirectly affects Employee Performance has a significant effect through Job Satisfaction in this research sample, so that H10 which states that Work Ability indirectly affects Employee Performance through Job Satisfaction and Research Hypothesis means accepted (supported).

B. Discussion of Research Results

1. The Effect of Work Stress Directly On Job Satisfaction

The results showed that Work Stress has a negative and insignificant influence value on Job Satisfaction, with a parameter coefficient value of -0.293. This can be seen from the results of the path coefficient which shows a T-statistical value of 1,056 > 1.96 and a p-value of 0.291 < 0.05. Based on these statistical calculations, it can be concluded that Work Stress does not have a significant effect on Job Satisfaction in this study sample, so that H1 which states that Work Stress does not have a direct effect on Job Satisfaction and the Research Hypothesis means that it is rejected (not supported). According to Fitriano et al. (2020) Work Stress is the

tension or emotional stress experienced by a person who is facing very large demands or the opportunity to carry out an important activity, in which there are obstacles and uncertainties that can affect a person's emotions, thoughts and physical condition. The tension has to do with the feelings of displeasure, worry and anxiety that a person experiences. Meanwhile, according to Pratama & Wardani (2018) Job Satisfaction is an emotional attitude that is pleasant and loves his job. This attitude is reflected by Work Morals, Discipline, and Work Achievement. In the study conducted by Santoso et al. (2018) Work Stress negatively affects Job Satisfaction. Then in the study conducted by Latifa Hanim (2016) Work Stress has a negative and significant relationship with job satisfaction. According to Lambert & Paoline (2008) also states Work Stress has a negative and significant effect on job satisfaction pressures derived from a person's misalignment with his environment can generate Work Stress.

2. The Effect of Direct Communication on Job Satisfaction

The results showed that Work Stress has a negative and insignificant influence value on Job Satisfaction, with a parameter coefficient value of -0.293 . This can be seen from the results of the path coefficient which shows a T-statistical value of $1,056 > 1.96$ and a p-value of $0.291 < 0.05$. Based on these statistical calculations, it can be concluded that Work Stress does not have a significant effect on Job Satisfaction in this study sample, so that H1 which states that Work Stress does not have a direct effect on Job Satisfaction and the Research Hypothesis means that it is rejected (not supported). According to Fitriano et al. (2020) Work Stress is the tension or emotional stress experienced by a person who is facing very large demands or the opportunity to carry out an important activity, in which there are obstacles and uncertainties that can affect a person's emotions, thoughts and physical condition. The tension has to do with the feelings of displeasure, worry and anxiety that a person experiences. Meanwhile, according to Pratama & Wardani (2018) Job Satisfaction is an emotional attitude that is pleasant and loves his job. This attitude is reflected by Work Morals, Discipline, and Work Achievement. In the study conducted by Santoso et al. (2018) Work Stress negatively affects Job Satisfaction. Then in the study conducted by Latifa Hanim (2016) Work Stress has a negative and significant relationship with job satisfaction. According to Lambert & Paoline (2008) also states Work Stress has a negative and significant effect on job satisfaction pressures derived from a person's misalignment with his environment can generate Work Stress.

3. The Effect of Direct Communication on Job Satisfaction

The results showed that Communication has a positive and significant influence value on Job Satisfaction, with a parameter coefficient value of 0.636 . This can be seen from the results of the path coefficient which shows a T-statistical value of $3,638 > 1.96$ and a p-value of $0.000 < 0.05$. Based on these statistical calculations, it can be concluded that Communication has a significant effect on Job Satisfaction in this research sample, so that H2 which states that Communication has a direct effect on Job Satisfaction and the Research Hypothesis means that it is accepted (supported). According to Estiningsih (2019) Communication is a process of conveying ideas and information from someone to others. According to Mudawanah (2019) Job Satisfaction is an effectiveness or emotional response to various aspects of work. Job satisfaction has to do with a person's feelings and emotions. According to Jonathan G & Saerang (2018) in his research suggests that communication has a positive and significant effect on Job Satisfaction. Likewise, the research conducted Hanafi et al. (2018) Communication has a positive and significant effect on Job Satisfaction. From the explanation.

4. The Effect of Direct Work Ability on Job Satisfaction.

The results showed that Work Ability has a positive and significant influence value on Job Satisfaction, with a parameter coefficient value of 0.549 . This can be seen from the results of the path coefficient which shows a T-statistical value of $3,075 > 1.96$ and a p-value of $0.002 < 0.05$. Based on these statistical calculations, it can be concluded that Work Ability has a significant effect on Job Satisfaction in this research sample, so that H3 which states that Work Ability has a direct effect on Job Satisfaction and Research Hypothesis means that it is accepted (supported). Job Satisfaction is a situation of meeting needs such as the need for work, the level of supervision, relationships between employees, opportunities for a career as well as promotions and appropriate wages according to Putri Pradityana Evanda (2018). Chuzaimah in Pratama & Wardani (2018) Work Ability is an effort to improve the technical, theoretical, conceptual and moral abilities of employees in accordance with job needs, positions through education and training. In a study conducted by Pratama & Wardani (2018) mentioned that Work Ability has a positive effect on Job Satisfaction. Supported by research conducted Pratama & Wardani (2018) Work Ability has a positive effect on Job Satisfaction. From the explanation.

5. The Effect of Work Stress Directly on Employee Performance

The results showed that Work Stress has a positive and significant influence value on Employee Performance, with a parameter coefficient value of 0.476. This can be seen from the results of the path coefficient which shows a T-statistical value of $4,174 > 1.96$ and a p-value of $0.000 < 0.05$. Based on these statistical calculations, it can be concluded that Work Stress has a significant effect on Employee Performance in this study sample, so that H4 which states that Work Stress has a direct effect on Employee Performance and the Research Hypothesis means that it is accepted (supported). Work Stress is the inability of employees to face work demands because employees do not have the ability as required by work. Work stress is a mental and physical condition that affects productivity, effectiveness, health and work quality according to Hidayah et al. (2018) and According to Fitriano et al. (2020) Employee Performance is a work result that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in order to achieve the goals of the organization concerned legally, does not violate the law and is in accordance with morals or ethics. The results of a study conducted by Poakita et al. (2019) entitled "The Effect of Workload, Work Environment and Work Stress on Employee Performance at PT. Esta Group Jaya" stated that there is a positive and significant influence on Employee Performance. According to Yasinta Endah Nastiti in Hidayah et al. (2018) stated that work stress has a positive and significant influence on Employee Performance.

6. The Effect of Direct Communication on Employee Performance

The results showed that Communication has a positive and significant influence value on Employee Performance, with a parameter coefficient value of 0.220. This can be seen from the results of the path coefficient which shows a T-statistical value of $2,682 > 1.96$ and a p-value of $0.008 < 0.05$. Based on these statistical calculations, it can be concluded that Communication has a significant effect on Job Satisfaction in this research sample, so that H5 which states that Communication has a direct effect on Employee Performance and the Research Hypothesis means that it is accepted (supported). According to Estiningsih (2019) Communication is a systematic effort to formulate unequivocally the principles of conveying information and correcting opinions and attitudes. According to Mangkunegara quoted by Putri Pradityana Evanda (2018) Employee Performance is work performance or work results (output) both quality and quantity achieved by human resources for a certain period of time in carrying out their work duties in accordance with the responsibilities given to them. The results of the research conducted by Fitriano et al. (2020) obtained communication has a positive and significant effect on Employee Performance. Similarly, the research conducted by Estiningsih (2019) stated that Communication has a positive and significant effect on Employee Performance.

7. The Effect of Direct Work Ability on Employee Performance

The results showed that Work Ability has a positive and significant influence value on Employee Performance through Job Satisfaction, with a parameter coefficient value of 0.190. This can be seen from the results of the path coefficient which shows a T-statistical value of $2,708 > 1.96$ and a p-value of $0.007 < 0.05$. Based on these statistical calculations, it can be concluded that Work Ability indirectly affects Employee Performance has a significant effect through Job Satisfaction in this research sample, so that H6 which states that Work Ability indirectly affects Employee Performance through Job Satisfaction and Research Hypothesis means that it is accepted (supported). (Sundusiah, Irwansyah, 2019) Work Ability is an effort to improve the technical, theoretical, conceptual and moral abilities of employees in accordance with the needs of work, position through education and training. Armstrong and Baron in Emron & Yohny anwar (2016) stated that performance is the result of work that has a strong relationship with the organization's strategic objectives, Job Satisfaction, and providing economic contribution. From research conducted by Pratama & Wardani (2018) Work Ability has a significant influence on Employee Performance. Supported by research conducted by Putri Pradityana Evanda (2018) Work Ability has a significant influence on Employee Performance.

8. The Effect of Job Satisfaction Directly on Employee Performance

The results showed that Job Satisfaction has a positive and significant influence value on Employee Performance, with a parameter coefficient value of 0.347. This can be seen from the results of the path coefficient which shows a T-statistical value of $4,908 > 1.96$ and a p-value of $0.000 < 0.05$. Based on these statistical calculations, it can be concluded that Job Satisfaction has a significant effect on Employee Performance in this research sample, so that H7 which states that Job Satisfaction has a direct effect on Employee Performance and the Research Hypothesis means that it is accepted (supported). In a company, the success rate can be measured through the performance given by employees to their company. According to Mangkunegara in Putri Pradityana Evanda (2018). "Employee Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is a necessity for employees in a company, if employees try to solve problems that have been given by the Company, employees have high performance to feel superior in competitive situations, on the contrary,

low performance, employees will easily give up on the situation if they have difficulty in doing their duties". There is a factor that affects the achievement of performance, namely employee satisfaction. According to Kreitner and Kinicki in Estiningsih (2019) Job Satisfaction is an effectiveness or emotional response to various aspects of work. Job Satisfaction is related to a person's feelings and emotions. Research conducted by Latifa Hanim (2016) stated that Job Satisfaction has a positive and significant effect on Employee Performance. Likewise, research conducted by Pratama & Wardani (2018) stated that Job Satisfaction has a positive and significant effect on Employee Performance.

9. The Effect of Indirect Work Stress on Employee Performance Through Satisfaction Work.

The results showed that Work Stress has a negative and insignificant influence value on Employee Performance through Job Satisfaction, with a parameter coefficient value of -0.102. This can be seen from the results of the path coefficient which shows a T-statistical value of 1,050 >1.96 and a p-value of 0.294 <0.05. Based on these statistical calculations, it can be concluded that Work Stress indirectly affects Employee Performance does not have a significant effect through Job Satisfaction in this research sample, so that H8 which states that Work Stress indirectly affects Employee Performance through Job Satisfaction and Research Hypothesis means rejected (not supported). According to Tsalasah et al. (2019) Work Stress is a condition of tension that creates a physical and psychic imbalance that affects the emotions, thinking processes, and conditions of an employee. According to Anwar Prabu Mangkunegara (2017) Job Satisfaction is an emotional attitude that is pleasant and loves his job. This attitude is reflected by work morale, discipline, and work achievements. Jonathan G & Saerang (2018) stated that Employee Performance is the result of work that has a strong relationship with the organization's strategic goals, consumer satisfaction, and providing economic contribution. In the study conducted by Santoso et al. (2018) Work Stress negatively affects Job Satisfaction. Research Santoso et al. (2018) states that Work Stress partially has a very significant and negative influence on Employee Performance. Partika et al. (2020) said that in their research the factors that 'affect employee performance in the Tlatar Boyolali Water Park Ecotourism. The factors analyzed in the study were work stress, work discipline, job satisfaction and employee performance. The population in the study was all permanent employees of the Tlatar Boyolali Water Park Ecotourism which amounted to 63 people. The sampling technique uses saturated sampling where the entire population is used as a research sample. Research Santoso et al. (2018) states that Work Stress partially has a very significant and negative influence on Employee Performance. Partika et al. (2020) said that in their research the factors that 'affect employee performance in the Tlatar Boyolali Water Park Ecotourism. The factors analyzed in the study were work stress, work discipline, job satisfaction and employee performance. The population in the study was all permanent employees of the Tlatar Boyolali Water Park Ecotourism which amounted to 63 people. The sampling technique uses saturated sampling where the entire population is used as a research sample. The sampling technique uses saturated sampling where the entire population is used as a research sample. Data collection through the distribution of questionnaires on a likert scale. The questionnaire test uses classical assumption tests in the form of normality, multicollinearity, heteroscedasticity, autocorrelation and linearity tests and additional validity tests. The test shows that the data has no problems and can be submitted for regression testing. The statistical method used is multiple linear regression with a significance rate of 5%. Based on the results of hypothesis testing, it can be concluded that work stress and work discipline have a significant effect on employee performance, while job satisfaction has an effect but is not significant.

10. The Effect of Indirect Communication on Employee Performance Through Job Satisfaction.

The results showed that Communication has a positive and significant influence value on Employee Performance through Job Satisfaction, with a parameter coefficient value of 0.220. This can be seen from the results of the path coefficient which shows a T-statistical value of 2,682 >1.96 and a p-value of 0.008 <0.05. Based on these statistical calculations, it can be concluded that Indirect communication of Employee Performance has a significant effect through Job Satisfaction in this research sample, so that H9 which states that Indirect communication to Employee Performance through Job Satisfaction and Research Hypothesis means that it is accepted (supported). According to Hartati et al. (2019) states that communication is based on the Latin word Communis which means to make togetherness or build togetherness between two or more people. Communication also comes from the Latin root comunico which means to divide". According to Hidayah et al. (2018) from the etymological side, Badudu formulated a meaningful performance for work. In the English dictionary, performance is translated from the word performance which means the ability to carry out obligations or tasks. In other etymologically Employee Performance is defined as an achieved, demonstrated achievement or work ability. According to Hasibuan in Hanafi et al. (2018) Job Satisfaction is an emotional attitude that is pleasant and loves his work. This attitude is reflected by Work Morals, Discipline, and Work Performance. Research conducted by Sukmawati et al. (2020) Communication on Performance with Job Satisfaction as an intervening variable has a significant positive effect. Jonathan G & Saerang (2018) said that in

the results of his research The Wheel of Life of an employee is one of the important concepts that can be easily removed by the quality of work and work-related stress. Effective communication also plays an important role in the company that can affect employee productivity. Productivity increases when your employees are satisfied with their work and with the level of communication they receive from management. In north Sulawesi, PT Hasrjat Abadi has several branch offices located in various regions, one of its branches is CV. Combos. This study aims to find out about the influence of workload, work stress, and effective communication on employee productivity. This study used multiple regression analysis with a population of 50 employees in CV. Manado combo. The results show that workload and effective communication significantly affect employee productivity. Meanwhile, work stress does not significantly affect employee productivity. Companies should constantly add something that can keep employee productivity positively increased, such as hiring professional team leaders. Also, create good communication with employees.

11. The Effect of Indirect Work Performance on Employee Performance Through Job Satisfaction.

The results showed that Work Ability has a positive and significant influence value on Employee Performance through Job Satisfaction, with a parameter coefficient value of 0.190. This can be seen from the results of the path coefficient which shows a T-statistical value of $2,708 > 1.96$ and a p-value of $0.007 < 0.05$. Based on these statistical calculations, it can be concluded that Work Ability indirectly affects Employee Performance has a significant effect through Job Satisfaction in this research sample, so that H10 which states that Work Ability indirectly affects Employee Performance through Job Satisfaction and Research Hypothesis means accepted (supported). (Sulkifli Ar & Dirwan, 2020) Work Ability is an effort to improve the technical, theoretical, conceptual and Moral abilities of Employees in accordance with the Needs of Work, Position through Education and Training. According to Kreitner and Kinicki in Estiningsih (2019) Job Satisfaction is an effectiveness or emotional response to various aspects of work. Job satisfaction has to do with a person's feelings and emotions. (Putri Pradityana Evanda, 2018) Employee Performance is a result of work achieved by a person in carrying out the tasks charged to him which is based on skills, experience, and sincerity and time. Research conducted by Pratama & Wardani (2018) Work Ability has a significant effect on Employee Performance through Job Satisfaction. Kadir & Efrianti (2018) in previous research said that this study aims to find out whether there is an influence of ability and job satisfaction on employee performance in Puruk Cahu Village, Murung District, Murung Raya District, both partially and simultaneously. The method used in this study is quantitative research, which is a research model that requires the calculation of numbers, while the approach used is a survey approach, which is research that takes samples from the population and uses questionnaires as the main data collection tool. The results of this study showed that the variables of ability and job satisfaction had a significant effect and the changes changed in line with the performance of employees of Puruk Cahu Village, Murung Village, Murung Raya District. That is, if the level of influence of ability and job satisfaction is felt to be higher, then the higher the performance will be produced.

V. CONCLUSIONS AND SUGGESTIONS

A. Conclusion

1. Variables of Work Stress, Communication, Work Ability, Job Satisfaction and Employee Performance at PT. Global Way Indonesia all respondents who answered questions on each variable given by the researcher showed a balanced frequency value on each indicator of all variables studied. So that it can provide a clear picture of how the relationship between the variables of Work Stress, Communication, Work Ability to Employee Performance through Job Satisfaction experienced by all employees becomes clearer from the results of the leveling or questions presented so that all respondents can understand well and in accordance with the expectations of each PT employee. Global Way Indonesia Pasuruan.
2. Work Stress does not have a direct effect on Job Satisfaction at PT. Global Way Indonesia Pasuruan.
3. Communication directly affects Job Satisfaction at PT. Global Way Indonesia Pasuruan.
4. Work Ability directly affects Job Satisfaction at PT. Global Way Indonesia Pasuruan.
5. Work Stress directly affects Employee Performance at PT. Global Way Indonesia Pasuruan.
6. Communication directly affects employee performance at PT. Global Way Indonesia Pasuruan.
7. Work Ability directly affects Employee Performance at PT. Global Way Indonesia Pasuruan.
8. Job Satisfaction directly affects Employee Performance at PT. Global Way Indonesia Pasuruan.
9. Work Stress does not indirectly affect Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan.

10. Communication affects indirectly employee performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan.
11. Work Ability indirectly affects Employee Performance through Job Satisfaction at PT. Global Way Indonesia Pasuruan.

B. Research Advice

The results of this study will provide additional information as a consideration in planning and strategic decision making. Also to provide a foundation for other researchers in conducting similar research. The author really hopes that the results of this research that have been carried out in the period from March to July 2022 can be useful in providing an overview and knowledge to readers about the relationship between Work Stress, Communication, Work Ability, Employee Performance and Job Satisfaction.

C. For PT. Global Way Indonesia Pasuruan

The results of this research are expected to be used as a useful input so that in the future PT. Global Way Indonesia Pasuruan can be even better in improving employee performance and job satisfaction through efforts to reduce Work Stress, improve Communication and Work Ability. Especially for management leaders to pay attention to the variables of Work Stress does not have a direct effect on Job Satisfaction and Work Stress does not have an indirect effect on Employee Performance through Job Satisfaction in order to improve the development of key performance indicators in PT companies. Global Way Indonesia Pasuruan.

D. For Other Researchers

The results of this study are expected to be used as a reference for other research partners in the next study which takes the topic of factors that affect Employee Performance through Job Satisfaction. Especially the variables that have been found that are not significant so that they can be reviewed in future studies.

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