

ABSTRACT

In an increasingly competitive condition, the banking industry is demanded to improve performance. Performance can be improved by paying attention to job satisfaction. Factors that influence job performance and satisfaction are leadership and organizational commitment.

This research is categorized as survey research with descriptive analysis method by taking sample and using questionnaire as the main data. The model was tested using a quota sample of 120 employee of PT Maybank Indonesia. The respondents are chosen by using nonprobability sampling and convenience sampling techniques.

The result of analysis in this research was tested using Structural Equation Model (SEM). The result of this research indicate all of the hypotheses are supported and have significant effects.

Keywords: *leadership, organization commitment, job satisfaction, job performance.*