Abstract
The purpose of this study is to investigate and test the influence of job stress and employee engagement to organizational commitment and performance of employees of PT. Biseka Denpasar. This research population is all employees with a sample of 106 respondents. Data were analyzed using the analysis equation models structural-based variant known by the analysis of Partial Least Square (PLS). The results of this study indicate that job stress does not affect the performance of employees, employee engagement has positive and significant effect on employee performance, job stress has positive influence and significant to organizational commitment, employee engagement has positive and significant effect on organizational commitment, and organizational commitment has positive and significant effect on employee performance. The results of this study provide suggestions and feedback to the PT. Biseka Denpasar related efforts in improving the performance of employees.

Keywords: Job Stress, Employee Engagement, Organizational Commitment, Employee Performance

1 INTRODUCTION

Background

Human resources or employees that have good performance is part of hope an organization that provides work to the employee, because the employee’s performance is expected to be thoroughly able to improve the performance of the organization (Chao et al., 2010). Stress levels are low and are for a lot of people allow the employees to do a good job, which can make the employee increase the intensity of work, ability to react, and alertness. However stress is relatively high, or moderate and prolonged, will cause a decrease in performance (Shahzad et al., 2011).

In addition to job stress, employee engagement is one of the factors that affect the performance. The performance of an organization will be qualified to...
say if human resources do the job have an attachment (engagement) is high in physical, cognitive, and emotional on the job and the organization. Employees who so much needed by the company for the sake of obtaining the performance of the quality organization. Employee engagement is a good tool to help any business organization in achieving a competitive advantage over others (J, Anitha, 2013).

PT Biseka is the provider of the goods and services of telecommunication services in Bali, in cooperation with more than a construction company and support of telecommunications supported by more than 106 employees who are experienced and professional from various competencies with the spirit: Solid, Speed, and Smart. The order of service achieved optimal and build awareness of the employees, then the PT Biseka give employees the authority and responsibility giving rise to the commitment of employees to the organization, because the commitment is a series of processes performed by employees in the organization. If employees have a great responsibility towards his job, his little opportunities to get a job, have good experience in the work, and accompanied the business of the company or organization and its work, it will create commitment to the organization.

Based on the explanation above, the research is worthy of lifting the title the influence of work stress and employee engagement to organizational commitment and performance of employees of PT. Biseka Denpasar.

2 | LITERATURE

The form of the quality of human resource is reflected from the performance of the employees. Factors that affect the performance of your employees, one factor that is often studied is the job stress experienced by employees. Job stress is a factor that determines the rise and fall of employee performance. Job stress can have an impact on the disruption of the concentration of the work, performance is less satisfactory and the individual is not able to meet the demands of the job. Jalagat (2017) say that job stress becomes a problem that should be considered in the company so that the performance of the employees to be effective and efficient. Pressure at work can lead to work absenteeism, as well as negatively affect the employees’ performance and productivity (Nicholas et al, 2017). Aulia (2017) outlines that occupational stress affects mental and physical condition of the employee resulting in a decrease in performance because of the stress has been bothering the implementation process of their work. Research conducted by Riane et al (2017) defines that if the value of the stress is high then the performance value will be low, and it applies vice versa. Thus, the hypothesis of explanation above is:

H1: Job Stress negatively affect employee performance

In addition to job stress, employee engagement is one of the factors that affect the performance. Employee engagement can improve employee performance, because once employees have a sense of attachment high in the company then the employee will obtain higher performance. Therefore, if the employee has an attachment to his job it will be easier for the company in realizing the vision of the company (Grace et al 2016). Thus, the hypothesis of explanation above is:

H2: Employee engagement has a positive effect on employee performance

The demands of the job and the task is not appropriate positions of authority can affect to organizational commitment that lead to the commitment of the organization to be low, excessive effects of this stress is to increase the intention of employees to quit from organizations and organizational performance is reduced. Masihabadi et al (2015) said that work stress has physical effects and can damage the components of the organization, one of which is organizational commitment. Khatibi et al (2009) also stated the stress of work have a relationship to organizational commitment. The tension and stress that happens to a person dribble on the lack of engagement in work and a lack of commitment on the companies (Velnampy, 2013). Iresa et al (2015) said that work stress creating conditions that can disrupt employee commitment in an organization. Thus, the hypothesis of explanation above is:
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H3: Job Stress negatively affect organizational commitment.

Tang, Lin, Chen, & Ping (2016) revealed that employee engagement is a predictor of organizational commitment, meaningful employee engagement that can increase organizational commitment of its employees. Attachment high a person on the job means impartial on the job a particular an individual, while organizational commitment is high means impartial organizations that recruit such individuals in the organization who deal with the public, so it is able to run policies with a specific purpose and have a strong commitment to the organization (Chairuddin et al, 2015). Thus, the hypothesis of explanation above is:

H4: Employee engagement has a positive effect on organizational commitment.

Problems increase in performance is closely related to the problems of how to build commitment so that it can support the achievement of the goals of the organization. High commitment will impact on the performance of employees is increasing. Commitment good organization within the company can give positive results on employee performance (Memari et al, 2013). Ahmad et al (2016) also said that a good relationship between the commitment of employees to the results of the performance of the employee. O’reilly & Chatman (1986) looked at commitment as the basis of a viscosity of psychological owned by an individual in the organization. The presence of organizational commitment will improve employee performance. Thus, the hypothesis of explanation above is:

H5: Organizational Commitment has a positive effect on employee performance Figure 1

3 | RESEARCH METHODS

This research was conducted at the Office of PT. Biseka (Bali Insan Perkasa) Denpasar, which is located in Serma Gede No.13 Denpasar-Bali. This research population is all employees of PT. Biseka Denpasar amounted to 106 respondents, where all members of the population sampled. The primary data source used to obtain directly from the respondents by filling the questionnaire given to the respondent with regard to variable of Job Stress, Employee Engagement, Organizational Commitment and Performance of Employees in the research location.

The analysis technique used in this research is analysis descriptive analysis and inferential. Descriptive analysis is intended to gain an overview of the characteristics of the respondents of the study from several aspects, such as: gender, education, age and working period are presented in the form of frequency, percentage and average (average). Methods of analysis inferential used in this study is to test the structural model simultaneously with the analysis of the data available from the 106 questionnaires. This research analyzed using the technique of Structural Equation Model (SEM), using Partial Least Square (PLS) as a tool to process those techniques.

4 | RESULTS AND DISCUSSION

Description Of The Data

This study was conducted to determine the influence of work stress and employee engagement the commitment and performance of employees of PT. Biseka Denpasar. Data collected by spreading questionnaire and submit directly to the employees of PT. Biseka Denpasar. This is done to get an accurate sample, and 106 number of questionnaires distributed, the questionnaire filled and returned by respondents a total of 106 questionnaires, so the rate of repayment is 100%.

Test Research Instrument

1. Validity Test

According to Kaplan and Saccuzo (1993), where a question is said to be valid and can measure a re-
search variable in question if the value of the validity coefficient ≥ 0.3. Based on the results of validity test of this research shows that all indicators used to reflect the construct have correlation value more than 0.3. It shows that the measurement indicator is valid and deserves to be treated as research data.

2. Reliability test

Reliability test is conducted by calculating the Cronbach Alpha of each question in a variable. According to Sugiyono (2004), said that the instrument said to be reliable to measure the variables when the alpha value is > (greater) than 0.60. Test results of this study indicate that all the variables used to reflect the constructs shows the value of cronbach’s Alpha greater than 0.60, this means that the measured variables are reliable.

The Evaluation Of The Measurement Model (Outer Model) The First Order

The evaluation of the measurement model is done by examining the convergent and discriminant validity of the indicators, as well as the composite reliability for the block indicator.

1. Convergent validity; performed based on the value/coefficient of outer loading of each indicator on the latent variables. The indicator is considered valid if it has a value of outer loading above 0.5 and / or the value of the T - Statistic above 1.96.

2. Discriminant validity; if the square root of Average Variance Extracted (√AVE) latent variable is greater than the correlation coefficient of latent variables to indicate indicators the variables have discriminant validity is good. The value of AVE is greater than 0.50.

3. Composite Reliability; aims to evaluate the reliability value between the block of indicators of the constructs that shape it. The results of composite reliability is said to be good if it has a value above 0.70.

Evaluation Of The Structural Model (Inner Model)

The structural Model is evaluated with attention to the $Q^2$ predictive relevance of the model which measures how well the value of the observations generated by the model. $Q^2$ is based on the coefficient of determination the whole of the dependent variable. The magnitude of $Q^2$ has a value with the range 0 < $Q^2$ <1, the closer value of 1 means the model is getting better.

The results of this evaluation provide evidence that the structural model has suitability (goodness of fit of the model) the better. This result can be interpreted that the information contained in the data, 88.7 % can be explained by the model, while the remaining 11.3 % explained by error and other variables not in the model.

Hypothesis Testing

1. Testing The Direct Effect

The results of the validation test of the coefficient of the Path on each path for direct effect and the effect can be presented in the following Table 6:

Information can be obtained from Table 6. above are the results of testing the direct effect can be delivered is as follows:

a. The Influence Of Job Stress On Employee Performance

Jork stress does not affect the performance of employees at PT Biseka Denpasar. This is because the value of t-statistics > 1.96 (1073 < 1.96), so Ho accepted. The results of the findings Jalagat (2017) also showed that, there was a significant relationship between work stress and employee performance. This means that the results of this study cannot be used to generalize that work stress influence employee performance at the agency or company other than in the PT. Biseka Denpasar. It shows that work stress can create a competitive advantage for the company. But if the stress experienced by employees is too high, then the performance of the employees will be distracted, in line with the research Wicaksono (2017)

b. The Influence Of Employee Engagement On Employee Performance

Employee engagement influence to employee performance in PT Biseka Denpasar. This is because the value of t-statistics > 1.96 (3.025 > 1.96), so Ho accepted. The results of the findings Jalagat (2017) also showed that, there was a significant relationship between work stress and employee performance. This means that the results of this study cannot be used to generalize that work stress influence employee performance at the agency or company other than in the PT. Biseka Denpasar. It shows that work stress can create a competitive advantage for the company. But if the stress experienced by employees is too high, then the performance of the employees will be distracted, in line with the research Wicaksono (2017)
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TABLE 1: Summary of Validity Test and Reliability Test of Research Instruments

| Variable                      | Indicator (Item) | Validity Test (Pearson Correlation) | Realibility Test (Cronbach’s Alpha) |
|-------------------------------|------------------|-------------------------------------|-------------------------------------|
|                               |                  | Koef. | Criteria | Info. | Koef. | Criteria | Info. |
| Job Stress (X1)               | X1.1             | 0.683 | > 0.30   | Valid | 0.758 | > 0.60   | Reliabel |
|                               | X1.2             | 0.785 | > 0.30   | Valid | 0.758 | > 0.60   | Reliabel |
|                               | X1.3             | 0.710 | > 0.30   | Valid | 0.758 | > 0.60   | Reliabel |
|                               | X1.4             | 0.706 | > 0.30   | Valid | 0.758 | > 0.60   | Reliabel |
|                               | X1.5             | 0.710 | > 0.30   | Valid | 0.758 | > 0.60   | Reliabel |
| Employee Engagement (X2)      | X2.1             | 0.711 | > 0.30   | Valid | 0.846 | > 0.60   | Reliabel |
|                               | X2.2             | 0.806 | > 0.30   | Valid | 0.846 | > 0.60   | Reliabel |
|                               | X2.3             | 0.745 | > 0.30   | Valid | 0.846 | > 0.60   | Reliabel |
|                               | X2.4             | 0.787 | > 0.30   | Valid | 0.846 | > 0.60   | Reliabel |
|                               | X2.5             | 0.731 | > 0.30   | Valid | 0.846 | > 0.60   | Reliabel |
|                               | X2.6             | 0.752 | > 0.30   | Valid | 0.846 | > 0.60   | Reliabel |
| Organizational Commitment (Y1)| Y1.1             | 0.865 | > 0.30   | Valid | 0.887 | > 0.60   | Reliabel |
|                               | Y1.2             | 0.885 | > 0.30   | Valid | 0.887 | > 0.60   | Reliabel |
|                               | Y1.3             | 0.883 | > 0.30   | Valid | 0.887 | > 0.60   | Reliabel |
|                               | Y1.4             | 0.825 | > 0.30   | Valid | 0.887 | > 0.60   | Reliabel |
| Employee Performance (Y2)     | Y2.1             | 0.760 | > 0.30   | Valid | 0.855 | > 0.60   | Reliabel |
|                               | Y2.2             | 0.773 | > 0.30   | Valid | 0.855 | > 0.60   | Reliabel |
|                               | Y2.3             | 0.811 | > 0.30   | Valid | 0.855 | > 0.60   | Reliabel |
|                               | Y2.4             | 0.846 | > 0.30   | Valid | 0.855 | > 0.60   | Reliabel |
|                               | Y2.5             | 0.791 | > 0.30   | Valid | 0.855 | > 0.60   | Reliabel |

repeated. Test results of this hypothesis support the various concepts and the empirical findings that have been there before, the findings Handoyo and Setiawan (2017) shows that Employee Engagement has a positive and significant on Employee Performance. It reveals the results of this study have the similarity of the results of previous studies that employee engagement has a significant influence positively to employee performance.

c. The Influence Of Job Stress To Organizational Commitment
Job stress affect the organizational commitment in PT Biseka Denpasar. This is because the value of t-statistics > 1.96 (3.178 > 1.96), so Ho is rejected. Research Iresa, Utami, & Prasetya (2015) showed that work stress have negative influence and significant to organizational commitment. It reveals the results of this study have the similarity of the results of previous research that job stress has a significant influence on organizational commitment.

d. The Influence Of Employee Engagement On Organizational Commitment
Employee engagement affect organizational commitment in PT Biseka Denpasar. This is because the value of t-statistics > 1.96 (6.806 > 1.96), so Ho is rejected. Research conducted by Tang, Lin, Chen, & Ping (2016) suggests that employee engagement to be a significant predictor of organizational commitment, meaning that employee engagement can enhance the organizational commitment of employees. It reveals the results of this study have the similarity of the results of previous studies that employee engagement has a significant influence positively to organizational commitment.

e. The Influence Of Organizational Commitment On Employee Performance
Organizational commitment affect on employee performance in PT Biseka Denpasar. This is because the value of t-statistics > 1.96 (4.220 > 1.96), so Ho
TABLE 2: Outer Loadings (Measurement Model)

| Variable                  | Indicator                          | Outer Loading | t-statistic |
|---------------------------|------------------------------------|---------------|-------------|
| Job Stress (X₁)           | X₁.1 Job and responsibility        | 0.614         | 4.991       |
|                           | X₁.2 Time pressure                 | 0.817         | 18.255      |
|                           | X₁.3 Understanding of the job      | 0.759         | 10.835      |
|                           | X₁.4 Job guarantee                 | 0.706         | 8.122       |
|                           | X₁.5 Career barrier                | 0.759         | 12.637      |
| Employee Engagement (X₂)  | X₂.1 A sense of passion            | 0.691         | 8.975       |
|                           | X₂.2 Mental                        | 0.807         | 19.253      |
|                           | X₂.3 Meaning of Work               | 0.725         | 16.604      |
|                           | X₂.4 Challenging Job               | 0.792         | 17.478      |
|                           | X₂.5 Enthusiasm                    | 0.722         | 11.394      |
|                           | X₂.6 Working Time                  | 0.762         | 12.883      |
| Organizational Commitment (Y₁) | Y₁.1 Willingness                | 0.850         | 24.287      |
|                           | Y₁.2 Activities and priorities     | 0.896         | 34.756      |
|                           | Y₁.3 Understand Needs              | 0.877         | 31.668      |
|                           | Y₁.4 Choosing Needs                | 0.838         | 22.700      |
| Employee Performance (Y₂) | Y₂.1 Quality                       | 0.829         | 26.395      |
|                           | Y₂.2 Quantity                      | 0.795         | 17.992      |
|                           | Y₂.3 Punctuality                   | 0.826         | 24.731      |
|                           | Y₂.4 Effectiveness                 | 0.854         | 30.382      |
|                           | Y₂.5 Independence                  | 0.805         | 17.043      |

TABLE 3: Examination Of Discriminant Validity

| Variable                  | AVE | Correlation |
|---------------------------|-----|-------------|
|                           |     | X₁      | X₂      | Y₁      | Y₂      |
| Job Stress                | 0.539 | 0.734   | 1.000   |
| Employee Engagement       | 0.564 | 0.751   | 0.715   | 1.000   |
| Organizational Commitment | 0.749 | 0.865   | 0.705   | 0.785   | 1.000   |
| Employee Performance      | 0.676 | 0.822   | 0.660   | 0.765   | 0.775   | 1.000   |

TABLE 4: Composite Reliability

| Variable                  | Composite Reliability |
|---------------------------|-----------------------|
| Job Stress                | 0.853                 |
| Employee Engagement       | 0.885                 |
| Organizational Commitment | 0.923                 |
| Employee Performance      | 0.912                 |

is rejected. Research Goddess & Sintaasih (2012) showed organizational Commitment significant positive effect on employee performance. It reveals the results of this study have the similarity of the results of previous studies that organizational commitment has a significant influence positively to employee performance. Figure 2
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**TABLE 5: The results of the Evaluation Goodness of Fit**

| Structural Model | Dependent Variable | R-square |
|------------------|--------------------|----------|
| 1.               | Organizational Commitment (Y₁) | 0.658    |
| 2.               | Employee Performance (Y₂)      | 0.670    |

Calculation: Q² = 1 - (1 - R₁²) (1 - R₂²)
Q² = 1 - (1 - 0.658) (1 - 0.670)
Q² = 1 - (0.342) (0.33)
Q² = 1 - 0.113
Q² = 0.887

**TABLE 6: The Results Of Testing The Direct Effect**

| No   | The relationship between variables | Line Coefficient | T-statistic | Information  |
|------|-----------------------------------|-----------------|-------------|--------------|
| 1.   | Job Stress (X1) → Employee Performance (Y₂) | 0.111           | 1.073       | Non Significant        |
| 2.   | Employee Engagement (X2) Employee Performance (Y₂) | 0.361           | 3.025       | Significant          |
| 3.   | Job Stress (X1) → Organizational Commitment (Y₁) | 0.294           | 3.178       | Significant          |
| 4.   | Employee Engagement (X2) → Organizational Commitment (Y₁) | 0.575           | 6.806       | Significant          |
| 5.   | Organizational Commitment (Y₁) → Employee Performance (Y₂) | 0.414           | 4.220       | Significant          |

**FIGURE 2: Testing The Direct Effect**
1. Organizational commitment is able to mediate the Job Stress on Employee Performance. Based on these results can be interpreted, the higher the job stress perceived employees based on Organizational Commitment, then Employee Performance will increase. Other information that can be delivered, the effect of the mediating variable of Organizational Commitment on the Occupational Stress on Employee Performance is full (full mediation). This finding is an indication that the variable of Organizational Commitment is a variable determinant on the influence of work stress on employee performance.

2. Organizational commitment is able to mediate the effect of indirectly Employee Engagement on Employee Performance. These results are shown of testing mediation, it appears the effects of C, D, and A significant, then the mediation proved to be partial (partially mediated) model. Based on these results can be interpreted, the higher the employee engagement perceived employees based on Organizational Commitment, then Employee Performance will increase. This finding is an indication that the variable of Organizational Commitment is a variable determinant on the influence of employee engagement on employee performance.

TABLE 7: Recapitulation Of The Results Of Testing Mediating Variable

| No | Variable Mediation                      | (a)  | (b)  | (c)  | (d)  | Information     |
|----|----------------------------------------|------|------|------|------|----------------|
| 1  | Job Stress (X1) → Employee Performance (Y2) | 0.111 | 0.241 | 0.294 | 0.414 | Full Mediation |
|    |                                         | (Non Sig.) | (Sig.) | (Sig.) | (Sig.) |                |
| 2  | Employee Engagement (X2) Employee Performance → (Y2) | 0.361 | 0.592 | 0.575 | 0.414 | Partial Mediation |

| No | Variable Relationships | Direct Effects | Indirect Effects | Total Effects |
|----|------------------------|----------------|-----------------|---------------|
| 1  | Job Stress (X1) → Organizational commitment (Y1) → Employee Performance (Y2) | 0.111 | 0.122 (0.294*0.414) | 0.233 |
| 2  | Employee Engagement (X2) → Organizational commitment (Y1) → Employee Performance (Y2) | 0.361 | 0.238 (0.575*0.414) | 0.599 |

5 | CONCLUSION AND SUGGESTIONS

Conclusion

Based on the results of the analysis and discussion that has been done in this study, it can be obtained the following conclusions:

1. Job stress does not affect the performance of employees at PT Biseka Denpasar.

2. Employee engagement has positive and significant effect on employee performance in PT Biseka Denpasar.

3. Job stress has positive and significant effect toward organizational commitment in PT Biseka Denpasar.

4. Employee engagement has positive and significant effect toward organizational commitment in PT Biseka Denpasar.

5. Organizational commitment has positive and significant effect on employee performance in PT Biseka Denpasar.

6. Organizational commitment is able to mediate the Job Stress on Employee Performance.

7. Organizational commitment is able to mediate the effect of indirectly Employee Engagement on Employee Performance.
Advice

Based on the results of the discussion and the conclusion that has been described, can be drawn the following suggestions:

1. For PT. Biseka Denpasar, Companies should provide work that is not excessive or provide the working pressure are balanced to the employee so that the lower numbers of stress on the behavior patterns of employees.

2. Management should continue to improve the bonding that occurs between the employee and the job so that the bond that is owned by the employees is increasing as they work in the company and keep control of the performance of the employees so that the company can increase the effectiveness in the management of employee performance.

3. For Researchers, it is advisable to research could use a sample of some of the subsidiaries of PT. Telkom the other, so that the results of the research will be more valid and the population more widely. (1–21)

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