**ABSTRAK**

Penelitian ini berjudul “ Pengaruh Kebijakan dan Beban Kerja terhadap Kepuasan Kerja Pegawai Kantor Pelayanan Pajak Pratama Bandung Karees. Penelitian ini mempunyai tujuan untuk menganalisis seberapa besar pengaruh kebijakan remunerasi terhadap kepuasan kerja pegawai, seberapa besar pengaruh beban kerja terhadap kepuasan kerja pegawai dan seberapa besar pengaruh kebijakan remunerasi dan beban kerja mempengaruhi kepuasan kerja secara simultan. Populasi dari dari penelitian adalah 89 pegawai Kantor Pelayanan Pajak Pratama Bandung Karees. Jumlah sampel ditetapkan berdasarkan rumus Slovin. Jumlah sampel 73 orang. Hubungan antara kebijakan remunerasi dengan beban kerja = 0,748 (kuat), hubungan kebijakan remunerasi dengan kepuasan kerja = 0,759 (kuat) Hubungan antara beban kerja dengan kepuasan kerja = 0,856 (sangat kuat). Persamaan regresi linier berganda dari penelitian ini adalah Y= a+b1X1=b2X2. Y= 4,680 + 0,205 X1 + 0,590 X2. Makna dari persamaan regresi linier berganda ini adalah jika kepuasan kerja tanpa kebijakan remunerasi dan beban kerja akan mempunyai nilai sebesar 4,680. Jika kepuasan kerja ditambah dengan 1 unit kebijakan remunerasi dan 1 unit beban kerja secara simultan akan mengubah kepuasan kerja semula 4,680 menjadi 4,680 + 0,205 + 0,590 = 5,475. Pengaruh kebijakan remunerasi terhadap kepuasan kerja secara parsial dapat dilihat dari uji t. Nilai t hitung = 12,588 lebih besar dari t tabel sebesar 0,67769. Karena t hitung > t tabel artinya kebijakan remunerasi mempengaruhi kepuasan kerja pegawai. Pengaruh beban kerja terhadap kepuasan kerja secara parsial dapat dilihat dari uji t. Nilai t hitung = 6,886 lebih besar dari t tabel sebesar 0,67769. Karena t hitung > t tabel artinya beban kerja mempengaruhi kepuasan kerja pegawai. Pengaruh kebijakan remunerasi dan beban kerja terhadap kepuasan kerja pegawai dapat dilihat pada uji F. Nilai F hitung = 154,72 > nilai F tabel = 3,13. Karena F hitung > F tabel maka dapat dibuktikan bahwa kebijakan remunerasi dan beban kerja mempengaruhi kepuasan kerja. Koefisien determinasi dari penelitian ini 0,816. Maknanya kebijakan remunerasi dan beban kerja mempunyai kontribusi mempengaruhi sebesar 81,6 %. Sisanya dipengaruhi oleh variabel lain yang tidak dibahas dalam penelitian ini

Kata kunci : Kebijakan remunerasi, beban kerja, kepuasan kerja.

# Abstrack

*The title of this research is The Impact Of The Remuneration Policy and Work Load On Job Satisfaction Of The First Class Tax Service Office Bandung Karees. This research want to anylize how far impact of the remuneration policy on job satisfaction partially, how far impact of work load on job satisfaction partially and how far impact the remuneration policy and work load on job satisfaction simultanty. The location of this research is The First Class Tax Service Office Bandung Karees. The population of this research are 89 employee of The First Class Tax Service Bandung Karees. The amount of samples are decided by slovin formulation. The amount of samples are 73 persons.The correlations between the remuneration policy and work load is 0,748 (strong) , the remuneration policy and job satisfation is 0,759 (strong). The corelations betwen work load and job satisfaction is 0,856 (very strong). The Equation of Multiplier Regression is Y = a+ b1X1 +b1X2. Y =4,680 +0,205 X1+0,590 X2. The mean of this equation is if only Job satisfaction without the remuneration and work load so the value of the job satisfaction is only 4,680. If the job satisfaction is added with the remuneration policy and work load simultanty so this job satisfaction is change increased from 4,680 become 4,680 + 0,205 + 0,590 = 5,475The impact of the remuneration policy on the job satisfaction can be shown by the t test . The t count value is 12,588 more than t table value The value of t table is 0,67769. Because the t count value is more than the t table value, so its mean that the remuneration policy effects the job satisfaction of employee. The impact of the work load on the job satisfaction can be shown by the t test. The t count value is 6,886 more than t table value The value of t table is 0,67769. Because the t count value is more than the t table value, so its mean that the work load effects the job satisfaction of employee. The impact of the remuneration policy on the job satisfaction can be shown by the F test . The value of F count is 154,72. The value of F table is 3,13. Because the F count value is more than the F table value so its mean that the remuneration policy and work load effect the job satisfaction of employee simultanty. The coefficient determination of this research is 0.816. It means that the remuneration policy and the work load have contribution to effect as big as 81,6 %. The residual is 18,4 % is consist of some variables which are researched in this research.The job satisfaction can be improved by improve the work load at the first time, because t value of work load more than. theremuneration policy.*

*Key words: The remuneration policy, work load, job satisfaction*