ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh *Job stress* terhadap *Turnover Intention* melalui *Job satisfaction* karyawan Novotel Hotel Surabaya. Pada penelitian ini digunakan pendekatan kuantitatif dengan metode *sampling.* Penelitian ini menggunakan populasi sejumlah 109 orang, dimana data tersebut diambil dengan menggunakan metode kuisoner yang dibagikan kepada karyawan Novotel Hotel Surabaya. Penelitian ini menggunakan *Structural Equation modelling* (SEM) sebagai tehnik pengukuran menggunakan *Partial Least Square* (PLS) dan perhitungan *Variance Accounted For* (VAF) untuk menguji efek mediasi.

Hasil penelitian ini membuktikan bahwa *Job Stress* berpengaruh positif dan signifikan terhadap *Turnover Intention*. *Job Stress* berpengaruh negatif dan signifikan terhadap *Job Satisfaction*. *Job Satisfaction* berpengaruh negatif dan signifikan terhadap *Turnover Intention*. Sehingga *Job Stress* mampu memediasi antara *turnover Intention* terhadap *Job Satisfaction.*

Kata Kunci: *Job Stress, Job Satisfaction*, *dan Turnover Intention.*

ABSTRACT

The aim of this Study is to examine the influence between Job Stress to Turnover Intention with Job Satisfaction employee Novotel Hotel Surabaya. This research uses quantitative approach with sampling method. This research uses the population a number of 109 people, where the data is taken by using the questionnaire method that distributed to employee Novotel Hotel Surabaya. This study uses structural equation modeling (SEM) as a measurement technique using the assistance of partial least square (PLS) and variance accounted for (VAF) measurement to the test the mediation effect.

The result showed that Job stress positively and significantly affect to Turnover Intention. Job Stress negatively and significantly affect to Job satisfaction. Job Satisfaction negatively and significantly affect to Turnover Intention. So that Job Satisfaction is able to mediate between the turnover Intention towards Job Stress.

Key Words: Job Stress, Job Satisfaction, and Turnover Intention.