

ABSTRAK

Putri Ananda Rusdy, 2024. Pengaruh *Perceived Organizational Support* dan *Work Stress* Terhadap *Turnover Intention* Dengan *Job Satisfaction* Sebagai Variabel Intervening Pada Hypermart Ternate. Ketua Komisi: Marwan, Anggota Komisi: Marwan Man Soleman.

Penelitian ini bertujuan untuk mengetahui pengaruh *perceived organizational support* dan *work stress* terhadap *turnover intention* dengan *job satisfaction* sebagai variabel *intervening*. Penelitian ini merupakan penelitian kuantitatif. Populasi dalam penelitian ini yaitu seluruh karyawan Hypermart Ternate. Jumlah sampel penelitian sebanyak 60 responden. Teknik analisis data yang digunakan adalah *path analysis* dengan *Smart Partial Least Square (PLS)* versi 4 sebagai alat uji statistik. Hasil penelitian ini menunjukkan bahwa: (1) *Perceived Organizational Support* berpengaruh signifikan terhadap *Turnover Intention*; (2) *Work Stress* berpengaruh signifikan terhadap *Turnover Intention*; (3) *Perceived Organizational Support* berpengaruh signifikan terhadap *Job Satisfaction*; (4) *Work Stress* berpengaruh signifikan terhadap *Job Satisfaction*; (5) *Job Satisfaction* berpengaruh signifikan terhadap *Turnover Intention*; (6) *Perceived Organizational Support* berpengaruh signifikan terhadap *Turnover Intention* melalui *Job Satisfaction* ; (7) *Work Stress* berpengaruh signifikan terhadap *Turnover Intention* melalui *Job Satisfaction*.

Kata Kunci: *Perceived Organizational Support, Work Stress, Turnover Intention* dan *Job Satisfaction*.

ABSTRACT

Putri Ananda Rusdy, 2024,: *Marwan, Member of the Commission The Influence of Perceived Organizational Support and Work Stress on Turnover Intention with Job Satisfaction as a Mediating Variable at Hypermart Ternate. Chairman of the Commission: Marwan, Chairman of the Commission: Marwan Man Soleman.*

This research aims to determine the effect of perceived organizational support and work stress on turnover intention with job satisfaction as a mediating variable. This research is quantitative research. The population in this study were all employees of the Hypermart Ternate. The total research sample was 60 respondents. The data analysis technique used is path analysis with Smart Partial Least Square (PLS) version 4 as a statistical test tool. The results of this research show that: The results of this research show that: (1) Perceived Organizational Support has a significant effect on Turnover Intention; (2) Work Stress has a significant effect on Turnover Intention; (3) Perceived Organizational Support has a significant effect on Job Satisfaction; (4) Work Stress has a significant effect on Job Satisfaction; (5) Job Satisfaction has a significant effect on Turnover Intention; (6) Perceived Organizational Support has a significant effect on Turnover Intention through Job Satisfaction; (7) Work Stress has a significant effect on Turnover Intention through Job Satisfaction.

Keywords: *Perceived Organizational Support, Work Stress, Turnover Intention and Job Satisfaction.*