

ABSTRAK

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PENGARUH KEPUASAN KERJA DAN STRES KERJA TERHADAP KINERJA KARYAWAN DAN TURNOVER INTENTION (STUDI EMPIRIS DI INDUSTRI PROPERTI)

(xv + 97 halaman: 1 grafik, 2 gambar, 21 tabel, 3 lampiran)

Penelitian ini bertujuan untuk mengetahui pengaruh positif kepuasan kerja dan stres kerja terhadap kinerja karyawan dan *turnover intention* serta untuk mengetahui pengaruh negatif kepuasan kerja terhadap *turnover intention*, pengaruh negatif stres kerja terhadap kinerja karyawan, dan pengaruh negatif kinerja karyawan terhadap *turnover intention*. Penelitian ini menggunakan pendekatan kuantitatif dan menggunakan populasi karyawan di bidang properti melalui penyebaran kuesioner dengan total responden sebanyak 204 pegawai. Kuesioner yang disebar memiliki total 32 item pernyataan dengan penilaiannya menggunakan skala Likert 1 sampai dengan 5. Seluruh data yang digunakan telah memenuhi syarat validitas dan reliabilitas yang kemudian dianalisis menggunakan program SmartPLS 3.0. Hasil penelitian menunjukkan kepuasan kerja terbukti berpengaruh positif terhadap kinerja karyawan namun tidak signifikan, kepuasan kerja berpengaruh negatif terhadap *turnover intention*, stres kerja berpengaruh positif terhadap kinerja karyawan, stres kerja berpengaruh positif terhadap *turnover intention* dan kinerja karyawan berpengaruh positif terhadap *turnover intention*.

Referensi: 78 (1964-2023)

Kata Kunci: Kepuasan Kerja, Stres Kerja, Kinerja Karyawan, *Turnover Intention*.

ABSTRACT

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THE EFFECT OF JOB SATISFACTION AND JOB STRESS ON EMPLOYEE PERFORMANCE AND TURNOVER INTENTION (AN EMPIRICAL STUDY IN THE PROPERTY INDUSTRY)

(xv + 97 pages: 1 chart, 2 figures, 21 tables, 3 appendix)

This research aims to determine the positive influence of job satisfaction and job stress on employee performance and turnover intention, as well as to determine the negative influence of job satisfaction on turnover intention, the negative influence of job stress on employee performance, and the negative influence of employee performance on turnover intention. This research adopts a quantitative approach and involves the population of employees in the property field, with a questionnaire distributed to a total of 204 employees. The questionnaire consists of 32 statement items, rated on a Likert scale ranging from 1 to 5. All the data used in the study met the criteria for validity and reliability, and were analyzed using SmartPLS 3.0 software. The results of the study indicate that job satisfaction has a positive but insignificant effect on employee performance, job satisfaction has a negative effect on turnover intention, job stress has a positive effect on employee performance, job stress has a positive effect on turnover intention, and employee performance has a positive effect on turnover intention.

Reference: 78 (1964-2023)

Keywords: Job Satisfaction, Job Stress, Employee Performance, Turnover Intention.