

**PENGARUH WORK CONFLICT DAN WORK STRESS TERHADAP
TURNOVER INTENTION YANG DIMEDIASI WORK SATISFACTION PADA
PERUMDA BPR BANK DAERAH LAMONGAN**

Ellia Theresa Trisdayanti

Nim. 041910176

ABSTRACT

The purpose of this study was to determine the effect of work conflict, work stress on turnover intention, the effect of work conflict, work stress on work satisfaction, the effect of turnover intention on work satisfaction, and determine the role of work satisfaction in mediating this relationship. Using a sample of 218 employees of Perumda BPR Lamongan Regional Bank, using the SEM analysis method and the SmartPLS research tool version 3.0. The results of this study Work conflict and work stress have a significant positive effect on turnover intention, Work conflict and work stress have a positive and significant effect on work satisfaction, Work satisfaction has a significant positive effect on turnover intention, and work satisfaction has been shown to be a mediating variable.

Keywords: Work conflict, work stress, turnover intention, work satisfaction, PLS.

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RINGKASAN

Tujuan penelitian ini untuk mengetahui pengaruh work conflict, work stress terhadap turnover intention, pengaruh work conflict, work stress terhadap work satisfaction, pengaruh turnover intention terhadap work satisfaction, dan mengetahui peran work satisfaction dalam memediasi hubungan tersebut. Menggunakan sampel 218 karyawan Perumda BPR Bank Daerah Lamongan, menggunakan metode analisa SEM dan alat penelitian SmartPLS versi 3.0. Hasil penelitian ini Work conflict dan work stress berpengaruh positif secara signifikan terhadap turnover intention, Work conflict dan work stress berpengaruh positif dan signifikan terhadap work satisfaction, Work satisfaction berpengaruh positif secara signifikan terhadap turnover intention, dan work satisfaction terbukti menjadi variabel mediasi.

Kata Kunci: Konflik kerja, stres kerja, niat pindah, kepuasan kerja, PLS