

ABSTRACT

This study aims to analyze the influence of work stress on employees' turnover intention in coffee shops in the Tembalang area, by considering the role of job satisfaction as a mediator. The research uses a quantitative approach and uses a non-probability sampling method. Data was collected from coffee shop employees in Tembalang through direct distribution of questionnaires. The Structural Equation Modeling Partial Least Squares (SEM PLS) method was used to analyze questionnaire data collected from coffee shop employees.

The research results show that work stress has a significant positive influence on employees' intention to leave. Apart from that, work stress also has a negative effect on job satisfaction. And job satisfaction has a negative effect on intention to leave. However, job satisfaction does not mediate the relationship between job stress and employees' intention to leave. The managerial implications of these findings emphasize the importance of managing work stress and broadening the focus on non-work factors to reduce employee turnover intentions and improve overall work well-being. This research also suggests the need for further research to find alternative mediating variables that can better explain the relationship between job stress and job turnover intention.

Keywords : Work Stress, Turnover Intention, Job Satisfaction, Coffee shop.