

ABSTRACT

This study aims to analyze the effect of workload, work environment, and work stress on turnover intention at PT XYZ, a poultry industry company in East Java. The approach used in this research is a quantitative method through a survey approach, utilizing questionnaires distributed online. The research sample includes the entire population of permanent employees at PT XYZ, totaling 129 employees. Data analysis was conducted using PLS with the support of Smart-PLS 4 software. The results of the study indicate that workload does not have a significant effect on turnover intention, while the work environment also does not significantly affect it. However, workload is proven to significantly influence work stress, and work stress itself has a significant effect on turnover intention. Furthermore, work stress serves as a mediating variable between workload and turnover intention, as well as between the work environment and turnover intention. In conclusion, although workload and work environment do not directly influence employees' turnover intention, work stress acts as a mediating variable that transforms these influences into significant ones. Therefore, management should pay more attention to managing employee stress through workload adjustments and improvements in the work environment.

Keywords: *work environment, workload, work stress, turnover intention, poultry industry*