ABSTRACT

High workload and increasing work stress have become serious challenges for companies in maintaining the stability of their workforce. These two factors have the potential to trigger turnover intention, namely employees' desire to leave the organization. However, in practice, the effect of workload and work stress on turnover intention does not always produce consistent results. Fluctuations in turnover rates and complaints related to multiple roles as well as role conflicts among employees at PT. Jawasurya Kencana Indah indicate that there are other factors to be considered, one of which is role stress. Therefore, this study aims to analyze the effect of workload and work stress on turnover intention with role stress as a mediating variable.

This research employs a quantitative approach using the Structural Equation Modeling-Partial Least Squares (SEM-PLS) method, processed with SmartPLS version 4 software. The sampling technique used is saturated sampling, in which the entire population of 86 permanent employees at PT. Jawasurya Kencana Indah was included as respondents. Data were collected through questionnaires adapted from validated indicators based on previous theories and studies, and were tested for validity and reliability before conducting the structural model analysis. The analysis was conducted to examine both direct and indirect relationships among the variables, as well as the mediating role of role stress.

The results show that workload has a positive and significant effect on turnover intention. Work stress also has a positive and significant effect on turnover intention. Furthermore, role stress significantly mediates the relationship between workload and turnover intention, as well as between work stress and turnover intention. Thus, it can be concluded that the level of turnover intention among employees at PT. Jawasurya Kencana Indah is influenced not only by workload and work stress but also by the degree of role stress experienced. These findings provide practical implications for companies to design strategies for managing workload proportionally, reducing excessive work stress, and minimizing role stress in order to suppress employees' turnover intention.

Keyword: Workload, Work Stress, Turnover intention, Role stress