

ABSTRACT

The increasing of employees to leave has become one of the challenges for organization in retaining human resource, including employees of Kantor Pos KCU Semarang. High workload can be one of the conditions that encourages employees to consider leaving the organization. Meanwhile, organization commitment may play a role in explaining the relationship between workload and turnover intention. Therefore, this study aims to analyze the effect of workload and turnover intention and examine the role of organizational commitment in mediating the relationship between workload and turnover intention among employees of Kantor Pos KCU Semarang

This study employed a quantitative approach using Structural Equation Modeling–Partial Least Squares (SEM-PLS) processed with SmartPLS. The sampling technique used was census sampling, involving 87 employees of Kantor Pos KCU Semarang as respondents. Data were collected through questionnaires developed based on indicators from established theories and previous studies. The data were then analyzed through measurement model and structural model assessments to examine the relationships among the variables.

The results show that workload has a positive and significant effect on turnover intention. Furthermore, organizational commitment was found to mediate the relationship between workload and turnover intention. These results indicate that the higher the workload perceived by employees, the higher their tendency to have an intention to leave the organization. The intention to leave may also develop through the role of organizational commitment as a mediating variable in the relationship between workload and turnover intention.

Keywords: *Workload, Organizational Commitment, Turnover Intention*