

ABSTRACT

This study aims to determine and analyze the influence of job stress and working environment on employee's turnover intention through job satisfaction as a mediator in pharmacy company in Indonesia, namely PT Dankos Farma. This study uses data sources from primary data through the distribution of research questionnaires, and secondary data through journals, books, and relevant data obtained from the company.

This study uses a non-probability sampling approach, more specifically the purposive sampling through the distribution of questionnaires to 119 respondents of PT Dankos Farma employees. The data analysis technique used in this study is Hierarchical Regression with IBM SPSS 23 application to find out the validity test, reliability test, classic assumption test, t test, F test, coefficient of determination test, and sobel test to find out the mediation effect.

Analysis of the statistical testing result showed that job stress had significant negative effect on job satisfaction, and had significant positive effect on turnover intention. While working environment had significant positive effect on job satisfaction, and had a significant negative impact on turnover intention. Job satisfaction had a significant negative impact on turnover intention. In addition, it is also known that job satisfaction variables can mediate the indirect relationship between job stress and job satisfaction on turnover intention.

Keywords: job stress, working environment, job satisfaction, turnover intention, hierarchical regression, IBM SPSS 23