

ABSTRACT

The purpose of this study is to explore the relationships between work family interface, job stress, and turnover intention employment in a sample of hotel employees, particularly employees working at three and four star hotels in Semarang City. Data are obtained through self administered questionnaire and the model is tested with structural equation modeling techniques.

The results show that one source of work family interface namely work family conflict increases job stress and job stress has a positive and significant effect on turnover intention of hotel employees.

Nevertheless, three other hypotheses are not supported. First, positive relation of family work conflict on job stress. Second, work family conflict on turnover intention, and third, effect of family work conflict on turnover intention.

This research also tries to provide valuable informations for academics, hotel professionals, policy makers and organizations, presenting ways to help employees to manage the conflicting demands of work and family roles and job stress better in order to keep turnover rates of organization stay at the low level.

Keywords: work family interface, work family conflict, family work conflict, job stress, turnover intention, hotel, and employee.