

ABSTRACT

In an effort to reduce the level of turnover intention in a company of course the first factor seen is how stressful is experienced by an employee. If an employee has a low stress level at their place of work certainly will not decide to leave their place of work. This study aims to analyze whatever factors can reduce the level of turnover intention in CV. Bartec Utama Mandiri Semarang namely Role Ambiguity (X1), Perception of Organizational Support (X2) and Stress variable (Y1) as intervening variables.

The sample of this study was taken from 150 employees who have had a minimum working period of 6 months in CV. Bartec Utama Mandiri. Then the questionnaire was distributed to 150 respondents and 120 returned questionnaires were then inputted with data. Determination of the sample is done by the method of purposive sampling which is one type of non-probability sampling method where the selected sampling uses considerations and criteria by researchers. Respondents in this study were employees of CV. Bartec Utama Mandiri Semarang. The tool used to analyze data is AMOS 22.00 with the Structural Equation Modeling (SEM) method.

The results of this study indicate that of the five hypotheses only one is rejected, namely the influence of the role of the ambiguas variable has no significant effect on turnover intention with a CR value of 1.433 and a p-value of 0.152. The factors that significantly influence the role ambiguity have a significant positive effect on stress with a CR value of 2.357 and a p-value of 0.018. Perception of organizational support has a significant negative effect on stress with a CR value of -2.752 and a p-value of 0.006. Stress has a significant positive effect on Turnover Intention with a CR value of 2.108 and a p-value of 0.035. Perception of organizational support has a significant negative effect on Turnover Intention with a CR value of -2,248 and a p-value of 0.025.

Keywords: *Role Ambiguity, Perception of Organizational Support, Turnover Intention and Stress.*