

## ABSTRAK

Penelitian ini menggunakan jenis penelitian kuantitatif, bertujuan untuk mengetahui pengaruh *work-family conflict* terhadap *turnover intention* dengan *job stress* sebagai variabel intervening. Metode pengumpulan data dalam penelitian ini menggunakan kuesioner yang disebar kepada responden yang berjumlah 33 orang karyawan, dengan menggunakan metode sampling jenuh dalam menentukan sampel. Analisis data menggunakan metode *Structural Equation Modelling* (SEM) berbasis *partial least square* (PLS). Hasil analisis menunjukkan bahwa *work-family conflict* tidak berpengaruh terhadap *turnover intention*. *Work-family conflict* berpengaruh terhadap *job stress*. *Job stress* berpengaruh terhadap *turnover intention*. *Job Stress* mampu memediasi antara *Work-Family Conflict* terhadap *Turnover Intention* pada Karyawan Bank Syariah Indonesia KC Palembang Sudirman secara *full mediation*.

**Kata kunci :** *work-family conflict, job stress, turnover intention.*

## **ABSTRACT**

*This research uses quantitative research which aims to determine the influence of work-family conflict on turnover intention with job stress as an intervening variable. The data collection method in this research used a questionnaire distributed to respondents totaling 33 employees, using a saturated sampling method in determining the sample. Data analysis uses the Structural Equation Modeling (SEM) method based on partial Least Square (PLS). The results of the analysis show that work-family conflict has no effect on turnover intention. Work-family conflict influences on job stress. Job stress influences on turnover intention. Job Stress is able to mediate between Work-Family Conflict and Turnover Intention among Bank Syariah Indonesia KC Palembang Sudirman employees with full mediation.*

**Keyword :** *work-family conflict, job stress, turnover intention.*