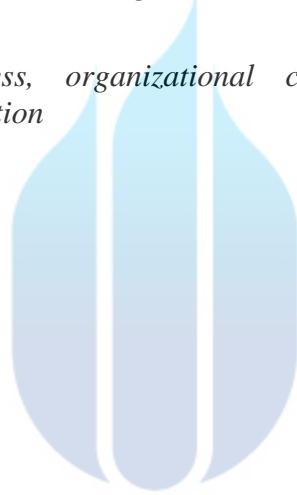


ABSTRACT

The purpose of this research is to investigate the effects of organizational climate, working stress and compensation on work satisfaction, the effects of work satisfaction on turnover intention, and the effects of organizational climate and compensation on working stress. The study was conducted at Directorate General Customs and Excise (DGCE), the sample size is about 149 employees who work in central office of DGCE. Data is processed using the Structural Equation Modelling (SEM) which assisted by application program of Analysis of Moment Structure (AMOS) version 7.0. The results show that organizational climate has positive significance effect on work satisfaction, working stress has not significance effect on work satisfaction, compensation has positive significance effect on work satisfaction, organizational climate has negative significance effect on working stress, and compensation has negative significance effect on working stress

Keywords: working stress, organizational climate, compensation, employee satisfaction, turnover intention



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ABSTRAKS

Tujuan penelitian ini adalah untuk menguji pengaruh iklim organisasi, stres kerja dan kompensasi terhadap kepuasan kerja, pengaruh kepuasan kerja terhadap *turnover intention*, dan pengaruh iklim organisasi dan kompensasi terhadap stres kerja. Penelitian ini dilakukan di Direktorat Jenderal Bea dan Cukai (DJBC), responden yang digunakan sebanyak 149 karyawan yang bekerja di Kantor Pusat DJBC. Data diolah dengan menggunakan *Structural Equation Modeling* (SEM) dengan bantuan program *Analysis of Moment Structure (AMOS) versi 7.0*. Hasil penelitian menunjukkan bahwa iklim organisasi berpengaruh positif terhadap kepuasan kerja, stres kerja tidak berpengaruh terhadap kepuasan kerja, kompensasi berpengaruh positif terhadap kepuasan kerja, kepuasan kerja berpengaruh negatif terhadap *turnover intention*, iklim organisasi berpengaruh negatif terhadap stres kerja, dan kompensasi berpengaruh negatif terhadap stres kerja.

Kata Kunci: stres kerja, iklim organisasi, kompensasi, kepuasan kerja, niat untuk pindah.

