

**THE EFFECT OF JOB STRESS, WORKLOAD, AND
ORGANIZATIONAL COMMITMENT ON TURNOVER INTENTION
WITH JOB SATISFACTION AS A MEDIATING VARIABLE AT TRI
ASIH SOCIAL FOUNDATION,
JAKARTA BARAT**

THESIS



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MANAGEMENT UNDERGRADUATE PROGRAM
FACULTY OF ECONOMICS AND BUSINESS
UNIVERSITAS MERCU BUANA
JAKARTA

2022

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**Thesis Submitted to Fulfill One of the Requirements for Obtaining
Bachelor's Degree in Economics at Faculty of Economics and Business,
Management Study Program, Universitas Mercu Buana, Jakarta**



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Thesis Title : The Effect of Job Stress, Workload and Organizational Commitment on Turnover Intension with Job Satisfaction as Mediating Variable at Tri Asih Social Foundation, Jakarta Barat
Date of Thesis Defense : Monday, March 7th 2022

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Stating that the content of this thesis is purely my own work. If I quote from someone else's work, I will include the source in accordance with the applicable regulations. Thus I made this statement in truth, I am willing to be penalized for the cancellation of this thesis if it is proven that I have committed plagiarism.

Jakarta, February 26th 2022



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ABSTRACT

This study aims to analyze the influence of job stress, workload, organizational commitment on turnover intention with job satisfaction as an intervening variable. The population in this study were 225 permanent employees of Tri Asih Social Foundation. The sample used was 187 permanent employees, calculated based on the Slovin formula. The sampling method used a probability sampling technique. Methods of data collection using survey methods, with the research instrument of a questionnaire. The data analysis used is descriptive analysis by analyzing the data through the Partial Least Square (PLS) application with the Smart PLS 3.0 program. The results of this study indicate that in Tri Asih Social Foundation: (1) Job stress has a significant and positive influence on Turnover Intention, (2) Workload has a positive and significant influence on Turnover Intention (3) Organizational Commitment has positive but not significant influence on Employee Turnover Intention, (4) Job stress has a positive and significant influence on Job Satisfaction, (5) Workload has positive and significant influence on Job Satisfaction, (6) Organizational Commitment has a positive and significant influence on Job Satisfaction, (7) Job satisfaction has positive and significant influence on Turnover Intention, (8) Job satisfaction can positively and significantly mediate job stress on Turnover Intention (9) Job satisfaction can positively and significantly mediate workload on Turnover Intention, (10) Job satisfaction can positively and significantly mediate organizational commitment on Turnover Intention.

Keywords: Job stress, Workload, Organizational Commitment, Job Satisfaction, Turnover Intention

ACKNOWLEDGEMENT

First and foremost, the author sends his gratefulness to the Lord God who made all things to work throughout finishing this research.

The completion of this thesis would never have taken this shape without the countless hours of discussion and unwavering commitment of the supervisor **Dr. Dewi Nusraningrum, M.Si.** Through her contribution and guidance, the study enriched and created the foundation of this research entitled “**The Effect of Job Stress, Workload, and Organizational Commitment on Turnover Intention with Job Satisfaction as a Mediating Variable at Tri Asih Social Foundation, Jakarta Barat.**”


On this occasion, the author would also like to thank all those who have contributed in the preparation of this thesis, especially to:

1. **Prof. Dr. Ir. Ngadino Surip, M.S.,** the Rector of Universitas Mercu Buana.
2. **Dr. Erna Sofriana, S.E., M.Si.,** the Dean Faculty of Economics and Business Universitas Mercu Buana.
3. **Dr. H. Sonny Indraajaya, M.M.,** the Head of Management Study Program.
4. My beloved family, beloved parents and sibling, My father **Andreas**, my mother **Veronica**, and my young brother **Cornelius**.
5. All of the Lecturers and Administration Staffs of Universitas Mercu Buana.
6. My beloved International Class who cannot be mentioned one by one, thank you for sharing knowledge, helping, friendship, kindness during spending time in campus.

7. The contributors and chairman of Tri Asih Social Foundation., **Sir Thomas Aquino Widhiharsanto.**

The author realizes and acknowledges that this thesis has shortcomings due to limited knowledge and experience both in its content and presentation. Therefore, he expects all forms of suggestions, insights, and constructive criticism from the related parties. With hope, this thesis will bring benefits to all reader and future scientific work.

Jakarta, February 26th 2022



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