

ABSTRAK

PENGARUH *QUALITY OF WORK-LIFE* DAN *OCCUPATIONAL STRESS* TERHADAP *TURNOVER INTENTION* DENGAN *JOB SATISFACTION* SEBAGAI VARIABEL MEDIASI

Turnover intention merupakan permasalahan penting dalam industri perbankan karena dapat meningkatkan biaya organisasi dan mengganggu stabilitas kerja. Penelitian ini bertujuan menganalisis pengaruh *Quality of Work-Life* (QWL) dan *occupational stress* terhadap *turnover intention* dengan *job satisfaction* sebagai variabel mediasi. Pendekatan yang digunakan adalah kuantitatif dengan metode survei terhadap 157 karyawan Bank Syariah Indonesia (BSI) di Bandar Lampung menggunakan teknik *purposive sampling*. Data dianalisis menggunakan *Structural Equation Modeling berbasis covariance* (SEM-AMOS). Hasil penelitian menunjukkan bahwa QWL berpengaruh negatif dan signifikan terhadap *turnover intention*, sedangkan *occupational stress* berpengaruh positif dan signifikan terhadap *turnover intention*. Selain itu, *job satisfaction* terbukti memediasi secara parsial pengaruh QWL dan *occupational stress* terhadap *turnover intention*. Temuan ini menegaskan bahwa peningkatan QWL serta pengelolaan *occupational stress* yang efektif dapat meningkatkan *job satisfaction* dan menurunkan *turnover intention* karyawan. Oleh karena itu, perusahaan perlu menciptakan lingkungan kerja yang mendukung keseimbangan kehidupan kerja, memberikan dukungan organisasi yang memadai, serta menerapkan pengelolaan stres kerja secara efektif untuk meningkatkan kepuasan kerja dan mengurangi niat karyawan keluar dari perusahaan.

Kata kunci: *Quality of Work Life, Occupational Stress, Turnover Intention, Job Satisfaction, Perbankan.*

ABSTRACT

THE EFFECT OF QUALITY OF WORK-LIFE AND OCCUPATIONAL STRESS ON TURNOVER INTENTION, WITH JOB SATISFACTION AS A MEDIATING VARIABLE

Turnover intention is a critical issue in the banking industry as it increases organizational costs and disrupts workforce stability. This study aims to examine the effect of Quality of Work Life (QWL) and occupational stress on turnover intention with job satisfaction as a mediating variable. A quantitative approach was employed using a survey of 157 employees of Bank Syariah Indonesia (BSI) in Bandar Lampung with purposive sampling. Data were analyzed using Covariance-Based Structural Equation Modeling (SEM-AMOS). The results show that QWL has a significant negative effect, while occupational stress has a significant positive effect on turnover intention. Job satisfaction partially mediates these relationships. These findings highlight the importance of improving QWL and managing occupational stress to enhance job satisfaction and reduce turnover intention. Therefore, companies need to create a work environment that supports work-life balance, provide adequate organizational support, and implement effective occupational stress management to enhance job satisfaction and reduce turnover intention.

Keywords: *Quality of Work Life, Occupational Stress, Turnover Intention, Job Satisfaction, Banking.*