

## ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *work overload* dan *work – family conflict* terhadap *turnover intention* dengan stres kerja sebagai variabel intervening pada karyawan PT. Pegadaian (Persero) Cabang Sepanjang. Metode yang digunakan adalah pendekatan kuantitatif. Sampel dalam penelitian ini sebanyak 40 orang dengan pengambilan sampel menggunakan *non probability sampling* yaitu sampel jenuh. Pengumpulan data menggunakan kuesioner dengan skala *likert*. Teknik analisis data menggunakan *Partial Least Square* (PLS) dengan bantuan *software SmartPLS* versi 3.3. Hasil penelitian menyatakan bahwa *work overload* berpengaruh secara langsung terhadap stres kerja, *work – family conflict* berpengaruh secara langsung terhadap stres kerja, *work overload* tidak berpengaruh secara langsung terhadap *turnover intention*, *work – family conflict* tidak berpengaruh secara langsung terhadap *turnover intention*, stres kerja berpengaruh secara langsung terhadap *turnover intention*, *work overload* berpengaruh secara langsung terhadap *turnover intention* melalui stres kerja, dan *work – family conflict* tidak berpengaruh secara langsung terhadap *turnover intention* melalui stres kerja.

**Kata Kunci :** *Work Overload, Work – Family Conflict, Turnover Intention, Stres Kerja*

## **ABSTRACT**

*This study aims to analyze the effect of work overload and work – family conflict on turnover intention with work stress as an intervening variable on employees of PT. Pegadaian (Persero) Sepanjang Branch. The method used is a quantitative approach. The sample in this study was 40 people with sampling using non-probability sampling, namely the saturated sample. Collecting data using a questionnaire with a Likert scale. The data analysis technique uses Partial Least Square (PLS) with the help of SmartPLS software version 3.3. The results of the study stated that work overload had a direct effect on work stress, work – family conflict had a direct effect on work stress, work overload had no direct effect on turnover intention, work – family conflict had no direct effect on turnover intention, work stress had a direct effect on turnover intention, work overload has a direct effect on turnover intention through work stress, and work – family conflict has no direct effect on turnover intention through work stress.*

*Keywords:* Work Overload, Work – Family Conflict, Turnover Intention, Job Stress