

## ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh stres kerja terhadap kepuasan kerja dan *turnover intention* karyawan yang dimoderasi oleh *perceived organizational support*. Penelitian ini menggunakan *Moderated Regression Analysis* (MRA) untuk menguji hipotesis penelitian, dengan total sampel 73 karyawan Bank Muamalat Yogyakarta. Teknik pengambilan sampel menggunakan teknik *sampling jenuh*. Hasil penelitian ini menunjukkan bahwa stres kerja berpengaruh negatif terhadap kepuasan kerja dan berpengaruh positif terhadap *turnover intention*. Artinya semakin tinggi tingkat stres kerja maka kepuasan kerja berkurang dan semakin tinggi tingkat stres kerja maka *turnover intention* meningkat. Namun, *perceived organizational support* tidak mampu memoderasi pengaruh stres kerja terhadap kepuasan kerja dan *turnover intention*. Artinya *perceived organizational support* tidak mampu untuk mengurangi stres kerja yang mengakibatkan kepuasan kerja meningkat dan *turnover intention* menurun, kepuasan kerja meningkat karena apresiasi dari pimpinan dan *turnover intention* menurun karena rasa nyaman dan senang terhadap pekerjaan bukan karena adanya *perceived organizational support*.

Kata Kunci: Stres Kerja, Kepuasan Kerja, *Turnover Intention*, *Perceived Organizational Support*.

## **ABSTRACT**

This research aims at testing the influence of work stress towards work satisfaction and turnover intention of the staffs moderated by perceived organizational support. This research used Moderated Regression Analysis (MRA) to test the research hypothesis, with total sample of 73 staffs of *Bank Muamalat* Yogyakarta. The sample collection technique used saturation sampling. The result of the research shows that work stress has negative influence towards work satisfaction and has positive influence towards turnover intention. It means that the higher the level of work stress, the lower the work satisfaction. However, perceived organizational support cannot moderate the influence of work stress towards work satisfaction and turnover intention. It means perceived organizational support cannot decrease work stress that causes the increase of work satisfaction and the decrease of turnover intention. The work satisfaction increases because the appreciation of the leader and turnover intention decreases because of comfortable and happy feeling towards the work and it is not because of perceived organizational support.

Keywords: Work Stress, Work Satisfaction, Turnover Intention, Perceived Organizational Support