

ABSTRACT

The Influence of Work-Life Balance and Work Stress on Turnover Intention with Job Satisfaction as an Intervening Variable: A Case Study at PT. XYZ Bogor

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The retail sector in Indonesia, a key contributor to the national economy, continues to struggle with high levels of employee turnover intention. This issue is particularly evident at PT. XYZ, one of the country's largest retail companies. This study examines the influence of work-life balance and work stress on turnover intention, with job satisfaction serving as an intervening variable. Focusing on the Bogor of PT. XYZ, which operates 832 outlets, the research adopts a quantitative approach with a causal research design. Primary data were collected via questionnaires distributed to employees, and data analysis was conducted using Partial Least Squares Structural Equation Modeling (PLS-SEM) with SmartPLS software. The study aims to explore both the direct and indirect effects of work-life balance and work stress on turnover intention through job satisfaction. The results are expected to provide empirical insights into the dynamics of employee retention in the retail sector and offer practical recommendations for PT. XYZ's human resource strategy—particularly in fostering a better work-life balance, mitigating work-related stress, and enhancing overall job satisfaction to reduce turnover intention and improve organizational sustainability.

Keywords: *Work-Life Balance, Work Stress, Job Satisfaction, Turnover Intention, Retail Industry, PT. XYZ, Bogor, Human Resource Management.*