

Abstract

Work-family conflict, workload, and job satisfaction have been attracting many to study their effects on employee's turnover intention. This study aims to explore the effect of work-family conflict and workload upon turnover intention through job satisfaction as mediating variable among married female nurse at Rumah Sakit Santa Maria Pekanbaru. The research study was examined with the help of simple random sampling and a total of 60 valid data were collected on married female nurse in inpatient facility of Santa Maria Pekanbaru Hospital. Path Analysis was used to examine the correlation between the four variables and the mediating effect of job satisfaction through SPSS (ver 25). Work-family conflict showed positive and insignificant influence on turnover intention; workload was shown to have a positive and significant influence on turnover intention; work-family conflict was shown to have a negative and significant influence on job satisfaction; workload was shown to have a negative and significant influence on job satisfaction; job satisfaction was shown to have a negative and significant influence on turnover intention; job satisfaction was shown to play a full mediating role between work-family conflict and turnover intention; job satisfaction was shown to have a partial mediation between workload and turnover intention. Work-family conflict and workload influence employees' turnover and job satisfaction can reduce the positive influence on turnover intention in Santa Maria Pekanbaru Hospital. Therefore the hospital's management needs to take effective measures to improve job satisfaction and develop compatible human resource practice to manage work-family conflict and workload.

Keywords: work-family conflict, workload, job satisfaction, turnover intention.