

## ABSTRACT

This study aims to examine the effects of workload, turnover intention, and work stress on employee performance at Villa Escape Haven, Canggu Padang Linjong, Bali. The company is facing issues of high turnover intention, excessive workload, and work-related pressure, all of which negatively impact employee performance. The research population consisted of all 60 permanent employees, with a saturated sampling technique employed to obtain 60 respondents. Data were collected through observation, interviews, questionnaires, and documentation. The data were analysed using multiple linear regression, classical assumption tests, the coefficient of determination test, and hypothesis testing (t-test and F-test). The results reveal that, partially, workload has a negative and significant effect on employee performance, turnover intention has a negative and significant effect on employee performance, and work stress also has a negative and significant effect on employee performance. Simultaneously, workload, turnover intention, and work stress have a significant effect on employee performance. Based on these findings, it is recommended that the management of Villa Escape Haven proportionally manage employee workload, reduce turnover intention by improving job satisfaction, and minimize work stress by creating a more conducive work environment, thereby optimizing employee performance.

**Keywords:** workload, turnover intention, work stress, employee performance

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh beban kerja, *turnover intention*, dan stres kerja terhadap kinerja karyawan di Villa Escape Haven Canggu Padang Lijong Bali. Permasalahan yang dihadapi perusahaan adalah tingginya tingkat *turnover intention*, beban kerja yang berlebihan, serta tekanan kerja yang berdampak pada menurunnya kinerja karyawan. Populasi penelitian ini adalah seluruh karyawan tetap yang berjumlah 60 orang, dengan teknik pengambilan sampel menggunakan sampling jenuh sehingga diperoleh 60 responden. Metode pengumpulan data dilakukan melalui observasi, wawancara, kuesioner, dan dokumentasi. Analisis data menggunakan analisis regresi linier berganda, uji asumsi klasik, uji determinasi, serta uji hipotesis (t-test dan F-test). Hasil penelitian menunjukkan bahwa secara parsial beban kerja berpengaruh negatif dan signifikan terhadap kinerja karyawan, *turnover intention* berpengaruh negatif dan signifikan terhadap kinerja karyawan, serta stres kerja berpengaruh negatif dan signifikan terhadap kinerja karyawan. Secara simultan, beban kerja, *turnover intention*, dan stres kerja berpengaruh signifikan terhadap kinerja karyawan. Berdasarkan temuan tersebut, manajemen Villa Escape Haven disarankan untuk mengelola beban kerja secara proporsional, menurunkan tingkat *turnover intention* dengan memperbaiki kepuasan kerja, serta mengurangi stres kerja melalui penciptaan lingkungan kerja yang kondusif, sehingga kinerja karyawan dapat meningkat secara optimal.

**Kata kunci:** *beban kerja, turnover intention, stres kerja, kinerja karyawan*