

ABSTRACT

This research to know about the commitment influence and job stress for turnover intentions and employees performance of Call Center 147 work's at PT Info media Solusi Humanika which include of PT Telkom. The sample method is taken by using proportional sampling random with 83 people as sampling. Collecting data by questionnaire to determine of variable connection and free variable influence for locked variable using by model path analysis. Whereas to test the hypothesis using by t test.

The result show that 1) the job commitment has negative effect for turnover intentions 2) the stress has positive effect for turnover intentions 3) the job commitment has positive effect for performance 4) the stress job has negative effect for performance 5) the turnover intentions has negative effect for performance. Turnover intentions is not as intervening variable between job commitment influence for performance and job stress for performance. This matter because the job commitment and stress influence feeling of employee in working, so will be influence with performance. Turnover intentions is intervening variable between job stress influence for performance. Therefore the hypothesis is evident.

Keyword : *Job commitment, Job stress, Turnover Intentions and Employee Performance*