

ABSTRACT

This study aims to analyze the effect of role conflict on commitment, the influence of role conflict on intention to quit, the influence of social support on commitment, the influence of social support on intention to quit, and the influence of commitment to intention to quit.

The respondents in this research is 137 employees working in PT Bank Syariah Mandiri Semarang. To test the hypothesis of data analysis tool used is Structural Equation Model from AMOS statistic package.

Based on the results of the discussion in the previous section, it can be deduced as follows: (1) Role conflict has a significant negative impact on commitment, (2) Role conflict has a significant positive effect on intention to quit, (3) (4) Organizational support has a significant negative impact on intention to quit, (5) Commitment has a significant negative effect on intention to quit.

Keywords: role conflict, social support, commitment, intention to quit

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