

## **MEDIJATORSKA ULOGA PERCIPIRANOG STRESA IZMEĐU OSNAŽIVANJA OSOBLJA I NAMJERE NAPUŠTANJA POSLA U SMJEŠTAJNIM OBJEKTIMA - STUDIJA SLUČAJA ESKISEHIR**

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*Cilj ovog rada je utvrđivanje odnos između osnaživanja kadrova, namjere napuštanja posla i opaženog stresa te posredničke uloge percipiranog stresa između namjere napuštanja i osnaživanja. U studiju su uključeni smještajni objekti u Eskisehiru s tri, četiri i pet zvjezdica. U prikupljanju podataka u ovom istraživanju korištena je anketa. Podaci prikupljeni anketom od 151 aktivnog zaposlenika koji rade u oblasti smještaja analizirani su i interpretirani pomoću savremenog SPSS softvera (Statističkog programa za društvene nauke). Isto tako je provedena faktorska, korelacijska i hijerarhijska regresijska analiza. Ove analize pokazale su pozitivan odnos između percipiranog stresa i namjere uposlenika da napuste posao. Osim toga, hijerarhijska regresija pokazala je da percipirani stres ima posredničku ulogu između osnaživanja osoblja i namjere da napuste posao.*

**Ključne riječi:** osnaživanje, namjera odlaska, stress, smještajni objekti, Eskişehir

## **THE MEDIATING ROLE OF PERCEIVED STRESS BETWEEN PERSONNEL EMPOWERMENT AND INTENTION TO LEAVE THE JOB IN ACCOMMODATION ENTERPRISES: ESKISEHIR CASE**

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*The aim of this study is to identify the relationship between personnel empowerment, intention to leave the job and perceived stress, and the mediating role of the perceived stress between intention to leave and empowerment. Accommodation enterprises in Eskişehir with three, four and five stars are included in this study. A questionnaire was used as the data collection tool used in this study. The data gathered by survey technique from 151 active employees working in accommodation business were analyzed and interpreted by an up-to-date SPSS software (Statistical Program for Social Sciences). The reliability, factor, correlation, and hierarchical regression analyses were also carried out. These analyses revealed a positive relationship between perceived stress and intention to leave the job. In addition, the hierarchical regression showed that perceived stress has a mediating role between empowerment staff and intention to leave.*

**Keywords:** Empowerment, Intention to leave, Stress, Accommodation Establishments, Eskişehir