

ABSTRACT

THE INFLUENCE OF WORK-LIFE BALANCE, SELF-EFFICACY AND EMOTIONAL INTELLIGENCE ON ORGANIZATIONAL COMMITMENT

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The purpose of the research conducted was to determine and analyze the effect of Work-Life Balance, Self-Efficacy and Emotional Intelligence on Organizational Commitment of baristas Coffee Shop in Cilacap District. The increasing number of Coffee Shops has created more job opportunities for baristas, but low Organizational Commitment. This research uses a quantitative approach with a survey method through questionnaires distributed to 78 baristas Coffee Shop. The data were analyzed using multiple linear regression. The results show that Work-Life Balance significantly affects Organizational Commitment, indicating that baristas who experience better balance between work and personal life are more committed. Self-Efficacy also influences Organizational Commitment, demonstrating that baristas with higher confidence in their capabilities tend to stay in their jobs. Similarly, Emotional Intelligence has a significant effect, suggesting that baristas who can manage emotions well are more likely to be emotionally attached to their workplace.

Keywords: *Work-Life Balance, Self-Efficacy, Emotional Intelligence, Organizational Commitment*

ABSTRAK

PENGARUH *WORK-LIFE BALANCE*, *SELF-EFFICACY* DAN *EMOTIONAL INTELLIGENCE* TERHADAP *ORGANIZATIONAL COMMITMENT*

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Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh *Work-Life Balance*, *Self-Efficacy*, dan *Emotional Intelligence* terhadap *Organizational Commitment* pada barista di *Coffee Shop* Kabupaten Cilacap. Meningkatnya jumlah *Coffee Shop* menciptakan banyak peluang kerja bagi barista, namun komitmen terhadap organisasi cenderung rendah. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei melalui kuesioner yang disebarkan kepada 78 barista. Analisis data dilakukan dengan regresi linier berganda. Hasil penelitian menunjukkan bahwa *Work-Life Balance* berpengaruh terhadap *Organizational Commitment*, yang mengindikasikan bahwa keseimbangan antara pekerjaan dan kehidupan pribadi meningkatkan komitmen karyawan. *Self-Efficacy* juga berpengaruh, menandakan bahwa keyakinan diri barista dalam menyelesaikan tugas berperan dalam mempertahankan mereka di tempat kerja. Begitu pula *Emotional Intelligence* menunjukkan pengaruh signifikan, yang berarti kemampuan mengelola emosi membantu memperkuat keterikatan terhadap organisasi.

Kata Kunci: *Work-Life Balance*, *Self-Efficacy*, *Emotional Intelligence*, *Organizational Commitment*