

***THE EFFECT OF WORK-LIFE BALANCE, WORK-FAMILY CONFLICT  
AND WORKLOAD ON EMPLOYEE PERFORMANCE WITH BURNOUT AS  
A MEDIATING VARIABLE  
(Survey of Female Civil Servants in the Tasikmalaya City Government)***

***ABSTRACT***

***By :***  
**AI MAESAROH**  
**248334111002**

***Supervisor I : Deden Mulyana***  
***Supervisor II : Yusuf Abdullah***

*The purpose of this study was to analyse and determine: work-life balance, work-family conflict, workload, burnout, and employee performance; the influence of work-life balance, work-family conflict, and workload on employee performance through burnout among female civil servants in the Tasikmalaya City Government. This study uses the Partial Least Square – Structural Equation Model (PLS-SEM) analysis technique. The results of this study conclude that: work-life balance, work-family conflict, and workload have a positive effect on burnout. Work-life balance has a positive effect on employee performance, whereas work-family conflict, workload, and burnout have a negative effect on employee performance. Burnout was able to mediate the effect of work-life balance, work-family conflict, and workload on employee performance. The implication of this study was that by creating policies related to human resource management that take into account the dual role conflict of female civil servants who must be able to balance completing office work and their duties as parents, it was hoped that the productivity and performance of female civil servants can be improved.*

*Keywords : Work Life Balance, Work Family Conflict, Workload, Burnout, and Employee Performance*

**PENGARUH *WORK LIFE BALANCE*, *WORK FAMILY CONFLICT* DAN  
BEBAN KERJA TERHADAP KINERJA PEGAWAI DENGAN *BURNOUT*  
SEBAGAI VARIABEL MEDIASI  
(Survei pada ASN Perempuan di Lingkungan Pemerintah Kota Tasikmalaya)**

**ABSTRAK**

**Oleh:  
AI MAESAROH  
248334111002**

**Pembimbing I : Deden Mulyana  
Pembimbing II : Yusuf Abdullah**

Tujuan Penelitian ini untuk menganalisis dan mengetahui: *Work life balance*, *work family conflict*, beban kerja, *burnout* dan kinerja pegawai, pengaruh *work life balance*, *work family conflict* dan beban kerja terhadap kinerja pegawai melalui *burnout* pada ASN perempuan di lingkungan Pemerintah Kota Tasikmalaya. Penelitian ini menggunakan teknik analisis *Partial Least Square – Structural Equation Model* (PLS-SEM). Hasil dari penelitian ini menyimpulkan bahwa: *Work life balance*, *work family conflict* dan beban kerja berpengaruh positif terhadap *burnout*. *Work life balance* berpengaruh positif terhadap kinerja pegawai berbeda dengan *work family conflict*, beban kerja dan *burnout* berpengaruh negatif terhadap kinerja pegawai serta *burnout* mampu memediasi pengaruh *work life balance*, *work family conflict* dan beban kerja terhadap kinerja pegawai. Implikasi penelitian ini yaitu dengan membuat kebijakan terkait manajemen SDM dengan memperhatikan terkait konflik peran ganda seorang ASN Perempuan yang harus dapat menyeimbangkan antara menyelesaikan pekerjaan kantor dan juga tugas sebagai seorang orang tua diharapkan dapat meningkatkan produktivitas serta kinerja ASN perempuan.

Kata kunci : *Work Life Balance*, *Work Family Conflict*, Beban Kerja, *Burnout*, dan Kinerja Pegawai