

ABSTRACT

THE EFFECTS OF WORK-FAMILY CONFLICT AND WORKLOAD ON EMPLOYEE BURNOUT (A Study of Married Millennial and Generation Z Employees at Santika Hotel Tasikmalaya)

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This study aims to determine the effect of work-family conflict and workload on burnout among married millennial and Generation Z employees at Santika Hotel Tasikmalaya. The research method used was a survey with a quantitative approach. The type of data used was primary data, with the population consisting of employees of Santika Hotel Tasikmalaya and a sample of 42 millennial and Generation Z employees who are married, selected using a purposive sampling technique. The data collection technique was conducted using a questionnaire. The analytical tool used in this study was PLS-SEM with the SmartPLS application version 4.1.1.6. The results showed that work-family conflict has a positive effect on burnout, workload has a positive effect on burnout, and workload also has a positive effect on work-family conflict among millennial and Generation Z employees at Santika Hotel Tasikmalaya.

Keywords: *Work-Family Conflict, Workload, Burnout*