

ABSTRACT

**THE INFLUENCE OF PERCEIVED ORGANIZATIONAL SUPPORT AND
WORKLOAD ON WORK-LIFE BALANCE**

(Among on online motorcycle taxi drivers in Tasikmalaya City)

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This study aims to axamine the influence of perceived organizational support and workload on work-life balance among online motorcycle taxi drivers in Tasikmalaya City. A quantitative survey method was employed. The study involved 10 respondent selected using purposive sampling. Data were collected through questionnaires and analyzed using path analysis with SPSS. The result indicate that perceived organizational support has a positive significant effect on work-life balance among online motorcycle taxi drivers in Tasikmalaya City. Meanwhile, workload does not have a signifcatnt effect on work-life balance. The findings reveal tha organizational support is a more dominant factor in improving work-life balance than workload. This study is expected to contribute to the development of human resource management studies, particularly regarding work-life balance among gig economy workers, and to provide considerations for platform companies in improving driver welfare.

Keywords: perceived organizational support, workload, work-life balance, gig economy, online motorcycle taxi drivers.

ABSTRAK
**PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* DAN
WORKLOAD TERHADAP *WORK-LIFE BALANCE***

(Pada *driver* ojek *online* di Kota Tasikmalaya)

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Penelitian ini bertujuan untuk mengetahui pengaruh *perceived organizational support* dan *workload* terhadap *work-life balance* pada *driver* ojek *online* di Kota Tasikmalaya. Metode penelitian yang digunakan Adalah metode kuantitatif dengan pendekatan survey. Sampel penelitian berjumlah 100 responden yang dipilih menggunakan Teknik purposive sampling. Data dikumpulkan melalui penyebaran kuesioner dan dianalisis menggunakan analisis jalur (*path analysis*) dengan bantuan program SPSS. Hasil penelitian menunjukkan bahwa *perceived organizational support* berpengaruh positif dan signifikan terhadap *work-life balance*. Secara simultan, *perceived organizational support* dan *workload* berpengaruh signifikan terhadap *work-life balance*. Temuan penelitian menunjukkan bahwa dukungan organisasi menjadi factor yang lebih dominan dalam meningkatkan *work-life balance* dibandingkan dengan *workload*. penelitian ini diharapkan dapat memberikan kontribusi bagi pengembangan ilmu manajemen sumber daya manusia, khususnya terkait *work-life balance* pada pekerja *gig economy*, serta menjadi bahan pertimbangan bagi Perusahaan platform dalam meningkatkan kesejahteraan *driver* ojek *online* di Kota Tasikmalaya.

Kata kunci: *perceived organizational support*, *workload*, *work-life balance*, *driver* ojek *online*