

ABSTRAK

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PENGARUH *TELECOMMUTING*, *WORK LIFE BALANCE*, *JOB SATISFACTION*, *JOB STRESS* DAN *WORK MOTIVATION* TERHADAP *EMPLOYEE PERFORMANCE* (STUDI PADA KARYAWAN BANK DI PROVINSI DKI JAKARTA SELAMA PANDEMI COVID-19)

(xiv + 145 halaman; 12 gambar; 26 tabel; 6 lampiran)

Telecommuting atau *work from home* adalah hal yang menantang bagi seluruh industri atau komunitas kerja, terlebih di tengah pandemi COVID-19. Menyeimbangkan tugas sehari-hari di rumah dan kantor bukanlah pekerjaan yang mudah. Penelitian ini bertujuan untuk menganalisis pengaruh *telecommuting*, *work life balance*, *job satisfaction*, *job stress* dan *work motivation* terhadap kinerja karyawan perbankan di Provinsi DKI Jakarta selama pandemi COVID-19. Penelitian ini menggunakan teknik *purposive sampling* dengan sampel sebanyak 384 karyawan perbankan di Provinsi DKI Jakarta. Data penulisan ini diperoleh dari kuesioner (primer), studi kepustakaan dan wawancara mendalam sesuai dengan tujuan penulisan. Teknik analisis yang digunakan dalam penelitian ini adalah analisis regresi ganda dengan bantuan *software SPSS (IBM Statistics 25)*. Hasil penelitian menunjukkan bahwa, *telecommuting*, *work life balance*, *job satisfaction*, *job stress* dan *work motivation* berpengaruh positif dan signifikan terhadap kinerja karyawan.

Referensi : 145 (2001 - 2020)

Kata kunci : *Telecommuting*, *work-life balance*, *job satisfaction*, *job stress*, *work motivation*, kinerja karyawan, COVID-19.

ABSTRACT

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(xiv + 145 pages; 12 figures; 26 tables; 6 appendices)

Telecommuting or what we called work from home is a challenging thing for the entire industry or work community, especially during pandemic COVID-19. Balancing daily tasks at home and office is not an easy task. This study aims to analyze the effect of telecommuting, work life balance, job satisfaction, job stress and work motivation on the performance of banking employees in Provinsi DKI Jakarta during pandemic COVID-19. This study use purposive sampling technique with a sample of 384 banking employees in Provinsi DKI Jakarta. Data was obtained from questionnaires (primary), literature study and in-depth interviews in accordance with the research purposes. The analysis technique used in this research is multiple regression analysis using SPSS software (IBM Statistics 25). The result showed that telecommuting, work life balance, job satisfaction, job stress and work motivation had a positive and significant effect on employee performance.

Reference : 145 (2001 - 2020)

Keyword : *Telecommuting, work-life balance, job satisfaction, job stress, work motivation, employee performance, COVID-19.*