

## ABSTRAK

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### **ANALISIS PENGARUH INDIVIDUAL WORK LIFE BALANCE, ORGANIZATIONAL PROVISIONING DAN SUPERVISOR SUPPORT TERHADAP EMPLOYEE WORK LIFE BALANCE DALAM MEMBENTUK KINERJA KARYAWAN YANG DIMEDIASI REMOTE WORK PADA BAITUL MAAL HIDAYATULLAH SURABAYA**

Penelitian ini menganalisis pengaruh *Work-Life Balance* (WLB), dukungan atasan, dan strategi organisasi terhadap kinerja karyawan, dengan mediasi *remote work*, pada Lembaga Amil Zakat Nasional Baitul Maal Hidayatullah (BMH) Gerai Jawa Timur. Menggunakan pendekatan kuantitatif dan analisis *Partial Least Square* (PLS), penelitian ini melibatkan 210 responden. Hasil menunjukkan bahwa *Work-Life Balance*, baik secara individu maupun organisasi, berkontribusi positif terhadap kinerja karyawan. Dukungan atasan memperkuat hubungan ini melalui pemfasilitasan keseimbangan kerja-keluarga. *Remote work* terbukti sebagai faktor mediasi signifikan, memberikan fleksibilitas namun menghadirkan tantangan terkait isolasi sosial. Penelitian ini memberikan wawasan strategis bagi BMH dalam menyusun kebijakan berbasis keseimbangan kerja-kehidupan dan inovasi digital guna meningkatkan kinerja organisasi dan kesejahteraan karyawan.

**Kata kunci:** *Work-Life Balance, remote work, kinerja karyawan, dukungan atasan, organisasi nirlaba.*

**Referensi :**

## ABSTRACT

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### **ANALYSIS OF THE INFLUENCE OF INDIVIDUAL WORK-LIFE BALANCE, ORGANIZATIONAL PROVISIONING, AND SUPERVISOR SUPPORT ON EMPLOYEE WORK-LIFE BALANCE IN SHAPING EMPLOYEE PERFORMANCE MEDIATED BY REMOTE WORK AT BAITUL MAAL HIDAYATULLAH SURABAYA**

This study analyzes the influence of Work-Life Balance (WLB), supervisor support, and organizational strategies on employee performance, with remote work as a mediating factor, at Baitul Maal Hidayatullah (BMH) National Zakat Institution, East Java Branch. Using a quantitative approach and Partial Least Square (PLS) analysis, the study involved 210 respondents. The findings indicate that Work-Life Balance, both individual and organizational, positively contributes to employee performance. Supervisor support strengthens this relationship by facilitating work-family balance. Remote work is proven to be a significant mediating factor, offering flexibility while posing challenges related to social isolation. This research provides strategic insights for BMH to develop policies based on work-life balance and digital innovation to enhance organizational performance and employee well-being.

**Keywords: Work-Life Balance, remote work, employee performance, supervisor support, non-profit organization.**

**Reference :**