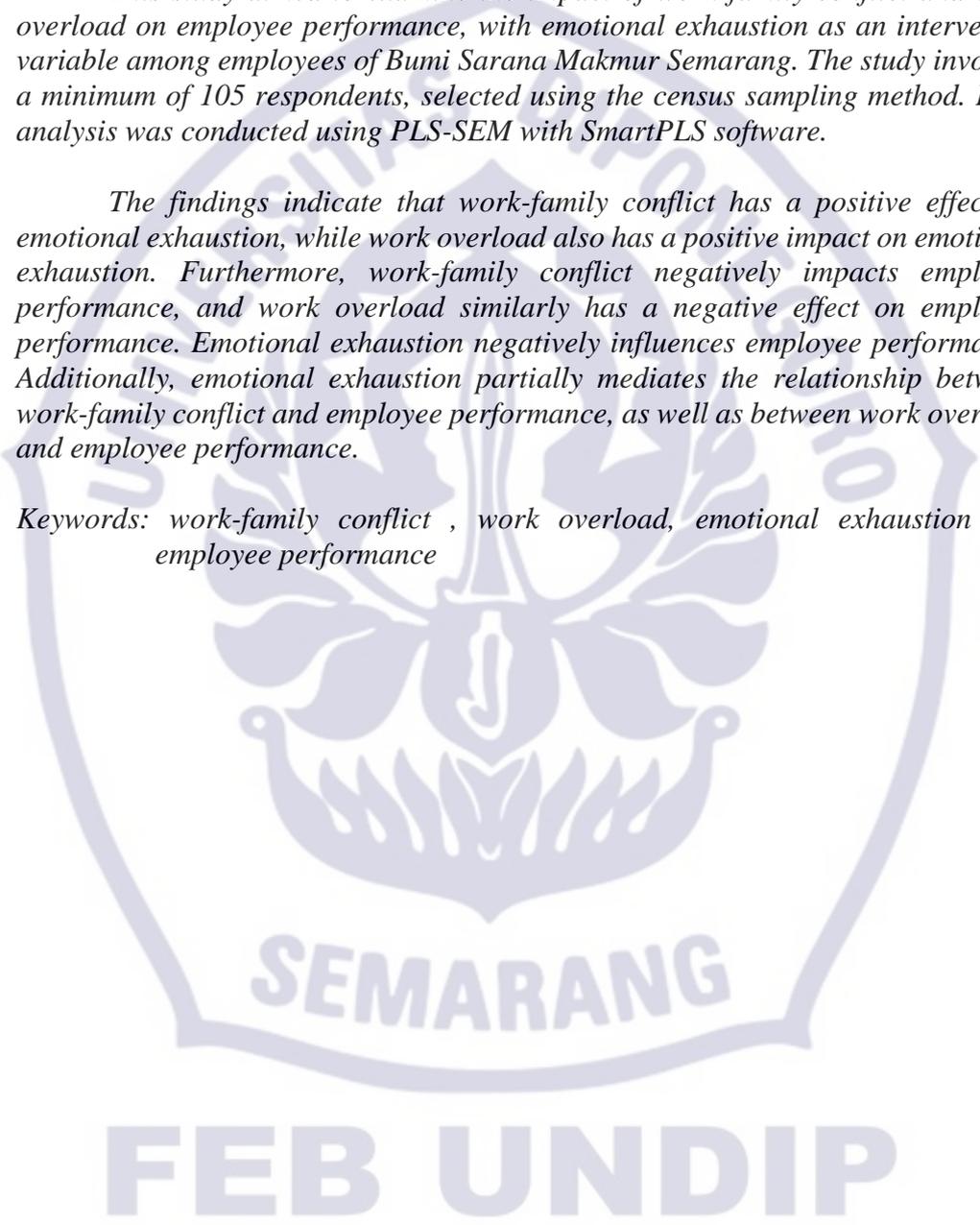


ABSTRACT

This study aimed to examine the impact of work-family conflict and work overload on employee performance, with emotional exhaustion as an intervening variable among employees of Bumi Sarana Makmur Semarang. The study involved a minimum of 105 respondents, selected using the census sampling method. Data analysis was conducted using PLS-SEM with SmartPLS software.

The findings indicate that work-family conflict has a positive effect on emotional exhaustion, while work overload also has a positive impact on emotional exhaustion. Furthermore, work-family conflict negatively impacts employee performance, and work overload similarly has a negative effect on employee performance. Emotional exhaustion negatively influences employee performance. Additionally, emotional exhaustion partially mediates the relationship between work-family conflict and employee performance, as well as between work overload and employee performance.

Keywords: work-family conflict , work overload, emotional exhaustion and employee performance



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