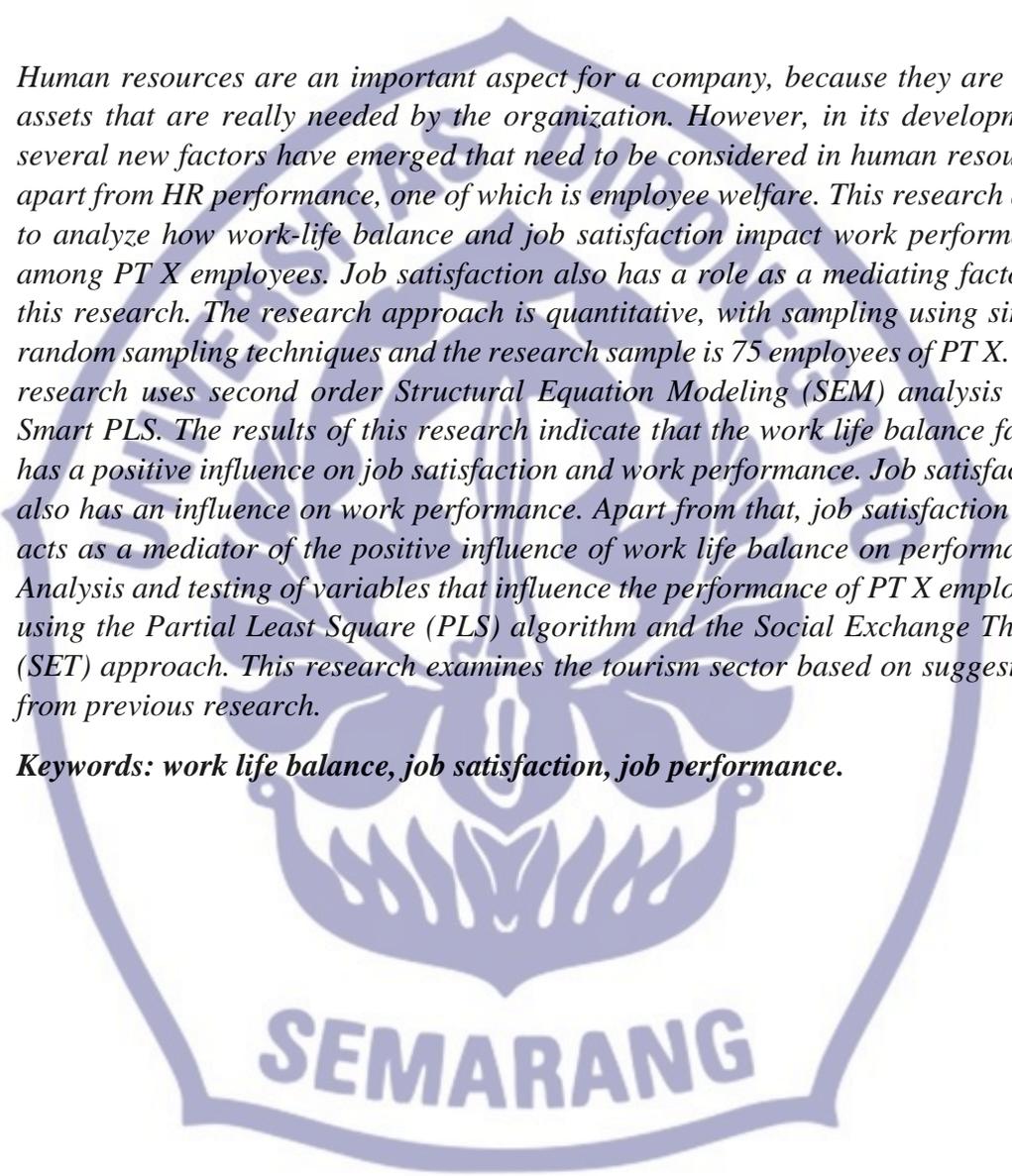


ABSTRACT

Human resources are an important aspect for a company, because they are vital assets that are really needed by the organization. However, in its development, several new factors have emerged that need to be considered in human resources apart from HR performance, one of which is employee welfare. This research aims to analyze how work-life balance and job satisfaction impact work performance among PT X employees. Job satisfaction also has a role as a mediating factor in this research. The research approach is quantitative, with sampling using simple random sampling techniques and the research sample is 75 employees of PT X. This research uses second order Structural Equation Modeling (SEM) analysis with Smart PLS. The results of this research indicate that the work life balance factor has a positive influence on job satisfaction and work performance. Job satisfaction also has an influence on work performance. Apart from that, job satisfaction also acts as a mediator of the positive influence of work life balance on performance. Analysis and testing of variables that influence the performance of PT X employees using the Partial Least Square (PLS) algorithm and the Social Exchange Theory (SET) approach. This research examines the tourism sector based on suggestions from previous research.

Keywords: *work life balance, job satisfaction, job performance.*



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