ABSTRACT

The problem in this research is the decrease in employee performance at Bank AAA Semarang Branch Office (this is characterized by the absence of employees who obtain a very satisfactory assessment). which may be due to work over their jobdesk. Employee often works in different position for a short time and eventually they feel their responsibility is rising, eventhough that's not their main job. On the other side, the lack of perceived organizational support dan work life balance might affect their performances. This shows that the organization and management are very influential on the performance of employees at AAA Bank Branch Office. So that the formulation of the purpose of this research is to analyze how to improve Employee Performance at Bank AAA Semarang Branch Office.

This research method uses probability sampling technique with data analysis used, namely linear regression analysis and hypothesis test using SPSS 24.0. The population in this study was 108 employees of AAA Semarang Branch Office. Research sample of 85 respondents of permanent employees and already have a family.

Based on the results of the study, it is known that Perceived Organizational Support and Work Life Balance effect Employee Performance, while Organizational Culture has no effect on Employee Performance. These three variables jointly affect Employee Performance.

Keywords: *Perceived Organizational Support, Work Life Balance, Organizational Culture, Employee Performance*

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