ABSTRACT

The purpose of this research is to investigate the effects of quality of work life and work family conflict on employee work stress to enhance employee performance.

The study was conducted at Bank mandiri Pemuda Semarang. The sample size is about 67 employee. Regression analyisis used to run data, mediation analysis used sobel test.

The effect of quality of work life on employee work stress is negative significant; The effect of work family conflict on employee work stress is positive significant; The effect of quality of work life on employee performance is positive significant; The effect of work family conflict on employee performance is negative significant; and The effect of employee work stress on employee performance is negative significant. Sobel test result show employee work stress strong mediating influence quality of work life and work family on employee performance.

Keywords: quality of work life, work family conflict, employee work stress, and employee performance

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