

ABSTRACT

This study uses job burnout and organizational support as the intervening variables to investigate how work-life balance affects employee performance among Generation Z in Bandung. One of the most crucial and valuable resources in any organization or corporation is its workforce, which performs the tasks necessary to operate the enterprise in all respects. And Gen Z is expected to be the biggest population in the workforce.

Quantitative approach was used with the data collected through structured questionnaires and gained 131 responses. The questionnaire was made by measurement scales and followed a cross-sectional design and single point in time. Purposive sampling was used to ensure that the selected respondents are from Bandung's Generation Z.

PLS-SEM (Partial Least Squares - Structural Equation Modeling) was used in this study to analyze the data. The validity and reliability of each variable as well as the relationships between variables were tested in this study using inner and outer models. The respondents' experiences with each variable in their workplace were organized using descriptive statistics.

The study concludes that work-life balance has a significant impact on employee performance, organizational support significant impact on Employee performance, job burnout have significant impact on employee performance. Relationship between Employee performance and Work-Life Balance is not impacted by organizational support as a mediating variable. As a mediating factor, job burnout has a major impact on employee performance. By emphasising the value of work-life balance for Generation Z in Bandung, this study advances human resource management.

In order to improve employee performance, this study emphasises how crucial it is for businesses to establish organizational support, work-life balance, and measures to reduce job burnout. These insights provide important value for human resource management and future research on the generational workforce dynamics.

Keywords: Work-life Balance, Organizational Support, Job Burnout, Employee Performance, Z Generation