

ABSTRACT

This study is motivated by the importance of employee performance in the success of the organization where organizational support, supervisor support, co-worker support, and work-family conflict are important factors that influence this performance. Manufacturing companies such as PT Arisamandiri Pratama were chosen as the object of this study. The main focus of this study is female employees who face dual roles between work and family with burnout as an intervening variable. The purpose of this study is to analyze the influence of perceived organizational, supervisor, and co-worker support, as well as work-family conflict on employee performance through burnout.

The research method used is quantitative with a survey approach. Primary data were collected by distributing questionnaires to 100 female employees who work full time at PT Arisamandiri Pratama and have family responsibilities. The scale used in the questionnaire is a Likert scale of 1–10. Data analysis was carried out using the Partial Least Squares Structural Equation Modeling (PLS-SEM) method using SmartPLS software version 4.1.0.9. The analysis stages include evaluating the outer model to test validity and reliability and the inner model to test the relationship between latent variables.

The results showed that perceived organizational support, supervisor support, and perceived coworker support had a significant negative effect on burnout. Meanwhile, work-family conflict had a significant positive effect on burnout. Furthermore, burnout had a negative effect on the performance of female employees at PT Arisamandiri Pratama. These findings emphasize the importance of building a strong support system in the workplace and managing work-family conflict to reduce burnout levels and improve employee performance, especially for female employees who face dual roles.

Keywords: perceived organizational support, perceived superior support, perceived coworker support, work-family conflict, burnout, employee performance