

ABSTRACT

The purpose of this thesis is to analyze the influence of shift work systems and perceived organizational support (POS) on work-life balance and performance among healthcare workers. The background of this research stems from the unique challenges healthcare workers face in shift work, which can potentially impact work-life balance and reduce performance due to fatigue, stress, and disruption of sleep or rest. POS is considered a crucial factor that can enhance well-being and performance through fair organizational support, superior attention, rewards, and good working conditions

This study employed a quantitative approach using a survey method involving 169 healthcare workers from various hospitals in Semarang City. Data were analyzed using the Structural Equation Model–Partial Least Square (SEM-PLS) method to examine the relationships among variables and test the proposed hypotheses.

The results indicate that shift work systems significantly influence work-life balance, while POS has a positive effect on both work-life balance and performance. Furthermore, work-life balance was found to influence employee performance. These findings highlight the importance of managing work schedules and providing organizational support to improve the well-being and performance of healthcare workers. Practical recommendations include more flexible shift arrangements and ongoing employee support programs.

Keywords: *shift work system, perceived organizational support, work-life balance, performance, healthcare employees.*

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