

ABSTRAK

PENGARUH WORK LIFE BALANCE, SERVANT LEADERSHIP, DAN PERCEIVED ORGANIZATIONAL SUPPORT TERHADAP KINERJA KARYAWAN MELALUI EMPLOYEE ENGAGEMENT DI RESTORAN SWASANA BY TEMATA

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Penelitian ini bertujuan untuk mengetahui: 1) pengaruh secara langsung *work life balance* terhadap kinerja karyawan, 2) pengaruh secara langsung *servant leadership* terhadap kinerja karyawan, 3) pengaruh secara langsung *perceived organizational support* terhadap kinerja karyawan, 4) pengaruh secara langsung *employee engagement* terhadap kinerja karyawan, 5) pengaruh *work life balance* terhadap kinerja melalui *employee engagement* sebagai mediasi, 6) pengaruh *servant leadership* terhadap kinerja karyawan melalui *employee engagement* sebagai mediasi, 7) pengaruh *perceived organizational support* terhadap kinerja karyawan melalui *employee engagement* sebagai mediasi. Populasi dalam penelitian adalah karyawan Restoran Swasana by Temata yang masih bekerja secara aktif minimal selama 1 tahun. Dalam penelitian ini, data diperoleh dengan cara menyebarkan kuesioner fisik kepada 60 karyawan Restoran Swasana by Temata sebagai responden. Teknik analisis data yang digunakan adalah *Partial Least Square*, yaitu *software* SmartPLS 4. Hasil dari penelitian ini menunjukkan bahwa: 1) *work life balance* secara langsung tidak berpengaruh terhadap kinerja karyawan, 2) *servant leadership* secara langsung berpengaruh terhadap kinerja karyawan, 3) *perceived organizational support* secara langsung tidak berpengaruh terhadap kinerja karyawan, 4) *employee engagement* secara langsung berpengaruh terhadap kinerja karyawan, 5) *work life balance* tidak berpengaruh terhadap kinerja karyawan melalui *employee engagement* sebagai mediasi, 6) *servant leadership* berpengaruh terhadap kinerja karyawan melalui *employee engagement* sebagai mediasi, 7) *perceived organizational support* berpengaruh terhadap kinerja karyawan melalui *employee engagement* sebagai mediasi.

Kata kunci: *Work life balance, servant leadership, perceived organizational support, employee engagement*, kinerja karyawan.

ABSTRACT

**THE EFFECT OF WORK LIFE BALANCE, SERVANT LEADERSHIP,
AND PERCEIVED ORGANIZATIONAL SUPPORT ON EMPLOYEE
PERFORMANCE THROUGH EMPLOYEE ENGAGEMENT
AT SWASANA BY TEMATA RESTAURANT**

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This study aims to determine: 1) the direct effect of work-life balance on employee performance, 2) the direct effect of servant leadership on employee performance, 3) the direct effect of perceived organizational support on employee performance, 4) the direct effect of employee engagement on employee performance, 5) the effect of work-life balance on performance through employee engagement as a mediator, 6) the effect of servant leadership on employee performance through employee engagement as a mediator, 7) the effect of perceived organizational support on employee performance through employee engagement as a mediator. The population in this study consists of employees at Swasana by Temata Restaurant who have been actively working for at least one year. In this study, data were collected by distributing physical questionnaires to 60 employees at Swasana by Temata Restaurant as respondents. The data analysis technique used was Partial Least Squares (PLS), specifically the SmartPLS 4 software. The results of this study indicate that: 1) work-life balance does not directly affect employee performance, 2) servant leadership directly affects employee performance, 3) perceived organizational support does not directly affect employee performance, 4) employee engagement directly affects employee performance, 5) work-life balance does not affect employee performance through employee engagement as a mediator.

Keywords: Work life balance, servant leadership, perceived organizational support, employee engagement, employee performance.