

ABSTRAK

**PENGARUH BEBAN KERJA, KOMPENSASI DAN WORK-LIFE BALANCE
TERHADAP KINERJA KARYAWAN BARISTA COFFEE SHOP DI KOTA
YOGYAKARTA**

Maria Chelsea Laksita Indrasari
Prodi Manajemen Fakultas Bisnis Ekonomi
Universitas Sanata Dharma
Yogyakarta
2026

Penelitian ini bertujuan untuk menganalisis pengaruh beban kerja, kompensasi, dan work-life balance terhadap kinerja karyawan barista pada *coffee shop* di Kota Yogyakarta. Pertumbuhan industri *coffee shop* yang semakin pesat menyebabkan meningkatnya tuntutan kerja sehingga diperlukan pengelolaan sumber daya manusia yang efektif untuk mendukung kinerja karyawan. Penelitian ini menggunakan pendekatan kuantitatif. Sampel penelitian berjumlah 105 barista *full-time* yang bekerja di berbagai *coffee shop* di Kota Yogyakarta dan dipilih menggunakan teknik *purposive sampling*. Data penelitian diperoleh melalui penyebaran kuesioner dan dianalisis menggunakan regresi linier berganda. Hasil penelitian menunjukkan bahwa: (1) beban kerja tidak berpengaruh signifikan terhadap kinerja karyawan, (2) kompensasi berpengaruh signifikan terhadap kinerja karyawan, (3) *work-life balance* berpengaruh signifikan terhadap kinerja karyawan, dan (4) beban kerja, kompensasi, dan *work-life balance* secara simultan berpengaruh signifikan terhadap kinerja karyawan. Nilai *Adjusted R Square* sebesar 0,848 menunjukkan bahwa 84,8% variasi kinerja karyawan dapat dijelaskan oleh beban kerja, kompensasi, dan *work-life balance*, sedangkan sisanya 15,2% dipengaruhi oleh faktor lain di luar model penelitian ini. Penelitian ini merekomendasikan perbaikan skema insentif dan penyusunan jadwal kerja yang fleksibel kepada pengelola *coffee shop* guna mengoptimalkan kinerja barista.

Kata kunci : beban kerja, kompensasi, *work-life balance*, kinerja karyawan, barista.

ABSTRACT

**THE INFLUENCE OF WORKLOAD, COMPENSATION, AND WORK-LIFE
BALANCE ON THE PERFORMANCE OF BARISTA COFFEE SHOP EMPLOYEES
IN YOGYAKARTA CITY**

Maria Chelsea Laksita Indrasari
Management Study Program, Business Economics Faculty
Sanata Dharma University
Yogyakarta
2026

This study aims to analyze the effects of workload, compensation, and work-life balance on the performance of barista employees at coffee shops in Yogyakarta City. The rapid growth of the coffee shop industry has increased work demands, making effective human resource management essential to support employee performance. This study employed a quantitative approach. The sample consisted of 105 full-time baristas working in various coffee shops in Yogyakarta City, selected using a purposive sampling technique. Data were collected through questionnaires and analyzed using multiple linear regression analysis. The results show that: (1) workload has no significant effect on employee performance, (2) compensation has a significant effect on employee performance, (3) work-life balance has a significant effect on employee performance, and (4) workload, compensation, and work-life balance simultaneously have a significant effect on employee performance. The Adjusted R Square value of 0.848 indicates that 84.8% of the variation in employee performance can be explained by workload, compensation, and work-life balance, while the remaining 15.2% is influenced by other factors outside the research model. This study recommends improvements to the incentive scheme and the implementation of flexible work scheduling to coffee shop managers in order to optimize barista performance.

Keywords : workload, compensation, work-life balance, employee performance, barista.