

ABSTRACT

This research aims to analyse the influence of work-life balance, perceived organizational support, and workload on organizational commitment at PT. Bank Rakyat Indonesia (Persero) Tbk., Gatot Subroto Branch Office, Denpasar. The study employed a quantitative causal research design to examine the relationships between these variables. A census sampling technique was utilized, involving the entire population of 133 permanent employees. Data were collected through structured questionnaires using a 5-point Likert scale and analysed using multiple linear regression, partial t-tests, and simultaneous F-test via SPSS 25. The results demonstrate that work-life balance and perceived organizational support each have a positive and significant partial effect on organizational commitment. Conversely, workload has a negative and significant influence, indicating that excessive task demands can drastically reduce employee loyalty. Simultaneously, these three variables significantly influence commitment with an F-value of 163.809 ($p < 0.05$), accounting for 79.2% of the commitment variance. This study provides a significant contribution by validating "Social Exchange Theory" and the "Three-Component Model of Commitment" within the Indonesian banking context, proving that the integration of organizational welfare and balanced task demands is a more dominant predictor of success than traditional operational targets. Furthermore, it highlights the management's evolving role in mitigating burnout and maintaining psychological ties during banking transformations. The study concludes that work-life balance, perceived organizational support, and workload serve as vital predictors of employee retention in the banking sector. These findings suggest that management should prioritize rational evaluations of operational targets and strengthen organizational support policies to maintain human resource stability and competitive advantage. This is an open access article under the CC-BY-SA license.

ABSTRAK

Aziz, Asri Mufti (2026), Pengaruh *Work-Life Balance*, *Perceived Organizational Support*, dan Beban Kerja Terhadap Komitmen Organisasi Pegawai Tetap pada BRI Cabang Gatot Subroto Denpasar. Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata-kata kunci: *work-life balance*, *perceived organizational support*, beban kerja, komitmen organisasi.

Penelitian ini bertujuan untuk menganalisis pengaruh *work-life balance*, *perceived organizational support* (POS), dan beban kerja terhadap komitmen organisasi pegawai tetap di BRI Cabang Gatot Subroto Denpasar. Latar belakang studi ini didasarkan pada fenomena fluktuasi loyalitas pegawai serta adanya tekanan operasional yang tinggi di sektor perbankan yang berpotensi memicu peningkatan niat berpindah kerja (*turnover intention*). Secara metodologis, penelitian ini menggunakan pendekatan kuantitatif kausal dengan melibatkan seluruh populasi sebanyak 133 pegawai tetap melalui teknik sampling jenuh (*sensus*), di mana data primer dikumpulkan menggunakan kuesioner skala Likert dan dianalisis menggunakan regresi linier berganda melalui perangkat lunak SPSS 25. Hasil pengujian secara parsial menunjukkan bahwa *work-life balance* dan *perceived organizational support* berpengaruh positif dan signifikan terhadap komitmen organisasi, sementara beban kerja berpengaruh negatif dan signifikan, yang mengindikasikan bahwa tuntutan tugas yang melampaui kapasitas individu dapat menurunkan loyalitas pegawai secara drastis. Secara simultan, ketiga variabel tersebut memberikan kontribusi sebesar 79,2% dalam menjelaskan variasi komitmen organisasi, dengan *work-life balance* ditemukan sebagai faktor pendorong yang paling dominan dalam memperkuat loyalitas pegawai. Berdasarkan temuan tersebut, manajemen disarankan untuk melakukan evaluasi rasional terhadap target operasional serta memperkuat kebijakan dukungan organisasi dan harmonisasi kehidupan personal guna mempertahankan sumber daya manusia yang kompeten di era transformasi perbankan.