

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *Work Overload*, *Work Life Balance*, dan konflik kerja terhadap kinerja pegawai, serta peran *Emotional Intelligence* sebagai variabel moderasi. Penelitian dilakukan pada pegawai Dinas Pemberdayaan Perempuan, Perlindungan Anak dan Keluarga Berencana (DPPPAKB) Kabupaten Jember. Pendekatan yang digunakan adalah kuantitatif dengan metode survei. Teknik analisis data menggunakan *Structural Equation Modeling-Partial Least Square* (SEM-PLS). Hasil penelitian menunjukkan bahwa *Work Overload* berpengaruh positif signifikan terhadap kinerja pegawai, *Work Life Balance* berpengaruh positif signifikan terhadap kinerja pegawai, dan konflik kerja berpengaruh positif signifikan terhadap kinerja pegawai. Selain itu, *Emotional Intelligence* terbukti memoderasi secara signifikan hubungan antara *Work Life Balance* terhadap kinerja pegawai. Akan tetapi *Emotional Intelligence* tidak dapat memoderasi secara signifikan pengaruh *Work Overload* dan konflik kerja terhadap kinerja pegawai. Temuan ini memberikan kontribusi teoretis dalam memperluas pemahaman mengenai faktor-faktor yang memengaruhi kinerja pegawai serta pentingnya penguatan aspek kecerdasan emosional di lingkungan kerja. Secara praktis, penelitian ini memberikan rekomendasi kepada pihak manajemen organisasi untuk memperhatikan keseimbangan beban kerja, menjaga *Work Life Balance*, mengelola konflik kerja, dan meningkatkan kecerdasan emosional pegawai demi meningkatkan kinerja organisasi secara keseluruhan.

Kata Kunci: *Work Overload*, *Work Life Balance*, Konflik Kerja, Kinerja Pegawai, *Emotional Intelligence*, Moderasi.

ABSTRACT

This study aims to analyze the influence of Work Overload, Work-Life Balance, and work conflict on employee performance, as well as the role of Emotional Intelligence as a moderating variable. The study was conducted on employees of the Women's Empowerment, Child Protection, and Family Planning Agency (DPPPAKB) of Jember Regency. A quantitative approach was used with a survey method. Data analysis techniques employed Structural Equation Modeling-Partial Least Squares (SEM-PLS). The results of the study indicate that Work Overload has a significant positive effect on employee performance, Work-Life Balance has a significant positive effect on employee performance, and workplace conflict has a significant positive effect on employee performance. Additionally, Emotional Intelligence was found to significantly moderate the relationship between Work-Life Balance and employee performance. However, Emotional Intelligence cannot significantly moderate the influence of Work Overload and workplace conflict on employee performance. These findings contribute theoretically to expanding understanding of the factors influencing employee performance and the importance of strengthening Emotional Intelligence aspects in the workplace. Practically, this study provides recommendations to organizational management to pay attention to work load balance, maintain Work-Life Balance, manage workplace conflict, and enhance employee Emotional Intelligence to improve overall organizational performance.

Keywords: Work Overload, Work-Life Balance, Work Conflict, Employee Performance, Emotional Intelligence, Moderation.