

Employee Performance: Worklife Balance to Maintain Organizational Commitment and Work Motivation

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Abstrak

Employee performance is very important to note so that the company's goals can be achieved according to quality and quantity. This study aims to analyze the extent of the effect of worklife balance on PT. Infomedia Nusantara Call Center Division 188 when it comes to the commitment of the organization and the extent of the work motivation of employees if it is associated with work motivation that boils down to efforts to improve employee performance. This type of research is quantitative research that looks for causal relationships between variables studied using 77 respondents whose questionnaire dissemination data is processed using SPSS and SmartPLS software. The results showed that employees who maintained worklife balance condition will be able to maintain their organizational commitment and still have a good organizational commitment so as to improve performance both directly as an influence of worklife balance and when organizational commitment and motivation are used as mediation variables.

Keywords: *Worklife balance, Organizational Commitment, Work Motivation, Employee*

RESEARCH BACKGROUND

The success of an organization is inseparable from the quality of human resources owned. The quality of human resources plays a vital role in running the wheels of the organization in achieving goals. In other words, good utilization of human resources will be able to improve the performance of the organization to the maximum. As a central manager and provider of human resources, government agencies have a positive image in the eyes of the public by not neglecting aspects of human resource quality development.

Human resource management as a management activity can never be ignored from the management of a government agency. Yani (2012:2) suggests that human resource management has an understanding as planning, procurement, development, maintenance and use of human resources in an effort to achieve individual or organizational goals.

Performance is a form of realization of the achievement of the company's vision and mission and can be a measuring tool for each individual, group, or work unit in order to achieve or even exceed the production target set earlier (Ardiansyah & Surjanti, 2020). Measuring the performance of employees can be done by knowing the productivity of employees in quantity to make their work in the company become faster completed and with quality that meets company standards (Ardiansyah & Surjanti, 2020).

To achieve organizational commitments, a leader is required to organize activities and processes effectively and efficiently. therefore leadership is an important part of organizing the activities of an organization. Leadership is the ability to influence a group towards achieving a goal. Leadership can also be a driver in energy change through motivation so that a reaction appears towards the set goal. In other words, motivation is very important as a trigger for reactions in carrying out organizational activities. Therefore, good leadership is needed in managing and structuring activities and providing work motivation to increase the commitment of organization.

According to Rene & Wahyuni (2018) in his research suggests that organizational commitment is an emotional connection with a particular organization characterized by three main parameters in an individual's attitude towards the organization: identification - internalization of organizational goals and values; involvement - activities carried out by employees as part of their role; and loyalty - a sense of belonging to the organization. An organization's commitment to employee feelings about their work, organizational identification and the extent to which an employee experiences a "sense of unity" with their organization (Ardiansyah & Surjanti, 2020).

The need to know motivation is one of the important reasons although research on human motivation is relatively late. Ignorance about motivation is sorous that the research does not need to be carried out and shows the value of clear truth. In fact, often the results look amazing, or ignored when considered impractical to apply or present. One of the motivations of a person to pursue work achievements in a corporate organization is the existence of compensation, motivation and ability has become the basic nature of human beings in general to be better, more advanced than the position that has at this time.

The reason behind the work motivation theory is to provide a framework where organization can further influence their employees' drive to work and increase their enthusiasm (Rene & Wahyuni, 2018). Kadarisman (2013) in Aldi & Susanti (2019) said that motivation is defined as the whole process of giving encouragement or stimulation to employees so that they are willing to work willingly without being forced. The organization

will successfully implement its program if the person working in the organization can carry out its duties properly in accordance with their respective fields and responsibilities. In carrying out these tasks, employees need to be given direction and encouragement so that the potential in them can be turned into achievements that benefit the organization.

Helmle, Botero, dan Seibold (2014) in Rene & Wahyuni (2018) defines work-life balance as the extent to which individual effectiveness and satisfaction in work and family roles are compatible with the priorities of an individual's life role at a certain point in time. Empirical findings suggest that individual perceptions of work-life balance relate to job satisfaction, family satisfaction, life satisfaction, family function, and organizational commitment.

Nurwahyuni (2019) in his research found that work life balance has a significant positive effect on the performance of employees of PT. Telkom Indonesia Regional V while the results of the research from Sidik (2019) found that work life balance negatively affects employee performance at BMT Permata Jatim.

The results of the study Riffay (2019) found that work-life balance positively affects the organization's commitment. Further research that has been conducted by Wijaya (2020) found that worklife balance had a significant effect on work motivation. Other studies have found empirical facts that work-life balance has a significant effect on job satisfaction but work-life balance has no significant impact on organizational commitment and work motivation (Rene & Wahyuni, 2018).

Perusahaan PT. Infomedia Nusantara is one of the organizations that implements performance assessment system. PT Infomedia Nusantara Makassar is part of Telkom Group, which specializes in publishing and advertising media as a bridge of communication between businesses and information channels for Telkom telephone customers. One of the businesses developed is to become a contact center service provider. One client pt. Infomedia Nusantara that uses call center services is Telkomsel.

Call center PT. Infomedia Nusantara in cooperation with Telkomsel is an organization that is in the form to serve customers who can be accessed through calls for 24 hours. With the call center provides convenience and comfort to be able to get information, consult, customer needs and problems at any time anywhere and anytime just by phone. The jobdesk call center provides information, requests, resolve customer problems to the relevant unit if necessary in accordance with operational standards applicable to the company.

In carrying out this task PT Infomedia Nusantara Makassar always try to maintain the quality of call center services so that customers get the information they want accurately, easily and satisfactory service attitude. To improve the quality of agent call center services have been equipped with clear performance standards called KPIs (*Key Performance Indicator*) and every month conducted performance assessment implementation by Team Leader and Quality control with the aim of knowing whether employee performance has reached the 100% parameter that has been set by the company.

Table 1. Performance Performance Agent Call Center PT. Infomedia Nusantara Telkomsel Makassar

Period 2020	Target	Realization
January	80%	84%
February	80%	85%
March	80%	85%
April	80%	88%
May	80%	85%

June	80%	84%
July	80%	84%
August	80%	90%
September	80%	87%
October	80%	84%
November	80%	85%
December	80%	88%

Source: SPV CC 188 makassar

Based on table 1.1 above, it can be seen that employees who work as call center agents have not obtained the ideal value that has been set by the company which is 100 for the value of PT service parameters. Infomedia Nusantara, or has not reached the maximum value so as to impact on the quality of agent service to customers who contact the call center 188 and cause problems efforts to realize increased employee productivity. One of the faces faced by employees who work in the call center is shifting working hours 24 hours, thus affecting his life that is usually at night used to rest but used to work and if getting a work schedule saturday week that is usually used to rest, relax and gather with family, but should be used for work. By working shifting hours, call center employees must be able to manage a good time (balanced) between work at work with personal needs, recreation and family life. So where the workload that sometimes makes employees alternate resign and networking new employees. According to Herlambang and Murniningsih (2019) The balance between life in a job is an important factor and needs to be considered by every company in making a policy to maintain work productivity.

Another factor that affects employee performance is the motivation and commitment of the organization. With the motivation in work and commitment of employee organization can optimize productivity and quality of service to customers. By optimizing it can improve employee performance so as to meet organizational objectives and maintain loyalty to the company(Fatma et al., 2020).

Based on initial interviews and observations related to employee work motivation at PT. Infomedia Nusantara Call Center Division 188 Makassar shows that employees who have work performance do not get the ability to develop a career and authority and responsibility for the success of the company only certain levels of positions not all employees have authority and in doing the work, employees rarely get limited recognitionap hiswork. In addition, preliminary interviews and interviews with some employees related to the organization's commitment show that there are some employees who feel less happy working in this company. Par employees feel that their income has not met their daily needs but employees still survive work because they have not got a job elsewhere so the company's limited employee commitment is still low.

Based on the theory, previous research and research phenomenon, the author is interested in conducting research with the title "Effect of Work-Life Balance On Employee Performance Through Organizational Commitment And Work Motivation (StudyOn PT. Infomedia Nusantara Call Center Division 188 Makassar.

LIBRARY OVERVIEW

Employee Performance

Performance is the result of work achieved by a person based on the requirements of work(Firmansyah et al., 2020). Each organization strives to improve the performance of its employees in order to achieve the goals set by the organization. Various ways can be taken by

the organization in improving the performance of its employees, among others by realizing employee job satisfaction through the placement of employees in accordance with its composition. The performance itself is the result achieved by an employee in carrying out activities within a certain period of time (Fatma et al., 2020). Employee quality is one of the factors to improve the productivity of an organization or agency's performance. Thus, it is necessary for employees who have high competence, because the expertise and competence can support the improvement of employee performance. Performance assessment is very important for an organization (Guswandi et al., 2020). With the performance assessment, an organization can see the extent to which human factors can support the goals of an organization. Assessment of achievements can motivate employees to be encouraged to work better. Therefore, proper and consistent performance assessment is required (Susanto & Sukoco, 2019).

Work Motivation

Motivation according to Weiner cited by Dessler, G. (2011). is a impulse of will that causes a person to do an act to achieve a goal, motivation comes from the word *motive* which means "motivation" or stimuli or drive power that is in a person. Robbin (2003:55) suggests that motivation is the desire to do as a willingness to spend a high level of effort for organizational goals, conditioned by the ability of that effort to meet an individual need. Motivation itself is a reaction that arises from within a person as a motivation due to the presence of external stimuli that affect to meet certain goals (Suranta, 2002).

Organizational Commitment

Ramezan (2016) explains the interrelationship of organizational culture, work center and organizational commitment where organizational culture is a trust and ethical principle owned by members of the organization that will form an important role in the organization management system. The high organizational commitment of employees can be seen from the satisfaction of their work in an agency or organization. Therefore, the organization can strive to increase the organizational commitment of its employees by strengthening the culture of the organization applied, where the culture of the organization can be used as a guideline or basic assumptions applied by employees in carrying out the process of working at an agency. In addition, organizations also need to pay attention to the job satisfaction of human resources owned because job satisfaction can be a variable that strengthens or reduces the influence of organizational culture on organizational commitments indirectly.

Worklife Balance

According to Mendis and Weerakkody (2017), work life balance is a work pattern that allows employees to combine employee responsibilities in the workplace with other employee responsibilities such as caring for an elderly child or relative. According to Obiageli et al. (2015), work life balanced is a role conflict that occurs when a person's role as an employee is incompatible with other fields such as spouses, parents, or religious activities, recreational activities, etc. Worklife balance can show the extent to which one is able to balance responsibilities in the work process and as part of the family environment (Hardiyono et al., 2020).

RESEARCH METHODS

This study uses a quantitative approach that intends to explain the position of the variables studied as well as the relationship between one variable and another. Sugiyono (2010). This research is intended to test pre-formulated hypotheses. This study will explain the causal relationship between variables through hypothesis testing. The sample in this study was 77 respondents.

RESEARCH AND DISCUSSION RESULTS

The Effect of Work Life-Balance on organizational commitments

Based on the results of the research shows that if Work Life-Balance is getting better it will increase the organization's commitment. The results also showed respondents' responses about Work Life-Balance to organizational commitments that showed a high/good average response of respondents although there are still those who showed a hesitant response and disagreed with the organization's current commitment to Work Life-Balance. Based on the results of interviews with employees of PT. Infomedia Nusantara inbound call center division encountered said that for Work Life-Balance related to the commitment of the organization shows that the commitment of the organization to employees pt. Infomedia Nusantara inbound call center division is good enough but needs to be improved again.

Work Life-Balance variables are prepared by indicators consisting of work time balance and other needs, full responsibility to family or company, good social life outside the company, and limited time for hobbies. This is shown with PT. Infomedia Nusantara inbound call center division provides adequate working hours and not excessive to employees in addition the company also provides facilities for handling children and karyawan can occasionally take care of children in working hours. As well as the company also provides family gathering programs for employees. Another thing also shows that employees can take time off in daily time so that they can carry out their hobbies. As for the organizational commitment variables are prepared by indicators consisting of affective commitment, continuance commitment and normative commitment. This is shown with employees will feel very happy to spend the rest of their career in this company. In addition, employees feel part of the family at pt. Infomedia Nusantara inbound call center division and difficult to get a job with a good income like the current job. In addition it would be too detrimental for an employee to leave this company and the employee feels that this company has contributed a lot to his life.

The results of this study are supported by the theory put forward by Laela (2015) which says companies or agencies that have implemented work-life balance will get a variety of benefits such as reduced turnover and attendance rates, as well as increased productivity and relationships with customers. It certainly has an impact on the commitment of the organization. With workplace conditions that apply worklife balance, employees will feel tied to the organization and then encourage it to work hard, and most importantly employees want to stay in the organization and maintain their membership.

The results are also supported by the research of Ramadhan, Nabilah, and Vina S. Marinda (2009) with the title Of Work-Life Balance influence and Job Satisfaction on Organizational Commitment to Working Mothers as PAUD Teachers in Cimahi City. The results of the analysis showed that Work Life-Balance had a positive and significant effect on the organization's commitment.

The Effect of Work Life-Balance on work motivation

Based on the results of statistical tests for the Variable Work Life-Balance concluded that Work Life-Balance partially has a positive and significant influence on work motivation. This shows that if Work Life-Balance gets better it will increase work motivation. The results also showed respondents' responses about Work Life-Balance to work motivation which showed a high/good average response of respondents although there are still those who showed a hesitant response and disagreed with the work motivation currently felt towards Work Life-Balance. Based on the results of interviews with employees of PT. Infomedia Nusantara inbound call center division encountered said that for Work Life-Balance related to work motivation shows that work motivation in PT employees. Infomedia Nusantara inbound call center division is good enough but needs to be improved again.

Work Life-Balance variables are prepared by indicators consisting of work time balance and other needs, full responsibility to family or company, good social life outside the company, and limited time for hobbies. This is shown with PT. Infomedia Nusantara inbound call center division provides adequate working hours and not excessive to employees in addition the company also provides facilities for handling children and karyawan can occasionally take care of children in working hours. As well as the company also provides family gathering programs for employees. Another thing also shows that employees can take time off in daily time so that they can carry out their hobbies. As for the variable motivation of work is compiled by indicators consisting of the need for achievement, the need for power or authority work (Need for power), and the need to be affiliated. This is shown by every employee who has a high work performance will get the opportunity to develop a career and employees have authority and responsibility for the success of the company. In addition, establishing relationships with fellow employees and superiors is one of the priorities in the company and in doing the work every employee wants to get recognition of his work from the community

The results of this study are supported by the theory put forward by Tyagi (1985) in Springer (2011) which hypothesizes that the key dimensions of work and managership behavior affect motivation and work performance. Some of the aspects discussed include performance standards, manager trust and support, goal emphasis, group interaction, psychological influence, and hierarchical influences. Another opinion expressed by Lockwood (2010) that work motivation is the process as a first step in performing actions due to physical and psychological deficiencies or in other words is an indicated motivation to fulfill a certain goal. The motivation of employees' work in a company can be considered simple and can also be a complex problem, because basically humans are very easy to be motivated by giving what they want. This work motivation problem can turn out to be difficult in determining the reward where what is considered important for the company because something important that wants to be given to the employee who wants to be motivated is not necessarily important or good for the person. Because each person always has different desires. One of the next factors consistently found and strongly related to work motivation is work life balance

The results are also supported by Wijaya's research, Y. (2020). with the title of the influence of work life balance and workload on work motivation (study on pt mayora indah). The results of the analysis showed that Work Life-Balance has a positive and significant effect on work motivation.

How Work Life-Balance Affects Performance

Based on the results of the study shows if Work Life-Balance is getting better it will improve performance. The results showed respondents' responses about Work Life-Balance and performance that showed a high/good average response of respondents although there are still those who showed a hesitant response, disagreed and strongly disagreed with the performance currently felt towards Work Life-Balance. Based on the results of interviews with employees at PT. Infomedia Nusantara inbound call center division encountered said that for Work Life-Balance related to performance shows that pt employees. Infomedia Nusantara inbound call center division has a good Work Life-Balance but needs to be improved again.

Work Life-Balance variables are prepared by indicators consisting of work time balance and other needs, full responsibility to family or company, good social life outside the company, and limited time for hobbies. This is shown with PT. Infomedia Nusantara inbound call center division provides adequate working hours and not excessive to employees in addition the company also provides facilities for handling children and karyawan can occasionally take care of children in working hours. As well as the company also provides family gathering programs for employees. Another thing also shows that employees can take

time off in daily time so that they can carry out their hobbies. As for performance variables arranged by indicators are able to increase the target of work, able to complete the work on time, able to create innovations in completing the work, able to create creativity in completing the work and able to minimize job mistakes. This is shown by employees able to increase the target of work and can complete each job in accordance with the specified time. In addition, employees are able to create innovations in completing every job provided and in work is able to create creativity in completing work and able to minimize mistakes.

The results of this study are supported by the theory presented by Westman, Brough, & Kalliath (2009) which says worklife balance is the extent to which individuals are involved and equally satisfied in terms of time and psychological involvement with their role in work life and personal life (e.g. with spouses, parents, family, friends and members of society) and the absence of conflict between the two roles. It can be said that individuals who pay attention to the balance of work life and personal life are individuals who attach more importance to their psychological well-being than the pursuit of wealth alone. Individuals who have good work life balance will affect their performance in work.

This is supported by research saina, I. V., Pio, R. J., & Rumawas, W. (2016) with the title of research on the Influence of Worklife Balance and Compensation on Employee Performance at PT PLN (Persero) Suluttenggo Area Manado. Where the results of his research showed that Worklife Balance has a positive and significant effect on Employee Performance.

Effect of Organizational Commitment to Performance

Based on the results of the research shows if the commitment of the organization is getting better it will improve the performance of employees. The results showed respondents' responses on Work Life-Balance and employee performance that showed a high/good average response of respondents although there were still some who showed a hesitant response, disagreed and strongly disagreed with the employee's performance towards the organization's commitment.

Based on the results of interviews with employees of PT. Infomedia Nusantara inbound call center division encountered said that for the commitment of the organization related to performance shows that employees at PT. Infomedia Nusantara inbound call center division is good enough namup need to be improved again.

Organizational commitment variables are prepared by indicators consisting of affective commitment, continuance commitment and normative commitment. This is shown with employees will feel very happy to spend the rest of their career in this company. In addition, employees feel part of the family at pt. Infomedia Nusantara inbound call center division and difficult to get a job with a good income like the current job. In addition it would be too detrimental for an employee to leave this company and the employee feels that this company has contributed a lot to his life. As for performance variables arranged by indicators are able to increase the target of work, able to complete the work on time, able to create innovations in completing the work, able to create creativity in completing the work and able to minimize job mistakes. This is shown by employees able to increase the target of work and can complete each job in accordance with the specified time. In addition, employees are able to create innovations in completing every job provided and in work is able to create creativity in completing work and able to minimize mistakes.

The results of this study are supported by the opinion expressed by Robbins, Stephen P. and Thimoty A. Judge (2008) that employee commitment to the organization is necessary in order for the organization's performance to be more effective so that the organization's goals are realized. Employee commitment will be formed if the organization has a commitment to

its employees, so that the commitment can be seen from two sides, namely the employee's commitment to the organization and the organization's commitment to employees. Employees' commitment to the organization is not something that happens unilaterally. In this case the organization and employees must jointly create conditions conducive to achieving the intended commitment. Employees and organizations are committed to each other, and employees are willing of their own volition to deliver good performance.

The results are also supported by the research of Sapitri, Ranty, and Suryalena Suryalena (2016) with the title Influence of Organizational Commitment to Employee Performance of Pekanbaru Area State Electricity Company. The results of the analysis showed that the organization's commitment has a positive and significant effect on employee performance.

The effect of work motivation on performance

Based on the results of the study shows if the motivation of work is getting better it will improve the performance of employees. The results showed respondents' responses about work motivation to employee performance that showed a high /good average response of respondents although there are still those who showed a hesitant response, disagreed and strongly disagreed with the performance of employees who are currently perceived to work motivation. Based on the results of interviews with employees of PT. Infomedia Nusantara inbound call center division encountered said that for work motivation related to employee performance shows that employees at PT. Infomedia Nusantara inbound call center division has a good motivation but needs to be improved again

Work motivation variables are prepared by indicators consisting of the need for achievement, the need for work authority, and the need for affiliation. This is shown by every employee who has a high work performance will get the opportunity to develop a career and employees have authority and responsibility for the success of the company. In addition, establishing relationships with fellow employees and superiors is one of the priorities in the company and in doing the work every employee wants to get recognition of his work from the community. As for performance variables arranged by indicators are able to increase the target of work, able to complete the work on time, able to create innovations in completing the work, able to create creativity in completing the work and able to minimize job mistakes. This is shown by employees able to increase the target of work and can complete each job in accordance with the specified time. In addition, employees are able to create innovations in completing every job provided and in work is able to create creativity in completing work and able to minimize mistakes.

The results of this study are supported by the theory put forward mangkunegara (2009:61) motivation is a condition or energy that moves employees who are directed or directed to achieve the goals of the company's organization. Positive employee mental attitude towards the work situation that strengthens the motivation of work to achieve maximum performance. Three elements that are the key to motivation, namely effort, organizational goals, and needs. So the motivation in this case is actually a response to an action. Motivation arises from within man because of the motivation by the presence of an element of a goal. This purpose concerns the need can be said that there will be no motivation if there is not felt a need.

The results are also supported by research Mahardhika, R. (2013) with the title Influence of Work Motivation on Employee Performance (Employee Survey At PT. Axa Financial Indonesia Sales Office Malang). Where the results showed that work motivation has a positive and significant effect on performance.

The Effect of Work Life-Balance on Performance through organizational commitments

From the results of the study showed the variable Work Life-Balance positively and significantly affect the performance variable if mediated by organizational commitment. Based on these results, shows if Work Life-Balance is getting better it will improve performance if mediated by organizational commitments. The results showed respondents' responses on Work Life-Balance, organizational commitment and performance that showed a high/good average response of respondents although there are still those who showed a hesitant response, disagreed and strongly disagreed with the organization's commitment and performance that is currently felt towards Work Life-Balance.

Based on the results of interviews with employees of PT. Infomedia Nusantara inbound call center division encountered said that for Work Life-Balance related to organizational commitment and performance shows that employees at PT. Infomedia Nusantara inbound call center division has a good Work Life-Balance but needs to be improved again.

Work Life-Balance variables are prepared by indicators consisting of work time balance and other needs, full responsibility to family or company, good social life outside the company, and limited time for hobbies. This is shown with PT. Infomedia Nusantara inbound call center division provides adequate working hours and not excessive to employees in addition the company also provides facilities for handling children and karyawan can occasionally take care of children in working hours. As well as the company also provides family gathering programs for employees. Another thing also shows that employees can take time off in daily time so that they can carry out their hobbies. As for performance variables arranged by indicators are able to increase the target of work, able to complete the work on time, able to create innovations in completing the work, able to create creativity in completing the work and able to minimize job mistakes. This is shown by employees able to increase the target of work and can complete each job in accordance with the specified time. In addition, employees are able to create innovations in completing every job provided and in work is able to create creativity in completing work and able to minimize mistakes. While the variables of organizational commitment are prepared by indicators consisting of affective commitment, continuance commitment and normative commitment. This is shown with employees will feel very happy to spend the rest of their career in this company. In addition, employees feel part of the family at pt. Infomedia Nusantara inbound call center division and difficult to get a job with a good income like the current job. In addition it would be too detrimental for an employee to leave this company and the employee feels that this company has contributed a lot to his life.

This research is in line with the statement from Andini &Surjanti (2017), work life balance is a form of policy of the company so that employees are free to arrange time between in their workplace and time for other purposes outside the company such as family affairs, hobbies, art, studies, etc. The implementation of effective work life balance can improve employee performance and supported by work motivation from employees.

This result is supported by research Ardiansyah, C. A., &Surjanti, J. (2020). Bhinneka Life Indonesia Surabaya Branch. Where the results showed that Work Life Balance has a positive and significant effect on performance through organizational commitment.

The Effect of Work Life-Balance on Performance through work motivation

From the results of the study showed the variable Work Life-Balance positively and significantly affect the performance variable if mediated by work motivation. Based on these results, shows if Work Life-Balance is getting better it will improve performance if mediated by work motivation. The results showed respondents' responses about Work Life-Balance, work motivation and performance that showed a high/good average response of respondents

although there are still those who showed a hesitant response, disagreed and strongly disagreed with the motivation and performance currently felt towards Work Life-Balance.

Based on the results of interviews with employees of PT. Infomedia Nusantara inbound call center division encountered said that for Work Life-Balance related to motivation and performance shows that employees at PT. Infomedia Nusantara inbound call center division has a good Work Life-Balance but needs to be improved again.

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This research is in line with the statement from Westman, Brough, &Kalliath (2009) which says worklife balance is the extent to which individuals are involved and equally satisfied in terms of time and psychological engagement with their role in work life and personal life (e.g. with spouses, parents, family, friends and members of the public) as well as the absence of conflict between the two roles. It can be said that individuals who pay attention to the balance of work life and personal life are individuals who attach more importance to their psychological well-being than the pursuit of wealth alone. Individuals who have good work life balance will affect their performance in work. Mangkunegara (2009:61) motivation is a condition or energy that moves employees who are directed or directed to achieve the company's organizational goals. Positive employee mental attitude towards the work situation that strengthens the motivation of work to achieve maximum performance.

This result is supported by research Rene, R., &Wahyuni, S. (2018) with the title research influence of work-life balance on organizational commitment, job satisfaction, and work motivation on individual performance in employees of insurance companies in Jakarta.

CONCLUSION

- 1) Work Life-Balance has a positive and significant impact on the organization's commitment to PT. Infomedia Nusantara inbound call center division, which means showing the better Work Life-Balance in the company will increase the organization commitment of PT employees. Infomedia Nusantara inbound call center division

- 2) Work Life-Balance has a positive and significant effect on work motivation at PT. Infomedia Nusantara inbound call center division, which means showing the better Work Life-Balance in the company will increase the work motivation of PT employees. Infomedia Nusantara inbound call center division
- 3) Work Life-Balance has a positive and significant impact on employee performance at PT. Infomedia Nusantara inbound call center division, which means showing the better Work Life-Balance in the company will improve the performance of PT employees. Infomedia Nusantara inbound call center division.
- 4) The organization's commitment to positive and significant impact on employee performance at PT. Infomedia Nusantara inbound call center division, which means showing the better organizational commitment will improve the performance of PT employees. Infomedia Nusantara inbound call center division.
- 5) Work motivation has a positive and significant effect on employee performance at PT. Infomedia Nusantara inbound call center division, which means showing the better work motivation will improve the performance of PT employees. Infomedia Nusantara inbound call center division.
- 6) Work Life-Balance has a positive and significant impact on employee performance if through the organization's commitment to PT. Infomedia Nusantara inbound call center division, which means showing the better Work Life-Balance will improve employee performance if through pt organization commitment. Infomedia Nusantara inbound call center division.
- 7) Work Life-Balance has a positive and significant effect on employee performance if through work motivation at PT. Infomedia Nusantara inbound call center division, which means showing the better Work Life-Balance will improve employee performance if through pt work motivation. Infomedia Nusantara inbound call center division

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