

ABSTRAK

Industri *hospitality* mengalami penurunan okupansi akibat pemangkasan anggaran pariwisata oleh pemerintah, yang berdampak pada melemahnya stabilitas usaha perhotelan termasuk pada Hotel Zuri Express Lippo Cikarang. Masalah yang terlihat dalam penelitian ini adalah permasalahan internal berupa lingkungan kerja, *work-life balance*, dan komitmen organisasi yang berpengaruh terhadap kinerja karyawan. Penelitian ini bertujuan untuk mengetahui pengaruh lingkungan kerja, *work-life balance* dan komitmen organisasi terhadap kinerja karyawan di Hotel zuri Express Lippo Cikarang. Penelitian ini menggunakan pendekatan kuantitatif. Metode penelitian yang digunakan adalah metode deskriptif dan verifikatif. Penelitian dilakukan dengan sampel sebanyak 60 responden. Teknik sampling yang digunakan yaitu teknik *non probability sampling* yaitu jenis sampling jenuh. Analisis data dilakukan dengan menggunakan regresi linier berganda dengan bantuan program SPSS 24. Hasil penelitian simultan bahwa lingkungan kerja, *work-life balance*, komitmen organisasi berpengaruh positif dan signifikan secara simultan terhadap kinerja karyawan sebesar 86,4% sementara bahwa 13,6 % kinerja karyawan Hotel Zuri Express Lippo Cikarang dipengaruhi oleh faktor yang lain yang tidak diteliti oleh peneliti. Secara parsial menunjukkan bahwa lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan sebesar 28,6%, *work-life balance* berpengaruh positif dan signifikan terhadap kinerja karyawan sebesar 30,8% dan komitmen organisasi berpengaruh positif dan signifikan terhadap kinerja sebesar 27%. Sehingga dapat disimpulkan dari ketiga variabel yang diteliti bahwa *work-life balance* memiliki pengaruh paling besar terhadap kinerja karyawan.

Kata Kunci : Lingkungan Kerja, *Work-Life Balance*, Komitmen Organisasi, dan Kinerja karyawan

ABSTRACT

The hospitality industry experienced a decline in occupancy due to government cuts in the tourism budget, which resulted in a weakening of the stability of the hotel business, including at Hotel Zuri Express Lippo Cikarang. The problems seen in this study are internal problems in the form of work environment, work-life balance, and organizational commitment that affect employee performance. This study aims to determine the influence of the work environment, work-life balance, and organizational commitment on employee performance at Hotel Zuri Express Lippo Cikarang. This study employed a quantitative approach. The research methods employed were descriptive and verification. The study involved 60 respondents. The sampling technique used was non-probability sampling, a type of saturated sampling. Data analysis was performed using multiple linear regression with the help of SPSS 24. The results of the simultaneous study indicate that the work environment, work-life balance, and organizational commitment simultaneously have a positive and significant effect on employee performance by 86.4%, while 13.6% of employee performance at Hotel Zuri Express Lippo Cikarang is influenced by other factors not examined by the researcher. Partial analysis shows that the work environment has a positive and significant effect on employee performance by 28.6%, work-life balance has a positive and significant effect on employee performance by 30.8%, and organizational commitment has a positive and significant effect on performance by 27%. It can be concluded from the three variables studied that work-life balance has the greatest influence on employee performance.

Keywords: *Work Environment, Work-Life Balance, Organizational Commitment, and Employee Performance*