

**THE RELATIONSHIP OF PERCEIVED LEADERSHIP SUPPORT,
ORGANIZATIONAL CLIMATE, WORK-LIFE BALANCE, QUIET
QUITTING AND INNOVATIVE WORK BEHAVIOR IN HEALTHCARE
SERVICES**

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.



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ABSTRACT

THE RELATIONSHIP OF PERCEIVED LEADERSHIP SUPPORT, ORGANIZATIONAL CLIMATE, WORK-LIFE BALANCE, QUIET QUITTING AND INNOVATIVE WORK BEHAVIOR IN HEALTHCARE SERVICES

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The healthcare sector in Indonesia experiences high levels of employee burnout, especially following the COVID-19 pandemic, which adversely affects service quality and patient satisfaction. Addressing burnout and improving service delivery are essential to ensure high-quality patient care. This study examines the relationships between perceived leadership support, organizational climate, work-life balance, and quiet quitting, and their influence on innovative work behavior in healthcare services. A quantitative research approach was adopted, collecting data from healthcare services employees across various departments through an online survey, with Structural Equation Modeling (SEM) used for analysis. The findings reveal that perceived leadership support does not significantly impact work-life balance, while organizational climate negatively affects it. Interestingly, work-life balance positively correlates with quiet quitting. Perceived leadership support negatively influences quiet quitting, whereas organizational climate shows no significant impact. Furthermore, quiet quitting negatively affects innovative work behavior. These findings provide valuable insights into healthcare services to develop strategies to improve healthcare service delivery.

Keywords: Innovative Work Behavior, Quiet Quitting, Work-life balance, Organizational Climate, Perceived Leadership Support, Healthcare services

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DEDICATION

I dedicate this work for my parents, my family, my friends, my colleagues and for the improvement of healthcare services in Indonesia.

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