

***ANALYSIS OF EMPLOYEE ENGAGEMENT IN MEDIATING
WORK STRESS AND SELF EFFICACY ON SERVICE QUALITY
(Survey on Health Workers of Health Center in Ciamis Regency)***

ABSTRACT

By :

**YANTI MANURSILAWATI
NIM : 218334007**

*Guidence I : H. Dedi Kusmayadi
Guidence II : Jajang Badruzaman*

The objectives of this ressearch were to know and to analyze of employee engagement in mediating work stress and self efficacy on service quality. The research method used explanatory research method, with is sample in this research was health workers at Health Center in Ciamis Regency. By using Path Analysis with Statistical Package for the Social Sciens (SPSS), the study found that work stress partially have negative significant effect to employee engagement and service quality, and self efficacy partially have positive significant effect to employee engagement and service quality. Simultaneously, work stress and self efficacy have positive significant effect to employee engagement, and work stress, self efficacy and employee engagement also have a positive simultaneous significant effect to service quality. Then it was found that employee engagement can mediate the effect of work stress and self efficacy on service quality. So the hypothesis was verified.

Keywords : work stress, self efficacy, employee engagement, service quality