

ABSTRAK

Alexandra Vanessa Gunawan (01616220023)

**PENGARUH ROLE OVERLOAD DAN SELF EFFICACY TERHADAP
WORK PERFORMANCE YANG DIMEDIASI OLEH WORK
ENGAGEMENT SERTA DIMODERASI OLEH PERCEIVED
ORGANIZATIONAL SUPPORT (STUDI PADA STAF RUMAH SAKIT
GIGI DAN MULUT PENDIDIKAN X)**

(xvi + 71 halaman; 14 gambar; 16 tabel; 4 lampiran)

Penelitian ini dilakukan untuk mengetahui pengaruh *role overload* dan *self efficacy* terhadap *work performance* yang dimediasi oleh *work engagement* dan dimoderasi oleh *perceived organizational support*. Pengumpulan data dilakukan dengan menggunakan total sampling terhadap seluruh staf yang bekerja di Rumah Sakit Gigi dan Mulut Pendidikan X dengan menyebarkan keusioner berisi 36 pertanyaan dengan Skala Likert 1 – 5, kemudian data dianalisis dengan metode PLS-SEM. Hasil penelitian ini menyatakan bahwa *role overload* memiliki pengaruh yang negative terhadap *work engagement* dan *work performance*, sedangkan *self efficacy* memiliki pengaruh yang positif terhadap *work engagement* dan *work performance*. *Work engagement* dapat memediasi pengaruh *role overload* dan *self efficacy* terhadap *work performance*, namun peran *perceived organizational support* sebagai moderasi tidak memberikan pengaruh yang signifikan terhadap hubungan antara *role overload* dengan *work performance*.

Referensi : 37 (1996 - 2023)

Kata Kunci : *Role Overload, Self Efficacy, Work Performance, Work Engagement, Perceived Organizational Support*

ABSTRACT

Alexandra Vanessa Gunawan (01616220023)

THE INFLUENCE OF ROLE OVERLOAD AND SELF EFFICACY ON WORK PERFORMANCE MEDIATED BY WORK ENGAGEMENT AND MODERATE BY PERCEIVED ORGANIZATIONAL SUPPORT (CASE STUDY OF STAFF ON DENTAL HOSPITAL X)

(xvi + 71 pages; 14 figures; 16 tables; 4 appendices)

The purpose of this study was to determine the effect of role overload and self-efficacy on work performance which is mediated by work engagement and moderated by perceived organizational support. Data collection was carried out using total sampling of all staff working at the Dental Hospital by distributing a questionnaire containing 36 questions with a Likert Scale of 1 – 5, then the data was analyzed using the PLS-SEM method. The results of this study state that role overload has a negative influence on work engagement and work performance, while self-efficacy has a positive influence on work engagement and work performance. Work engagement can mediate the influence of role overload and self-efficacy on work performance, but the role of perceived organizational support as moderation does not have a significant influence on the relationship between role overload and work performance.

References : 37 (1996 - 2023)

Keywords : Role Overload, Self Efficacy, Work Performance, Work Engagement, Perceived Organizational Support