

## ABSTRAK

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**DAMPAK RESILIENCE SKIL DAN TEAMWORK EFFICIENCY  
TERHADAP WORK PERFORMANCE DENGAN MEDIASI DARI WORK  
ENGAGEMENT PADA DOKTER JAGA INSTALASI GAWAT DARURAT  
DI PROVINSI BANTEN, INDONESIA**

( x + 63 halaman; 4 gambar; 14 tabel; 2 lampiran)

Penelitian ini dilakukan untuk mengetahui pengaruh *Resilience Skill*, *teamwork efficiency*, *Work Engagement* dan *work performance*. Penelitian ini dilakukan di Banten dengan melibatkan 198 dokter jaga departemen gawat darurat suatu rumah sakit. Pengumpulan data dilakukan dengan menyebarkan kuesioner berisi 28 pertanyaan dengan Skala Likert 1 – 7 berdasarkan metode *purposive sampling*. Data dianalisis dengan metode SEM berbasis PLS. Mayoritas responden pada penelitian ini berjenis kelamin laki-laki, mencangkup 51 persen dari tota keseluruhan responden, dengan 62.2 persen responden berusia 28-43 tahun. Hasil  $R^2$  menunjukan hasil *strong predictive accuracy* untuk *Work Engagement* dan *work performance*, dengan nilai 0.694 dan 0.773 secara berurutan. Variabel dengan *effect size* terbesar adalah *teamwork efficiency* terhadap *Work Engagement* ( $f^2 = 0.376$ ) dengan *large effect size*, kemudian *Resilience Skill* terhadap *Work Engagement* dan *work performance* ( $f^2 = 0.214$  &  $0.225$ ) dengan *medium effect size*, dan *teamwork efficiency* terhadap *work performance* dan *Work Engagement* terhadap *work performance* masing-masing tergolong *smal effect size* ( $f^2 = 0.109$  &  $0.131$ ). Hasil uji hipotesa menunjukan semua hasil menunjukan hubungan positif dan signifikan, menandakan kelima hipotesis didukung. Sebagai kesimpulan, *resillience teamwork efficiency* tidak hanya merupakan kompetensi penting dalam pengobatan darurat pada lingkungan yang bertekanan tinggi, tetapi juga merupakan faktor penting yang meningkatkan *work engagement*, yang pada akhirnya akan berdampak positif terhadap *work performance*. Saran untuk penelitian kedepannya adalah menggunakan metode pengumpulan data yang lebih optima, perluas jangkauan penelitian, dan menggunakan desain penelitian longitudinal.

Referensi : 77 ( 1993 - 2024)

Kata Kunci : *Resilience Skill*, *teamwork efficiency*, *Work Engagement*, *work performance*, dokter jaga, PLS-SEM

## ABSTRACT

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**RESILIENCE SKIL AND TEAMWORK EFFICIENCY IMPACT ON WORK PERFORMANCE MEDIATED BY WORK ENGAGEMENT IN EMERGENCY PHYSICIANS IN BANTEN PROVINCE, INDONESIA**  
( x + 63 pages; 4 figures; 14 tables; 2 attachments)

*This research was conducted to determine the influence of Resilience Skills, teamwork efficiency, Work Engagement and performance. This research was conducted in Banten involving 198 doctors on duty at a hospital's emergency department. Data was collected by distributing a questionnaire containing 28 questions with a Likert Scale of 1 – 7 based on the purposive sampling method. Data were analyzed using the PLS-based SEM method. The majority of respondents in this study were male, accounting for 51 percent of the tota respondents, with 62.2 percent of respondents aged 28-43 years. The  $R^2$  results show strong prediction accuracy results for Work Engagement and performance, with values of 0.694 and 0.773 respectively. The variable with the largest effect size is teamwork efficiency on Work Engagement ( $f^2 = 0.376$ ) with a large effect size, then skill resilience on Work Engagement and work performance ( $f^2 = 0.214$  &  $0.225$ ) with a medium effect size and teamwork efficiency on achievement work and work involvement on work performance are each classified as smal effect sizes ( $f^2 = 0.109$  &  $0.131$ ). Hypothesis test results show that al results show a positive and significant relationship, indicating that the fifth hypothesis is supported. In conclusion, teamwork resilience and efficiency are not only important competencies in emergency medicine in high-pressure environments but are also important factors that increase Work Engagement, which ultimately wil have a positive impact on work performance. Suggestions for future research are to use more optima data collection methods, require research coverage, and use a longitudina research design.*

*Reference : 77 ( 1993 - 2024)*

*Key Words : Resilience Skill, teamwork efficiency, Work Engagement, work performance, emergency medica doctor, PLS-SEM*