

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui Pengaruh *Quality assurance dan Employee Engagment Terhadap Burnout* dengan Stres Kerja Sebagai Pemediiasi Pada Lembaga Kesejahteraan Sosial (LKS) Di Kabupaten Malang. Penelitian ini dilakukan menggunakan metode deskriptif di Lembaga Kesejahteraan Sosial (LKS) Daerah Kabupaten Malang. Populasi dalam penelitian ini adalah 22 LKS. Peneliti mengambil sampel secara sebanyak 66 pengasuh sebagai sampel dalam penelitian ini., pendekatan yang digunakan dalam penelitian ini adalah Structural Equation Model (SEM) dengan alat analisis Partial Least Square (PLS). Teknik pengumpulan data dilakukan dengan kuisisioner. Hasil penelitian ini menunjukkan bahwa variable *quality assurance* terhadap *burnout* berpengaruh tidak signifikan, *employee engagement* terhadap *burnout* berpengaruh negatif dan signifikan, *quality assurance* terhadap stress kerja berpengaruh negatif dan signifikan, *employee engagement* terhadap stress kerja berpengaruh negatif dan signifikan, stress kerja terhadap *burnout* berpengaruh positif dan signifikan, Stres kerja tidak mampu memediiasi pengaruh *quality assurance* terhadap *burnout* tetapi stress kerjs mampu memediiasi pengaruh *employee engagement* terhadap *burnout*.

Kata Kunci : Penjaminan Mutu, Keterlibatan Karyawan, Kelelahan, Stres Kerja



## **ABSTRACT**

*This study aims to determine and analyze the effect of quality assurance and employee engagement on burnout with work stress as a mediating variable in the Social Welfare Institution at District Malang. The population in this study were 22 Social Welfare Institution. Researchers took a sample of 66 respondent as a sample in this study. The analysis used in this research is the Structural Equational Model (SEM) with Partial Least Square (PLS) analysis tool. Data collection techniques were carried out by questionnaires. The results of this study indicate that the variable of quality assurance on burnout has a not significant effect, employee engagement on burnout has a negative and significant effect, quality assurance on work stress has a negative and significant effect, employee engagement on work stress has a negative and insignificant effect, the work stress on burnout has a positif and significant, the work stress is not able to mediate the effect of quality assurance on burnout but the work stress does mediate the effect of employee engagement on burnout.*

*Keywords: Quality assurance, Employee engagement, Burnout, Work Stress*

