

ABSTRACT

This research aims to determine the influence of Job Demand, Personal Resources on employee Work Engagement mediated by Burnout (Case Study at PT Pegadaian Head Office). The population of all permanent employees at PT Pegadaian Head Office, using probability sampling techniques using the Slovin formula, found 266 respondents as samples. Structural Equation Model-Partial Least Square (SEM-PLS) data analysis. The research results found that the Job Demand variable influenced the Work Engagement variable positively and significantly. The Personal Resources variable influences the Work Engagement variable negatively and is not significant. The Job Demand variable influences the Burnout variable positively and significantly. The Personal Resources variable influences the Burnout variable negatively and significantly. The Burnout variable influences the Work Engagement variable positively and significantly. The Burnout variable has no effect in mediating the Job Demand variable on the Work Engagement variable. The Burnout variable mediates the influence of the Personal Resources variable on the Work Engagement variable, It is recommended that company management maintain a comfortable and collaborative work environment to reduce Burnout and increase employee Work Engagement.

Keywords: Job Demand, Personal Resource, Burnout, Work Engagement



ABSTRAK

Penelitian ini bertujuan mengetahui pengaruh *Job Demand*, *Personal Resource* terhadap *Work Engagement* karyawan dengan dimediasi oleh *Burnout* (Studi Kasus di Kantor Pusat PT Pegadaian). Populasi seluruh karyawan tetap Kantor Pusat PT Pegadaian, dengan teknik pengambilan sampel probability sampling dengan rumus slovin ditemukan sebanyak 266 responden sebagai sampel. Analisis data *Structural Equation Model-Partial Least Square* (SEM-PLS). Ditemukan hasil penelitian menemukan bahwa variabel *Job Demand* mempengaruhi variabel *Work Engagement* secara positif dan signifikan. variabel *Personal Resources* mempengaruhi terhadap variabel *Work Engagement* secara negatif dan tidak signifikan. variabel *Job Demand* mempengaruhi variabel *Burnout* secara positif dan signifikan. variabel *Personal Resources* mempengaruhi variabel *Burnout* secara negatif dan signifikan. variabel *Burnout* mempengaruhi variabel *Work Engagement* secara positif dan signifikan. Variabel *Burnout* tidak berpengaruh dalam memediasi variabel *Job Demand* terhadap variabel *Work Engagement*. Variabel *Burnout* memediasi pengaruh variabel *Personal Resources* terhadap variabel *Work Engagement*, disarankan agar manajemen perusahaan tetap mempertahankan lingkungan kerja yang nyaman dan kolaboratif untuk dapat menekan *Burnout* dan meningkatkan *Work Engagement* karyawan.

Keywords: *Job Demand*, *Personal Resource*, *Burnout*, *Work Engagement*

