

**Work Engagement as a Mediator of the Relationship Between Burnout,  
Professional Self-Efficacy, and Life Satisfaction on Job Performance: A Case  
Study of the Fashion Retail Industry**



Thesis

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**MANAGEMENT STUDY PROGRAM  
FACULTY OF BUSINESS  
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TANGERANG  
2025**

**Work Engagement as a Mediator of the Relationship Between  
Burnout, Professional Self-Efficacy, and Life Satisfaction on Job  
Performance: A Case Study of the Fashion Retail Industry**



Thesis

Proposed to fulfill one of the requirements  
to obtain the title of  
Bachelor's of Management

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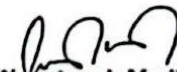
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**Work Engagement sebagai Mediator Hubungan antara Burnout,  
Professional Self-Efficacy, dan Life Satisfaction terhadap Job Performance:  
Studi kasus pada Industri Fesyen Retail**

Dhienda Aurelia Silalahi

**ABSTRAK**

Penelitian ini bertujuan untuk menganalisis peran burnout, professional self-efficacy, dan life satisfaction terhadap job performance, dengan work engagement sebagai variabel mediasi. Pendekatan yang digunakan adalah kuantitatif dengan metode survei, diikuti oleh analisis menggunakan Partial Least Squares–Structural Equation Modeling (PLS-SEM). Fokus penelitian ini adalah memahami bagaimana faktor psikologis dan pengalaman kerja individu berkontribusi terhadap tingkat keterikatan kerja dan performa karyawan dalam konteks organisasi modern. Selain itu, penelitian ini berupaya memberikan landasan empiris bagi organisasi dalam merancang intervensi yang lebih tepat sasaran untuk meningkatkan kualitas lingkungan kerja. Temuan penelitian ini diharapkan dapat memberikan kontribusi teoretis bagi literatur manajemen Source daya manusia, serta memberikan implikasi praktis bagi pengembangan strategi organisasi yang berorientasi pada kesejahteraan dan kinerja karyawan.

**Kata kunci:** Employee Well-Being, Psychological Factors, Organizational Behavior

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***ABSTRACT (English)***

This study aims to examine the roles of burnout, professional self-efficacy, and life satisfaction in influencing job performance, with work engagement positioned as a mediating variable. A quantitative approach was employed through survey-based data collection, followed by analysis using Partial Least Squares–Structural Equation Modeling (PLS-SEM). The research focuses on understanding how psychological factors and individual work experiences influence employee engagement and performance in contemporary organizational settings. Additionally, the study aims to provide an empirical foundation for organizations to design more targeted interventions that improve the quality of the work environment. The findings are expected to contribute theoretically to the human resource management literature while offering practical implications for developing organizational strategies that support employee well-being and performance.

**Keywords:** Employee Well-Being, Psychological Factors, Organizational Behavior

# TABLE OF CONTENTS

<b>ENDORSEMENT PAGE</b>	<b>4</b>
<b>APPROVAL OF PUBLICATION</b>	<b>5</b>
<b>ABSTRAK</b>	<b>9</b>
<b><i>ABSTRACT (English)</i></b>	<b><i>10</i></b>
<b>TABLE OF CONTENTS</b>	<b>11</b>
<b>LIST OF TABLES</b>	<b>14</b>
<b>LIST OF PICTURES</b>	<b>15</b>
<b>LIST OF APPENDICES</b>	<b>16</b>
<b>CHAPTER I</b>	<b>1</b>
<b>1.1 Research Background</b>	<b>1</b>
<b>1.2 Problem Formulation and Research Question</b>	<b>8</b>
<b>1.3 Research Objectives</b>	<b>9</b>
<b>1.4 Research Benefits</b>	<b>10</b>
1.4.1 Academic Contribution	10
1.4.2 Practical Contribution	10
<b>1.5 Scope Limitation</b>	<b>10</b>
<b>1.6 Writing System</b>	<b>11</b>
<b>CHAPTER II</b>	
<b>LITERATURE REVIEW</b>	<b>13</b>
<b>2.1 Literature Review</b>	<b>13</b>
2.1.1 Human Resource Management	13
2.1.2 Professional Self-Efficacy	14
2.1.3 Life Satisfaction	16
2.1.4 Burnout	17
2.1.5 Work Engagement	18
2.1.6 Job Performance	20
<b>2.2 Conceptual Framework</b>	<b>22</b>
<b>2.3 Hypothesis</b>	<b>23</b>
2.3.1 The Effect of Professional Self-Efficacy on Work Engagement	23
2.3.2 The Effect of Life Satisfaction on Work Engagement	24
2.3.3 The Effect of Burnout on Work Engagement	25
2.3.4 The Effect of Work Engagement on Job Performance	25
2.3.5 The Influence of Professional Self-Efficacy on Job Performance through Work Engagement	26
2.3.6 The Influence of Life Satisfaction on Job Performance through Work Engagement	27
2.3.7 The Influence of Burnout on Job Performance through Work Engagement	27

2.4 Previous Study	28
<b>CHAPTER III</b>	
<b>RESEARCH METHODS</b>	<b>37</b>
3.1 Overview of Research Object	37
3.2 Research Design	38
3.2.1 Qualitative Research	38
3.2.2 Quantitative Research	39
3.2.2.1 Descriptive Survey Design	39
3.2.2.2 Correlation Research Design	40
3.2.2.3 Experimental / Quasi-Experimental Design	40
3.3 Population and Sample Design	41
3.3.1 Population	41
3.3.2 Sample	42
3.3.3 Sampling Technique	43
3.4 Data Collection Technique	45
3.5 Operationalization of Variable	47
3.6 Research Data Analysis	54
3.6.1 Validity and Reliability Testing	54
3.6.1.1 Validity Testing	54
3.6.1.2 Reliability Testing	54
3.6.2 Research Data Analysis	55
3.7 Hypothesis Testing	55
<b>CHAPTER IV</b>	
<b>DATA ANALYSIS AND DISCUSSION</b>	<b>57</b>
4.1 Respondent Characteristics	57
4.2 Statistical Analytics	57
4.2.1 Analysis by Gender	57
4.2.2 Analysis by Age	58
4.2.3 Analysis by Length of Employment	58
4.2.4 Analysis by Job Field or Division	59
4.3 Descriptive Analysis	59
4.3.1 Professional Self-Efficacy	60
4.3.2 Life Satisfaction	63
4.3.3 Burnout	65
4.3.4 Work Engagement	68
4.3.5 Job Performance	70
4.4 Pretest Instrument Testing	73
4.5 Main Test Testing	76
4.5.1 Outer Model Measurement	76
4.5.1.1 Internal Consistency Testing	76
4.5.1.1.1 Cronbach Alpha	76

4.5.1.1.2 Composite Reliability	77
4.5.1.2.1 Outer Loading	78
4.5.1.2.2 Average Variance Extracted (AVE)	80
4.5.2 Discriminant Validity Testing	81
4.5.2.1 Cross Loading	81
4.5.2.2 Fornell & Larcker	83
4.5.2.3 Heterotrait-Monotrait (HTMT)	83
4.5.3 Structural Inner Model	84
4.5.3.1 R Square	84
4.5.3.2 F Square	85
<b>4.6 Hypothesis Testing</b>	<b>86</b>
4.6.1 Path Coefficient (Direct Effect)	86
4.6.2 Indirect Effect	87
<b>4.7 Hypothesis Testing</b>	<b>89</b>
4.7.1 Results of the Effect of Professional Self-Efficacy on Work Engagement	89
4.7.2 Results of the Effect of Life Satisfaction on Work Engagement	90
4.7.3 Results of the Effect of Burnout on Work Engagement	91
4.7.4 Results of the Effect of Work Engagement on Job Performance	91
4.7.5 Indirect Effect of Professional Self-Efficacy on Job Performance Through Work Engagement	92
4.7.6 Indirect Effect of Life Satisfaction on Job Performance Through Work Engagement	93
4.7.7 Indirect Effect of Burnout on Job Performance Through Work Engagement	94
<b>4.8 Managerial Implications</b>	<b>95</b>
<b>CHAPTER V</b>	
<b>CONCLUSION AND RECOMMENDATION</b>	<b>97</b>
5.1 Conclusion	97
5.2 Recommendation	98
<b>REFERENCE</b>	<b>101</b>
<b>APPENDIX</b>	<b>110</b>

## LIST OF TABLES

Table 2.1 Previous Study	28
Table 3.1 Operationalization of Variable	45
Table 4.1 Descriptive Interval Scale	58
Table 4.2 Respondent Analysis Data on Professional Self-Efficacy	58
Table 4.3 Respondent Analysis Data on Life Satisfaction	61
Table 4.4. Respondent Analysis Data on Burnout	63
Table 4.5 Respondent Analysis Data on Work Engagement	66
Table 4.6 Respondent Analysis Data on Job Performance	68
Table 4.7 Pretest Validity Test Result 71	
Table 4.8 Pretest Validity Test Result (burnout)	73
Table 4.9 Pretest Reliability Test Result	75
Table 4.10 Composite Reliability Test Result 75	
Table 4.11 Outer Loading Test Result 76	
Table 4.12 Average Variance Extracted Test Result	78
Table 4.13 Cross Loading Test Result	79
Table 4.14 Fornell & Larcker Test Result	81
Table 4.15 Heterotrait - Monotrait Test Result	81
Table 4.16 Cross Loading Test Result	82
Table 4.17 F Square Test Result	83
Table 4.18 Path Coefficient (Direct Effect)	85
Table 4.19 Indirect Effect Test Result 86	



## **LIST OF PICTURES**

Figure 1.1 Labour Force Situation Report	1
Figure 2.1 Research Model 2	1
Figure 2.2 Research Model Hypothesis 1	22
Figure 2.3 Research Model Hypothesis 2	23
Figure 2.4 Research Model Hypothesis 3	23
Figure 2.5 Research Model Hypothesis 4	24
Figure 2.6 Research Model Hypothesis 5	25
Figure 2.7 Research Model Hypothesis 6	25
Figure 2.8 Research Model Hypothesis 7	26
Figure 4.1 Respondent Gender Data	55
Figure 4.2 Respondent Age Data	56
Figure 4.3 Respondent Length of Employment Data	56
Figure 4.4 Respondent Job Field or Division Data	57
Figure 4.5 Outer Measurement Model Test Result	84

## **LIST OF APPENDICES**

Appendix A Similarity Check Turnitin	107
Appendix B Consultation Form	109
Appendix C Artificial Intelligence(AI) Usage Declaration Form	110
Appendix D Main Journal	112
Appendix E Question Form	113