

Pengaruh high performance work practices terhadap job performance dan extra-role customer service yang dimediasi oleh work engagement = The effect of high performance work practices on job performance and extra-role customer service mediated by work engagement

Dwi Febrianti, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20459030&lokasi=lokal>

---

Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh high performance work practices terhadap job performance dan extra-role customer service dengan dimediasi oleh work engagement. Responden dalam penelitian ini adalah 188 karyawan frontline beberapa hotel bintang 4 dan 5 di Jakarta. Dengan menggunakan metode pengolahan data Structural Equation Modelling SEM.

Hasil penelitian menunjukkan bahwa high performance work practice memiliki pengaruh positif terhadap work engagement. Kemudian work engagement ditemukan memiliki pengaruh positif terhadap job performance. Selain itu, work engagement ditemukan memiliki pengaruh positif terhadap extra-role customer service. Hasil penelitian juga menunjukkan bahwa work engagement memediasi high performance work practice terhadap job performance dan extra-role customer service.

*This study aims to determine the effect of high performance work practices on job performance and extra role customer service mediated by work engagement. Respondents in this study were 188 frontline hotel employees in Jakarta. By using the Structural Equation Modeling SEM.*

*The result showed that high performance work practices has positive and significant effect toward work engagement. Then work engagement is found to have positive and significant effect toward job performance. In addition, work engagement is found to have positive and significant effect toward extra role customer service. The result also discovers that work engagement was mediate the effect of high performance work practice on job performance and extra role customer service.*