

ABSTRAK

Penelitian ini dilakukan berdasarkan fenomena yang terjadi yaitu belum optimalnya kinerja karyawan pada PT. Kereta Api Indonesia (Persero) Kantor Daop II Bandung yang disebabkan oleh *self efficacy*, *employee engagement*, dan kepuasan kerja. Penelitian ini bertujuan untuk mengetahui pengaruh *self efficacy* dan *employee engagement* terhadap kepuasan kerja serta dampaknya pada kinerja karyawan di PT. Kereta Api Indonesia (Persero) Kantor Daop II Bandung. Metode penelitian yang digunakan adalah metode deskriptif dan verifikatif, dimana data penelitian dikumpulkan melalui penyebaran kuesioner dengan jumlah sampel 68 responden. Teknik sampling yang digunakan yaitu *probability sampling*. Pengujian instrumen penelitian menggunakan uji validitas dan reliabilitas. Metode analisis data yang digunakan adalah *Methof of Successive Interval* (MSI), *path analysis* dan uji hipotesis. Hasil penelitian menunjukkan bahwa *self efficacy*, *employee engagement*, kepuasan kerja, dan kinerja karyawan berada pada kategori kurang baik. Pada struktur I terdapat pengaruh secara simultan dari *self efficacy* dan *employee engagement* terhadap kepuasan kerja. Secara parsial terdapat pengaruh *self efficacy* terhadap kepuasan kerja dan secara parsial terdapat pengaruh *employee engagement* terhadap kepuasan kerja. Pada struktur II terdapat pengaruh kepuasan kerja terhadap kinerja karyawan.

Kata Kunci: *Self Efficacy*, *Employee Engagement*, Kepuasan Kerja, Kinerja Karyawan

ABSTRACT

This research was conducted based on the phenomenon of suboptimal employee performance at PT. Kereta Api Indonesia (Persero) Daop II Bandung, which is influenced by self-efficacy, employee engagement, and job satisfaction. The purpose of this study is to examine the effect of self-efficacy and employee engagement on job satisfaction and their impact on employee performance at PT. Kereta Api Indonesia (Persero) Daop II Bandung. The research method used is a descriptive and verificative approach, with data collected through questionnaires distributed to a sample of 68 respondents. The sampling technique applied was probability sampling. The research instruments were tested using validity and reliability tests. The data analysis methods used include the Method of Successive Intervals (MSI), path analysis, and hypothesis testing. The results of the study indicate that self-efficacy, employee engagement, job satisfaction, and employee performance are categorized as less favorable. In the first structural model, there is a simultaneous influence of self-efficacy and employee engagement on job satisfaction. Partially, both self-efficacy and employee engagement have a significant influence on job satisfaction. In the second structural model, job satisfaction has a significant effect on employee performance.

Keywords: *Self Efficacy, Employee Engagement, Job Satisfaction, Employee Performance*