

Determinants of Midwife Performance: Integration of Self Efficacy, Work Engagement and Work Commitment

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Abstract

This study aims to analyze the determinants of midwife performance in Kendari City by integrating the influence of Self Efficacy, the mediating role of Work Engagement, and the role of Work Commitment moderation. Using a quantitative approach with an explanatory design, this study involved 210 midwives in the Kendari City area as respondents. Data were collected through a structured questionnaire survey and analyzed using the Structural Equation Modeling method based on Partial Least Squares (SEM-PLS). The results of the study show that Self Efficacy has a fundamental role in improving midwife's performance directly, as well as being a strong predictor in building Work Engagement. Furthermore, Work Engagement has been proven to have a positive and significant effect on the performance of midwives. The crucial finding that became a novelty in this study was the role of Work Commitment as a moderation variable; The test results prove that work commitment acts as a catalyst that strengthens the positive influence of Work Engagement on midwifery performance. This means that the performance of midwifery services will reach an optimal point when midwives have high self-efficacy, feel attached to their work, and are supported by a strong commitment to the organization.

Keywords: Self Efficacy, Work Engagement, Midwife Performance, Work Commitment.

Abstrak

Penelitian ini bertujuan untuk menganalisis determinan kinerja bidan di Kota Kendari dengan mengintegrasikan pengaruh Efikasi Diri, peran mediasi Keterlibatan Kerja, dan peran moderasi Komitmen Kerja. Menggunakan pendekatan kuantitatif dengan desain eksploratif, penelitian ini melibatkan 210 bidan di wilayah Kota Kendari sebagai responden. Data dikumpulkan melalui survei kuesioner terstruktur dan dianalisis menggunakan metode Structural Equation Modeling berbasis Partial Least Squares (SEM-PLS). Hasil penelitian menunjukkan bahwa Efikasi Diri memiliki peran fundamental dalam meningkatkan kinerja bidan secara langsung, serta menjadi prediktor kuat dalam membangun Keterlibatan Kerja. Lebih lanjut, Keterlibatan Kerja telah terbukti memiliki pengaruh positif dan signifikan terhadap kinerja bidan. Temuan penting yang menjadi kebaruan dalam penelitian ini adalah peran Komitmen Kerja sebagai variabel moderasi; hasil pengujian membuktikan bahwa komitmen kerja bertindak sebagai katalis yang memperkuat pengaruh positif Keterlibatan Kerja terhadap kinerja bidan. Ini berarti bahwa kinerja layanan kebidanan akan mencapai titik optimal ketika bidan memiliki efikasi diri yang tinggi, merasa terikat pada pekerjaan mereka, dan didukung oleh komitmen yang kuat terhadap organisasi.

Kata kunci: Efikasi Diri, Keterlibatan Kerja, Kinerja Bidan, Komitmen Kerja.

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Received 01 January 2026, Accepted 07 January 2026, Published 13 January 2026

INTRODUCTION

The performance of health workers is the main concern in the development of a quality health service system, especially the performance of midwives who play an important role in maternal and child health services. The role of midwives is very strategic in efforts to reduce maternal and infant mortality, as well as increase access to basic health services (Mulyani et al., 2024). Kendari City as the capital of Southeast Sulawesi Province is an area that is experiencing an increase in the need for quality and equitable health services. In the stressful work reality, such as high workloads, limited facilities,

and demands for fast and precise services, the optimal performance of midwives is crucial (Burlian, 2024).

Attention to the psychological and organizational factors that support midwife's performance is becoming increasingly important. Self-efficacy, work engagement, and work commitment are the three main variables that are relevant in explaining how the performance of midwives can be improved through a psychological-based human resource approach. Self-efficacy can encourage confidence in facing complex tasks (Ferawati, 2023), while work engagement encourages high emotional and cognitive engagement at work (Moreira et al., 2022). On the other hand, work commitments can strengthen the relationship between engagement and actual performance in the field (Geibel & Otto, 2022). A thorough understanding of the relationship between these three variables is important to answer the challenge of improving the quality of health services as a whole, especially in the context of the work of midwives in the regions.

Self-efficacy is an individual's belief in his or her ability to organize and carry out the necessary actions in dealing with certain situations. In the context of organizations, self-efficacy has been shown to increase engagement and work commitment (Cui, 2023). Ferawati (2023) found that self-efficacy has a direct effect on employee engagement because individuals who believe in themselves tend to be more persistent and enthusiastic in facing work challenges. Chaudhary et al. (2012) also explained that self-efficacy mediates the influence of the human resource development climate on work engagement. This suggests that a supportive work environment can strengthen self-confidence and indirectly encourage higher work engagement. Self-efficacy plays an important role in motivating individuals to be fully involved in their duties, particularly in the nursing and midwifery sectors that require psychological resilience. Other research confirms that self-efficacy can contribute to improved performance through increased work engagement. Uktutias et al. (2023) show that work engagement is a mediator between self-efficacy and performance. Andriani et al. (2023) added that increased self-efficacy also has an impact on job satisfaction which strengthens overall work engagement. In the context of health services, Mulyani et al. (2024) found that midwives with high self-efficacy showed more optimal performance, dared to take initiative, and had confidence in carrying out clinical actions. Kim and Kim (2019) show that organizational support and job embeddedness can increase self-efficacy which ultimately has an impact on improving the performance of health workers. Therefore, the development of self-efficacy is a strategic step in building effective and highly competitive midwife performance.

Work engagement describes a positive psychological condition that includes vigor, dedication, and absorption in work. Moreira et al. (2022) found that work engagement has a direct impact on task performance and organizational citizenship behavior. Burlian (2024) also confirmed that high work involvement contributes to the performance of health sector employees, including midwives. In the context of employment relations, Yongky and Agustina (2021) show that engagement mediates the relationship between leader-member exchange (LMX) and employee performance. Robertson et al.

(2012) revealed that psychological well-being and positive attitudes towards work strengthen engagement which has a positive impact on performance. A supportive work environment, as explained by Prawiranegara et al. (2025), contributes to increased engagement. Salsabila et al. (2024) added that job crafting can encourage higher work engagement through adjusting work roles according to personal strengths. For midwives, high work engagement means more focus on patients, more responsiveness to challenges, and more consistent and quality performance.

Previous research has reviewed the relationship between self-efficacy and work engagement in various sectors, but there is still a lack of specific studies on its effects in the context of primary health services such as midwives. Previous studies have been conducted more in the industrial, educational, and financial sectors, so they do not reflect the specific dynamics and challenges faced by midwives. In addition, research linking the three variables, namely self-efficacy, work engagement, and midwife performance, is still limited. Several studies such as those by Mulyani et al. (2024) have shown a correlation, but have not fully described the relationship between mediation and moderation in it. This gap opens up research space to explore how self-efficacy affects performance through more in-depth and empirical work engagement.

From a theoretical perspective, most studies still rely on the Job Demands-Resources (JD-R) model that maps the relationship between personal and organizational resources and work output. However, this model has not been widely developed contextually for high-pressure professions such as midwives. In this context, there are still few studies that include work commitment as a moderation variable in the relationship between work engagement and performance. Geibel and Otto (2022) show that high work commitment can strengthen the influence of engagement on performance. However, empirical testing in the context of health workers is still limited. Therefore, it is important to test theoretical models that combine the psychological dimensions of the individual, work involvement, and work commitment to provide a more realistic picture of the improvement of midwifery performance.

This research model integrates self-efficacy as the main predictor of work engagement which further affects performance. Uktutias et al. (2023) stated that work engagement mediates the relationship between self-efficacy and work performance. This mechanism confirms that self-confidence in abilities will increase engagement in work which ultimately has a positive impact on performance. Strengthening work engagement can be done by creating a supportive work environment, encouraging individual empowerment, and providing opportunities for job crafting as shown by Salsabila et al. (2024). Thus, increasing self-efficacy not only has a direct impact on performance, but also strengthens involvement which is a determining factor in the consistency of the performance of health workers such as midwives.

Work commitment is added as a moderation variable in this model to see the extent to which the level of commitment can strengthen or weaken the influence of work engagement on performance. Geibel and Otto (2022) emphasized that work commitment strengthens the relationship between engagement and performance. When individuals have a high level of commitment, the energy and

dedication expended in work involvement will be more optimal in producing high performance. In this context, Saraswati and Pertiwi (2020) emphasized that positive relationships between leaders and subordinates strengthen work commitments that have an impact on engagement and performance. By integrating work commitments in this model, the resulting approach becomes more holistic and in accordance with contextual needs in the management of midwives in the field.

Kendari City is one of the regions that is developing primary health services, with a focus on improving the quality and access to maternal and child services. Midwives are the spearhead in health services at the community level, both at the health center and at the posyandu. However, high work challenges, such as a large number of patients, pressure from patients' families, and limited facilities are often obstacles to achieving optimal performance. In addition, cultural diversity and public expectations of health services also provide an additional psychological burden for health workers, especially midwives. Therefore, this study is important to explore how psychological factors such as self-efficacy, work engagement, and work commitment can contribute to improving midwife's performance in a contextual and relevant way.

This study aims to analyze the influence of self-efficacy on midwifery performance with work involvement as a mediating variable and work commitment as a moderation variable in midwives in Kendari City. This study aims to test a relationship model that explains how confidence in an individual's abilities can drive higher work engagement, and how commitment to work can reinforce that influence on actual performance. The contribution of this research includes two aspects. Theoretically, this study enriches the literature on the relationship between self-efficacy, work engagement, and performance by considering the context of health workers. Practically, the results of this research can be used by health service management to develop human resource development policies, including training that focuses on increasing self-efficacy, strengthening work commitment, and creating a work environment that supports engagement. Thus, this research is expected to make a real contribution to efforts to improve the quality of midwifery services in Kendari City.

METHODS

This study applies a quantitative approach with an explanatory design to test and analyze the causality relationship between variables in a complex model, namely the effect of Self Efficacy on Midwife Performance with Work Engagement as a mediating variable and Work Commitment as a moderation variable. Participants in this study are midwives who serve in the Kendari City area with a sample of 210 respondents. Data collection was carried out through a survey using a closed questionnaire that was systematically compiled based on the indicators of each research variable. The measurement instrument uses a five-point Likert scale to capture respondents' perceptions precisely, ranging from a score of 1 (Strongly Disagree) to a score of 5 (Strongly Agree). Data processing and analysis were carried out using the Structural Equation Modeling technique based on Partial Least Squares (SEM-PLS). The selection of the SEM-PLS method was based on its advantages in analyzing

complex path models involving latent variables, as well as its ability to test the role of mediation and moderation simultaneously without requiring strict (non-parametric) normal data distribution assumptions. The analysis procedure is carried out through two main evaluation stages: first, evaluation of the measurement model (outer model) to ensure the validity and reliability of the instrument; and second, evaluation of structural models (inner models) to test the significance of intervariable relationships and the predictive power of models on the performance of midwives in Kendari City.

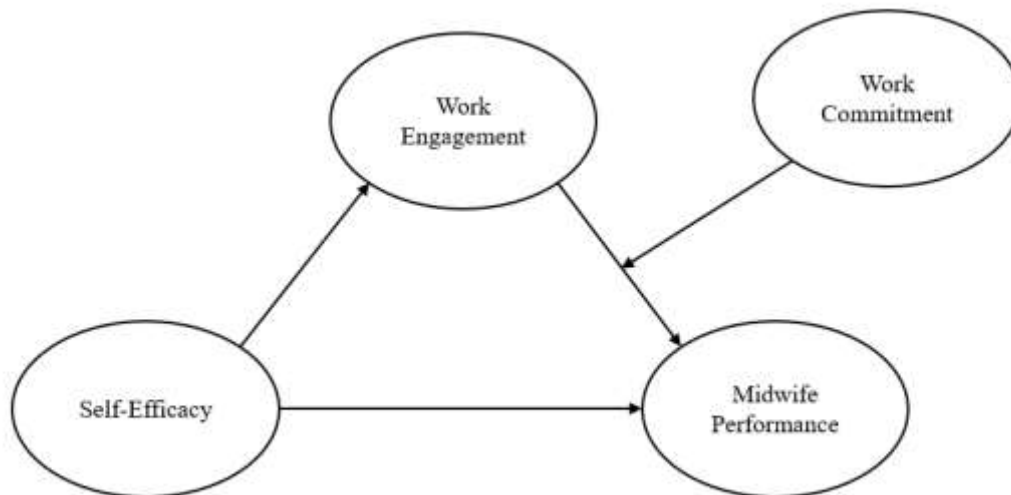


Figure 1. Conceptual Framework of Research

RESULTS AND DISCUSSION

Results

The demographic data presented represented the characteristics of the 210 midwives who were respondents in this study, who served in various health centers and hospitals in the Kendari City area. Based on gender characteristics, the entire sample was female (100%), reflecting the natural homogeneity of the midwifery profession. In terms of age distribution, respondents were dominated by the productive age group between 26 and 40 years old which reached 65.2% (137 people), indicating that midwifery personnel in Kendari City are in a phase of high work energy and emotional maturity. Judging from the level of education, the majority of respondents have Diploma III and Diploma IV Midwifery educational qualifications of 78.6% (165 people), while the remaining 21.4% (45 people) have completed Bachelor's or Midwifery Profession education, which indicates strong vocational competency standards. In addition, the tenure aspect shows that most midwives have between 6 and 15 years of experience (54.3%), which means they already have sufficient flying hours and a deep understanding of the dynamics of maternal and child health services. This profile provides a solid foundation that respondents have valid knowledge and experience capacity to answer research instruments regarding performance and work commitment.

Table 1. Outer Model Evaluation based on Loading, AVE, and CR

Variables	Items	Loading	Cronbach's alpha	Composite Reliability	Average variance extracted
Work Engagement	M.1	0,924	0,946	0,959	0,821
	M.2	0,898			
	M.3	0,921			
	M.4	0,876			
	M.5	0,910			
Self Efficacy	X.1	0,943	0,942	0,942	0,852
	X.2	0,916			
	X.3	0,918			
	X.4	0,915			
Midwife Performance	Y.1	0,941	0,958	0,960	0,889
	Y.2	0,932			
	Y.3	0,948			
	Y.4	0,950			
Work Commitment	Z.1	0,952	0,965	0,966	0,905
	Z.2	0,953			
	Z.3	0,947			
	Z.4	0,954			

Based on the data presented in Table 1, the evaluation of the measurement model (outer model) shows that all research instruments used to measure the variables of Work Commitment, Self Efficacy, Midwife Performance, and Work Engagement have very excellent quality of validity and reliability. Judging from the aspect of convergent validity, all indicators in each variable have a very high loading factor value and far exceed the standard threshold of 0.70; Specifically, the variable indicator of Work Commitment has a loading value range between 0.876 to 0.924, Self Efficacy ranges from 0.915 to 0.943, and Midwife's Performance recorded a value between 0.932 to 0.950. The highest validity value was found in the Work Engagement variable, where all indicator items (Z_2 to Z_5) had a loading factor above 0.947 with an Average Variance Extracted (AVE) value of 0.905, indicating that this construct is able to explain more than 90% of the variance of the forming indicator. The internal consistency of the measuring tool has also proven to be very reliable, characterized by Cronbach's Alpha and Composite Reliability values on all variables in the range of 0.942 to 0.966, far above the minimum limit of 0.70. This finding provides empirical confirmation that the questionnaire distributed to midwives in Kendari City was prepared with great precision and consistency, so that this measurement model was declared valid and reliable to proceed to the structural model testing stage (hypothesis test).

Table 2. Testing Discriminant Validity

	1	2	3	4
Work Commitment (1)	0,906			
Self Efficacy (2)	0,379	0,923		
Midwife Performance (3)	0,353	0,748	0,943	
Work Engagement (4)	0,411	0,792	0,770	0,952

Based on the results of the discriminant validity analysis presented in Table 2, the test was performed using the Fornell-Larcker criteria to ensure that each latent construct in the research model

is actually empirically different from each other. The value listed on the main diagonal (in bold) is the square root value of the Average Variance Extracted (AVE), which must be greater than the correlation value between the latent variables that lie below it. The test results showed that the AVE square root values for the variables Work Commitment (0.906), Self Efficacy (0.923), Midwife Performance (0.943), and Work Engagement (0.952) all had higher values compared to the correlation of these constructs to other variables in the model. For example, although there is a fairly strong correlation between Self Efficacy and Work Engagement of 0.792 and between Work Engagement and Midwife Performance of 0.770, these correlation values still remain below the square root value of AVE of each variable. This provides strong statistical evidence that the research instrument is able to clearly distinguish the perceptions of midwives in Kendari City regarding their self-efficacy, work attachment, commitment, and performance as separate entities, so that it is concluded that this research model has met the requirements for good discriminant validity and is free from the problem of multicollinearity between latent variables.

Table 3. R Square

	R-square
Midwife Performance	0,674
Work Commitment	0,627

Based on the results of the evaluation of the structural model quality criteria through the determination coefficient (R²) presented in Table 3, it can be seen that the research model built has substantial predictive power in explaining the variability of endogenous constructs. The results of the analysis showed that the main variable of Midwife Performance had an R² value of 0.674, which gave an interpretation that 67.4% of the fluctuations or variances of midwifery performance in Kendari City could be explained simultaneously by a combination of the influence of the variables Self Efficacy, Work Engagement, and the effect of moderation interaction from Work Commitment, while the remaining variance of 32.6% was influenced by other factors that were not included in this study model. Meanwhile, the Work Engagement variable which acts as a mediation variable recorded an R² value of 0.627, which indicates that 62.7% of the formation of the work attachment level of midwives is significantly influenced by their level of Self Efficacy. Overall, the amount of R² values that are in the moderate to strong category confirms that the proposed conceptual model is very relevant and has high accuracy in predicting the determinants that affect the professionalism and performance of obstetric services in Kendari City health institutions.

Table 5. Significant Test

	Original sample	P values
Work Commitment -> Midwife Performance	0,115	0,026
Self Efficacy -> Midwife's Performance	0,335	0,004
Self Efficacy -> Work Engagement	0,792	0,000
Work Engagement -> Midwife Performance	0,405	0,000
Work Commitment x Work Engagement -> Midwife's Performance	0,172	0,000

The results of the first pathway analysis highlight the fundamental role of Self Efficacy as the main predictor in this research model. Based on Table 5, Self Efficacy is proven to have a positive and significant direct influence on Midwife Performance with a path coefficient value of 0.335 ($p=0.004$), and has a very strong influence on Work Engagement with a coefficient of 0.792 ($p=0.000$). These findings provide a profound meaning that a midwife's high self-confidence, i.e. confidence in her ability to handle childbirth and midwifery care, is a fundamental foundation that not only improves the quality of the services they provide technically, but is also the main trigger for the formation of emotional attachment and high dedication to their daily work in health facilities.

Furthermore, the Work Engagement variable proved to be a crucial element that determines the output of health services. The test results showed that work attachment had a positive and very significant effect on Midwife Performance with a path coefficient of 0.405 ($p=0.000$). This figure indicates that midwives who feel attached, excited, and engrossed in their work (vigor, dedication, absorption) tend to perform much better than those who work just to abort obligations. In the context of midwifery services in Kendari City, this means that the enthusiasm and psychological enthusiasm felt by midwives will be transformed into responsive, meticulous, and patient-safety-oriented service actions.

On the other hand, the Work Commitment variable also showed a positive and significant influence on Midwife Performance, although with a more moderate influence strength than other variables, which was 0.115 ($p=0.026$). This confirms that loyalty and a strong desire to stay in the organization still have relevance in maintaining performance stability. Midwives who have an affective and normative commitment to their agency will strive to adhere to standard operating procedures and maintain the good name of the institution, which ultimately contributes to the achievement of positive individual performance, although the main motivation may not be as strong as the motivation that comes from internal factors such as self-efficacy.

The most strategic and novelty finding in this study is the proven role of Work Commitment moderation in the relationship between Work Engagement and Midwife Performance. The results of the moderation interaction (Work Commitment x Work Engagement) showed a positive coefficient value of 0.172 with high significance ($p=0.000$). This data provides empirical evidence that work commitments act as "catalysts" or reinforcers; This means that the positive influence of work engagement on the performance of midwives will be stronger and more optimal if the midwife also has a high work commitment. On the other hand, if a midwife has good engagement but is not accompanied by a commitment to her organization, then the conversion of work spirit into real performance will not be as optimal when the two elements are present at the same time.

Discussion

The findings of this study show that self-efficacy has a significant influence on work engagement in midwives in Kendari City. These results support the view that individuals who have high confidence in their abilities will be more motivated to fully engage in their work. This belief encourages a sense of

responsibility and courage in the face of work challenges, thus creating stronger engagement in daily work activities. Ferawati (2023) stated that self-efficacy directly increases employee engagement because confident individuals tend to be more proactive and enthusiastic in carrying out their roles.

In addition, these findings are in line with the opinion of Cui (2023) who affirms that self-efficacy serves as a link between external conditions and individual work behavior. In a stressful work environment such as midwifery services, self-efficacy helps midwives to stay focused, energized, and demonstrate high emotional engagement. In other words, midwives who have high self-efficacy will be better able to maintain their intrinsic motivation, even when facing a heavy workload. High work involvement in these conditions is crucial, as it has a direct impact on the quality of service to patients.

This research is also in line with a study by Dewanti and Prakosa (2024) which found that self-efficacy plays an important role in encouraging work engagement, especially in health service professions such as nursing and midwifery. They emphasized that self-confidence encourages health workers to behave more actively in making decisions and handling work responsibilities. In the context of this study, midwives who had high self-efficacy were seen to be more psychologically and operationally involved in providing services, which ultimately strengthened their attachment to clinical tasks.

Furthermore, these results corroborate the findings of Chaudhary et al. (2012) who identified the role of self-efficacy mediation in increasing work engagement through a human resource development climate. In work situations that are supportive and provide opportunities for self-development, midwives tend to increase their self-efficacy which in turn impacts higher work engagement. Therefore, it is important for health care institutions to create an environment that supports self-efficacy improvement through training, guidance, and role strengthening.

Overall, the results of this study reinforce the understanding that self-efficacy is an important psychological foundation in shaping work engagement. Andriani et al. (2023) also emphasized that increasing self-efficacy can encourage higher job satisfaction and morale. Therefore, organizational interventions such as competency-based training and personal coaching need to be developed to build and maintain the self-efficacy of midwives. This step is expected not only to increase work involvement, but also to contribute directly to improving the quality of midwifery services in health facilities.

CONCLUSION

Based on the results of the research that has been conducted, it was found that self-efficacy has a significant effect on work engagement in midwives in Kendari City. Midwives who have a high level of self-efficacy tend to be more active, enthusiastic, and focused in carrying out their duties. These findings reinforce the theory that belief in one's own abilities is the main foundation in encouraging deep psychological engagement with work. These results also provide empirical evidence that strengthening the psychological aspects of individuals can be an effective strategy in improving the quality of human resources in the health sector, especially in the midwifery profession that faces high

work pressure. This research has practical implications for health institutions, particularly in designing training and development programs oriented towards improving self-efficacy. Organizational management is advised to create a supportive work environment, provide positive reinforcement, and self-development opportunities for midwives. For further research, it is recommended to extend the object of study to other regions or other health professions in order to generalize the results more widely. In addition, researchers can consider other variables such as work stress, job satisfaction, or intrinsic motivation as mediating or moderation variables in more complex models.

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