

ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh *job insecurity* dan *role ambiguity* terhadap *employee performance* dengan *work engagement* sebagai variabel *intervening* di Badan Pengelolaan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Kantor Cabang Langsa dan Lhokseumawe. Banyaknya responden dalam penelitian ini yaitu 120 pegawai di BPJS Kesehatan Kantor Cabang Langsa dan Lhokseumawe. Metode analisis data yang digunakan adalah *Partial Least Square* dengan *Software Smart PLS*. Hasil penelitian ini menemukan bahwa secara langsung *job insecurity* tidak berpengaruh signifikan terhadap *work engagement* dan *employee performance*, sedangkan *role ambiguity* berpengaruh negatif dan signifikan terhadap *work engagement* dan *employee performance* serta *work engagement* berpengaruh positif dan signifikan terhadap *employee performance*. Adapun hasil pengujian mediasi menemukan bahwa *work engagement* tidak mampu memediasi hubungan *job insecurity* dengan *employee performance*, tetapi *work engagement* mampu memediasi hubungan *role ambiguity* dengan *employee performance* secara parsial (*Partial Mediation*)

Kata Kunci : *Job Insecurity, Role Ambiguity, Work Engagement* dan *Employee Performance*

ABSTRACT

This study aims to examine the influence of job insecurity and role ambiguity on employee performance with work engagement as an intervening variable at the Social Security Administration Management Agency (BPJS) Health Langsa and Lhokseumawe Branch Offices. The number of respondents in this study are 120 employees in BPJS Health Langsa and Lhokseumawe Branch Offices. The data analysis method used is Partial Least Square with Smart PLS Software. The results of this study find that job insecurity has no significant effect on work engagement and employee performance, while role ambiguity has negative and significant effect on work engagement and employee performance and work engagement has positive and significant effect on employee performance. The results of the mediation test find that work engagement is not able to mediate the relationship between job insecurity and employee performance, but work engagement was able to mediate the relationship between role ambiguity and employee performance partially (Partial Mediation)

Keywords : *Job Insecurity, Role Ambiguity, Work Engagement dan Employee Performance*