

Abstract. Job performance is an important parameter in determining company decisions and policies. Personality is predicted to play a role in achieving job performance. This study aims to examine the role of agreeableness on job performance with work engagement as a mediator. Quantitative research approach with company secondary data. Confirmatory factor analysis was conducted to test the job performance, agreeableness, and work engagement instruments the company used in measuring the research variables. Hypothesis testing was carried out by using Structural Equation Modeling (SEM) analysis using AMOS version 22 software on 242 managers of PT A's customer service units. The mediation model for work engagement is on the roles of agreeableness and job performance fit, but only agreeableness plays a significant role in work engagement.

Keywords: agreeableness, job performance, work engagement

Abstrak. *Job performance* adalah parameter penting dalam menentukan keputusan dan kebijakan di perusahaan. Kepribadian diprediksi berperan dalam pencapaian *job performance*. Penelitian ini bertujuan untuk menguji peran *agreeableness* terhadap *job performance* dengan *work engagement* sebagai mediator. Pendekatan penelitian kuantitatif dengan data sekunder perusahaan. Analisis faktor konfirmatori dilakukan untuk menguji instrumen *job performance*, *agreeableness*, dan *work engagement* yang digunakan perusahaan dalam mengukur variabel penelitian. Uji hipotesis dilakukan dengan analisis *Structural Equation Modelling* (SEM) menggunakan software AMOS version 22 terhadap 242 manajer unit layanan pelanggan PT A. Model mediasi *work engagement* pada peran *agreeableness* dan *job performance* fit namun hanya *agreeableness* yang berperan signifikan terhadap *work engagement*.

Kata kunci : *agreeableness, job performance, work engagement*