

ABSTRACT

This study aims to determine the effect of workplace bullying and how it relates to anxiety and emotional exhaustion with resilience as mediation. This study uses data sources that include primary data obtained through the distribution of research questionnaires and secondary data through journals, books, and relevant data obtained from trusted sources/institutions.

Data was collected by distributing questionnaires to employees at the outlet (lower level) of the SJ company, totaling 33 employees and OFC, totaling 115 employees in Semarang City and obtaining a sample of 64 respondents. In this study, the data analysis technique used is the Partial Least Square (PLS) approach.

The results showed that workplace bullying had a significant positive effect on anxiety and emotional exhaustion directly. Resilience is not a significant mediator of the effects of workplace bullying on symptoms of anxiety and emotional exhaustion.

Keywords: Workplace Bullying, Resilience, Anxiety, Emotional Exhaustion