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PSYCHOLOGY AND EDUCATION: A MULTIDISCIPLINARY JOURNAL

Volume: 42

Issue 2

Pages: 389-397

Document ID: 2025PEMJ4056

DOI: 10.70838/pemj.420210

Manuscript Accepted: 06-04-2025

Employee Engagement and its Influence on Work Performance among the Employees of the Department Stores

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Abstract

The study was conducted to examine the relationship between employee engagement and work performance among the employees of the department stores in the Province of Cotabato. Outstanding work performance begins with engaged employees. When employees are dedicated to what they do, individuals are more likely to achieve success. However, when employees face intense workloads, it can overwhelm their ability to perform their work. The study used a descriptive-correlational research design to describe the level of employee engagement, the level of work performance and the relationship and influence of employee engagement on work performance. Moreover, purposive sampling technique was utilized to determine the 120 respondents. The results showed that the level of employee engagement in terms of physical, emotional, and cognitive are very high with a mean of 4.32, 4.46, 4.39 and standard deviation of 0.58, 0.55, 0.59 respectively. In the same manner, in terms of work performance, the level of promptness of service, operating procedures, communication, professionalism and ethics, and problem-solving and assistance have a very high result with a mean of 4.31, 4.27, 4.22, 4.37, 4.27 and standard deviation of 0.60, 0.68, 0.72, 0.67, 0.7 respectively except on the level of the accuracy and attention to detail where it exhibited a high level result with a mean of 4.19 and standard deviation of 0.70. The regression analysis provides that employee engagement accounts for about 59.9% influence of the variation in work performance. The model is statistically significant, supported by 176.579 F-statistic and a p-value of 0.001, indicating that the results are highly reliable and not due to random chance. Further, the study reveals that there is a significant relationship between the employee engagement and work performance among the employees of department store. Also, employee engagement has a significant influence on the work performance of employees of department store.

Keywords: *employee engagement, work performance, department stores*

Introduction

A highly engaged workforce is the backbone of strong organizational performance. When employees are dedicated to their roles, productivity increases, innovation flourishes, and individual success becomes more attainable. However, Na-Nan et al. (2020) emphasized that conflicts between employees and organizations often arise, leading to a decline in work performance. Lee and Ashforth (2021) further highlighted that when employees feel overwhelmed or disengaged, their performance suffers, creating a ripple effect on the overall productivity.

In India, Sarkar and Mehta (2023) noted that emerging markets, job insecurity contributes to anxiety and a lack of motivation, both of which negatively impact workplace morale and efficiency. Similarly, in the research of Bialowolski et al. (2020), it estimated that the loss in work performance among employees in the United States costs businesses approximately \$300 million annually. This decline in work performance results in financial setbacks for organizations, making it a persistent challenge for business leaders (Kalogiannidis, 2020).

Numerous reports suggest a low level of employee engagement worldwide. Gallup (2024) stated that globally, only 15% of workers are fully engaged in their work, while 85% are either disengaged or actively disengaged. This lack of involvement raises concerns about businesses undervaluing employee involvement. Some organizations even perceive hiring and compensating employees as an unnecessary expense (Vasani & Pillai, 2019). Businesses in the United States with disengaged employees have a notable reduction of work performance each year (Noble & Smith, 2015).

In the Philippines, Hernandez and De Guzman (2019) pointed out that many workers struggle with job dissatisfaction due to stagnant wages, limited career advancement opportunities, and a lack of employer recognition that dampens enthusiasm, leading to lower work performance levels. Additionally, employment quality remains a concern, as reflected in the country's lower manufacturing employment share compared to other ASEAN nations (Behnam, 2014).

Given the scarcity of studies exploring this issue in the local context, the researchers are driven to investigate this topic to address existing geographical gaps and contribute to a deeper understanding of employee engagement in the retail sector.

Research Questions

This study intends to examine the relationship between employee engagement and work performance among the employees of the department stores. Specifically, this study sought to answer the following questions:

1. What is the level of employee engagement in terms of physical, emotional, and cognitive among the employees of the

department stores?

2. What is the level of work performance in terms of promptness of service, operating procedures, communication, accuracy and attention to detail, professionalism and ethics, and problem-solving and assistance among the employees of the department stores?
3. Is there a significant relationship between employee engagement and work performance among department store employees?
4. Does employee engagement significantly influence work performance in department stores?

Literature Review

Employee Engagement

Employee engagement reflects the enthusiasm and commitment an individual has toward their job (Cooper-Thomas et al., 2014). Mishra et al. (2014) emphasized that fostering employee engagement remains one of the most pressing challenges in modern workplaces. Due to the rising complexity and regulatory constraints in organizations, it is anticipated to remain an issue in the future. Mottola (2023) supported this by stating that employees become actively engaged when they assume their roles, interact with colleagues, and participate in workplace activities, leading to deeper cognitive stimulation and emotional connection. In contrast, numerous reports indicate a persistently low level of employee engagement across the globe. As reported by Gallup (2024), only 15% of workers are fully engaged in their roles, while the remaining 85% are either disengaged or actively disengaged. This widespread disengagement highlights a growing concern that some businesses may be undervaluing employee involvement. Vasani and Pillai (2019) additionally noted that in some cases, organizations view hiring and compensation as mere expenses rather than investments. In the United States, companies with disengaged employees experience a significant decline in work performance each year (Noble & Smith, 2015).

As stated by Sjahruddin et al. (2024), employee engagement is critical to the success of a firm since it drives optimal work performance. Yao et al. (2022) affirmed that engagement as the process in which individuals dedicate themselves fully, encompassing physical, cognitive, and emotional involvement in their work. Employees commit their physical, cognitive, and emotional resources to their work by being highly motivated, excited about their work, and completely absorbed in their work, which results in high-performance work practices, extra customer service, or innovative behavior from the workforce (Otieno et al., 2015).

However, disengagement among employees remains a persistent challenge for businesses (Rastogi et al., 2018). Chiwawa and Wissink (2021) noted that employees with low engagement often exhibit mental and physical withdrawal from their responsibilities. To add, Shuck and Reio (2014) explained that a decline in employee engagement can lead to reduced productivity and well-being, ultimately affecting an organization's overall success.

Physical. Physical engagement as an employee's active presence and participation in their workplace responsibilities (Javed, 2024). Moreover, Mottola (2023) also found that physically engaged employees are more likely to seize opportunities for professional growth, which positively impacts their job performance. Thus, maintaining employees' energy levels is essential for improving both physical health and overall productivity (Nägel et al., 2015).

Emotional. Emotional engagement complements cognitive and physical engagement, fostering a sense of belonging in the workplace (Al Hakim & Soetjpto, 2020). Employees who are emotionally engaged often experience positive feelings such as joy, enthusiasm, and motivation, which expand their problem-solving abilities and personal growth (Bakker et al., 2021). However, Parker et al. (2021) cautioned that emotional energy is a finite resource that must be replenished either during or after work to maintain long-term engagement.

Cognitive. Cognitive engagement as an employee's mental investment in their role and their connection with colleagues (Karamustafa & Kunday, 2018). Employees with higher cognitive engagement are more likely to stay focused, leading to increased productivity (Sabri et al., 2023). Further, Krivanek (2017) asserts that understanding and supporting a company's strategic direction is essential for ensuring long-term employee engagement and organizational effectiveness.

Work Performance

Work performance is the overall value an organization gains from an employee's actions over a given period (Martocchio, 2015). The performance of employees is imperative for organizational success (Genzorová, 2017). Hermina (2019) further emphasized that strong employee performance is a key driver of business growth. Research indicated that higher levels of employee engagement boost productivity, create a more positive work environment, and reduce absenteeism and turnover rates (Shmailan, 2016). Conversely, N-Nan et al. (2020) Explained that conflicts between employees and their organizations can hinder work performance. Moreover, feelings of burnout or disengagement can reduce individual output and overall productivity (Lee & Ashforth, 2021). As noted by Sarkar and Mehta (2023), in emerging markets like India, job insecurity contributes to anxiety and reduced motivation, negatively affecting workplace morale and efficiency. Similarly, a study estimated that decreased employee performance in the United States costs businesses around \$300 million annually (Bialowolski et al., 2020). Hernandez and De Guzman (2019) have also expressed that in the Philippines, many employees struggle with dissatisfaction stemming from low wages, scarce career growth opportunities, and lack of recognition as factors that undermine motivation and low work performance. This ongoing decline poses significant financial

challenges for organizations (Kalogiannidis, 2020).

Promptness of Service. Customer satisfaction is becoming one of the most essential objectives which any firm seeking for long-term relationship with customers considers as the top priority (Ngo & Nguyen, 2016). One of the major determinants of customer satisfaction is their perception of service quality. Additionally, Rafiq et al. (2023) examined the correlation between employee training and service efficiency, concluding that organizations investing in structured training programs experience significant improvements in response time and overall customer experience. Furthermore, Bakirtzoglou et al. (2018) stress that service quality remains a cornerstone of marketing, as higher standards directly contribute to increased customer motivation and satisfaction.

Operating Procedures. The role of structured operating procedures in improving performance within manufacturing environments, reveals that well-defined processes are essential for employees to complete tasks effectively (Kovačević et al., 2021).

Moreover, Smith and Tran (2023) concluded that clear and effective procedures not only enhance performance but also boost employee morale and job satisfaction, ultimately leading to better organizational outcomes. Tambunan (2022) has also supported it stating that structured workflows enable employees to work with increased efficiency, ultimately improving overall work output.

Communication. Every communication carried out in a group basically aims to help all group members to communicate what they feel (Muhyatun, 2022). So, the continuity of the group and its activities will occur if communication between members is successful and harmonious; conversely, if communication goes poorly, conflict will arise.

Having strong communication skills is necessary in order to clarify expectations in a clear and concise manner, offer constructive criticism, find solutions to problems, and foster a cohesive team (Kanbach et al., 2023). Yaxley (2020) contended that individuals who communicate effectively can resolve concerns in a timely and professional manner, preventing minor disputes from escalating into larger conflicts.

Accuracy and Attention to Detail. Attention to detail is important because it helps prevent mistakes and makes success in the workplace easier and it makes sense that when everything is chaotic, details will slip (Teffo et al., 2018). The challenges of data accuracy in business analytics that affect managers' decision making is not a subject that has been explored widely, but the literature on the subject is growing. For instance, research made by Dragan and Metz (2017) have identified damage to brand reputation, drop in customer loyalty, and financial loss as some of the adverse effects of relying on inaccurate data. Choughri et al. (2018) also pointed out that while accuracy is fundamental, excessive focus on detail without proper information quality control may lead to inefficiencies and data-related setbacks. As organizations continue to integrate digital solutions, ensuring data reliability becomes increasingly critical.

Professionalism and Ethics. Professionalism encompasses adherence to established workplace standards and ethical principles, shaping the perception of a profession's credibility and expertise (Evans, 2015). Correspondingly, Treviño et al. (2014) emphasize that continuous ethical training is necessary to ensure that employees remain informed about evolving ethical standards, particularly in today's increasingly complex business landscape. As with Damayanti et al. (2018), the things that underlie a high work ethic include the desire to uphold the quality of work, so individuals who have a high work ethic will participate in providing input for ideas in the workplace.

Problem-solving and Assistance. The process of nonconformity between the outcomes achieved and the intended results may be described as a creative issue solution (Hidayatun, 2016). Also, Oteshova et al. (2021) underscored collaboration as a key factor in workplace efficiency, emphasizing how teamwork fosters better performance and trust among employees. Similarly, Kerrissey and Novikov (2024) asserted that a problem-solving mindset enhances adaptability in dynamic team environments, ensuring that employees work collectively to address challenges, even when team structures are fluid or goals are not fully aligned.

Methodology

Research Design

This study used a descriptive-correlational research design. According to Seeram (2019), descriptive-correlational research is a type of nonexperimental research that facilitates the prediction and explanation of the relationship among variables. The study was descriptive because it described the level of employee engagement in terms of physical, emotional, and cognitive and the level of work performance in terms of promptness of service, operating procedures, communication, accuracy and attention to detail, professionalism and ethics, and problem-solving and assistance among the employees of the department stores. Further, it is correlational because it sought to find out if there is a relationship between employee engagement and work performance. Lastly, it examined if employee engagement significantly influences work performance among the employees of department stores.

Respondents

For the collection of data, the study utilized purposive sampling design to identify the 120 respondents who were individuals employed in the department stores in the Province of Cotabato. The sample was chosen based on specific considerations relevant to the study. The consideration was that they are employees working at the department stores within the PALMA Area, Province of Cotabato. This sampling allows the researchers to rely on their judgment in choosing the respondents.

Instrument

The study used an adapted questionnaire from Basit and Chauhan (2017) and Gabileo et al. (2023) with minor modifications for employee engagement and work performance, respectively. It is composed of three parts. The first part was the demographic profile of the respondents which consists of their length of employment and level as an employee. The second part encompassed the employee engagement with the following indicators: physical, emotional, and cognitive. The third part contained information about work performance, consisting of promptness of service, operating procedures, communication, accuracy and attention to detail, professionalism and ethics, and problem-solving and assistance. Likert scale was used to determine the answers that best align with the view of the respondents in the second part where the indicator lies. Usually, it consists of five options, and each question is a statement. The respondent may agree or disagree to the statements in accordance with the following scale: Strongly Agree (5), Agree (4), Moderately Agree (3), Disagree (2), and Strongly Disagree (1).

The researchers sought guidance, suggestions and comments from experts and their adviser to improve the content and face validity of the instrument. The survey questionnaire was thoroughly checked to enhance its suitability as well as to ensure the instrument's overall validity. Pilot testing was conducted among 10 respondents from various department stores in Pigcawayan, Cotabato to support the reliability of the study. The results showed a Cronbach's alpha of 0.958 for employee engagement and 0.934 for work performance above the acceptable level of reliability measurement.

In the analysis of the data and the interpretation conducted by this study, appropriate statistical tools were used. Tools utilized are the mean score, standard deviation, Likert scale, spearman rank correlation, and regression analysis. In the first and second statements of the problem, the mean score, standard deviation together with the Likert scale were computed and used to determine the employee engagement indicators such as the physical, emotional, and cognitive and its influence on work performance's promptness of service, operating procedures, communication, accuracy and attention to detail, professionalism and ethics, and problem-solving and assistance among the employees of the department stores. Moving on to the third problem, Spearman rank correlation was utilized to determine the relationship between employee engagement and work performance. Finally, in the fourth problem, the regression analysis was used to determine the significant influence between employee engagement and work performance among the employees of the department stores.

Procedure

Research process began first by asking for the approval of the Dean of College of Business and Accountancy to conduct this study. Next, they performed pilot testing to the employees of the department stores in Pigcawayan, Cotabato, who are not actual respondents of the study, to ensure the reliability of the adapted questionnaires. After which, researchers then sought to obtain permission of qualified department stores under the Pigcawayan, Alamada, Libungan, Midsayap, and Aleosan (PALMA) area.

With the approval of respondents to conduct such a study, researchers began to administer the questionnaires. The researchers explained the purpose of conducting this study, their respect to private data protection act, compliance, voluntary participation and the reason for them becoming the respondents upon the distribution of the research instruments. They also answered queries of respondents and provided guidance to clearly understand every statement stipulated in the research instruments. The respondents have given enough time to answer the research instruments in order not to hamper their duties and tasks.

In case of respondents withdrawing from the participation in the study, researchers have respected their refusal as to the request of their heads not to include them. After retrieving all of the questionnaires, the researchers summarized the results and delivered the record to the statistician for statistical analysis using appropriate statistical tools and analysis.

Ethical Considerations

The researchers' maintained strict adherence to ethical standards throughout the study by honoring the respondents' right to privacy, where all information from the respondents was handled with utmost confidentiality. Further, identifiable details of the respondents, such as names, were kept anonymous to ensure their safety. Thus, complying with the Republic Act 10173 (Data Privacy Act of 2012) which is safeguarding personal information and privacy in the research setting. In addition, the respondents were given the choice to opt in or out of the study. Written consent was obtained from the respondents which contained the study's purpose and that respondents were not required to perform activities or provide statements that might cause them embarrassment or harm.

Results and Discussion

This section presents the findings of the study based primarily on the data gathered. The data are presented in tabular forms.

Level of Employee Engagement

Table 1 summarizes the data gathered on the level of employee engagement in terms of physical, emotional, and cognitive. The emotional level of employee engagement was rated as Strongly Agree with the highest overall mean of 4.46 and has a standard deviation of 0.55. While, the physical level rated as Strongly Agree has the lowest computed mean of 4.32 with an overall standard deviation of 0.58. The grand mean of 4.39 is also rated as Strongly Agree and the average standard deviation of 0.51 was closer to the mean. In



relation to employees' emotional level of engagement, the results exhibited that respondents strongly agreed of being proud of their job as the highest.

The finding indicates that employees have a strong sense of pride and dignity about the works they do. However, the results in physical revealed that respondents strongly agreed in striving as hard as they can to complete their job as the highest. This result implies that employees somehow are highly committed and often go above and beyond to ensure tasks are completed.

Table 1. *Level of Employee Engagement*

	<i>Statement</i>	<i>Mean</i>	<i>SD</i>	<i>Description</i>	<i>Interpretation</i>
A. Physical					
1.	I work with intensity on my job.	4.28	0.77	Strongly Agree	Very High
2.	I exert my full effort to do my job.	4.42	0.66	Strongly Agree	Very High
3.	I devote much energy to my job.	4.03	0.73	Agree	High
4.	I try my hardest to perform well on my job.	4.42	0.71	Strongly Agree	Very High
5.	I strive as hard as I can to complete my job.	4.44	0.71	Strongly Agree	Very High
Overall		4.32	0.58	Strongly Agree	Very High
B. Emotional					
1.	I am enthusiastic about my job.	4.28	0.74	Strongly Agree	Very High
2.	I feel energetic about my job.	4.28	0.74	Strongly Agree	Very High
3.	I am interested in my job.	4.58	0.59	Strongly Agree	Very High
4.	I am proud of my job.	4.59	0.67	Strongly Agree	Very High
5.	I feel positive about my job.	4.58	0.63	Strongly Agree	Very High
Overall		4.46	0.55	Strongly Agree	Very High
C. Cognitive					
1.	At work, my mind is focused on my job.	4.46	0.61	Strongly Agree	Very High
2.	At work, I pay a lot of attention to my job.	4.36	0.77	Strongly Agree	Very High
3.	At work, I concentrate on my job.	4.41	0.69	Strongly Agree	Very High
4.	At work, I focus a great deal of attention on my job.	4.38	0.68	Strongly Agree	Very High
5.	At work, I am absorbed in my job.	4.32	0.66	Strongly Agree	Very High
Overall		4.39	0.59	Strongly Agree	Very High
Summary					
A.	Physical	4.32	0.58	Strongly Agree	Very High
B.	Emotional	4.46	0.55	Strongly Agree	Very High
C.	Cognitive	4.39	0.59	Strongly Agree	Very High
Grand Mean		4.39		Strongly Agree	Very High
Average SD			0.51		

Legend: 5 = 5.00–4.20 – Strongly Agree, Very High; 4 = <4.20–3.40 – Agree, High; 3 = <3.40–2.60 – Moderately Agree, Moderately High; 2 = <2.60–1.80 – Disagree, Low; 1 = <1.80–1.00 – Strongly Disagree, Very Low.

Level of Work Performance

Table 2 summarizes the data gathered on work performance in terms of promptness of service, operating procedures, communication, accuracy and attention to detail, professionalism and ethics, and problem-solving and assistance among the employees of the department stores. The overall work performance shows the indicator that has the highest mean is in terms of professionalism and ethics, its mean and standard deviation are 4.34 and 0.67. On the other hand, the indicator with the lowest mean is accuracy and attention to detail the following have mean 4.19, and for its standard deviations is 0.70. Overall, the grand mean of work performance is 4.23 and its average standard deviation is 0.59. All indicators are rated as Strongly Agree except for accuracy and attention to detail which is described as Agree. In the matter of professionalism and ethics, it was strongly agreed by the respondents that they are maintaining professional manners in interaction as the highest.

Table 2. *Level of Work Performance*

	<i>Statement</i>	<i>Mean</i>	<i>SD</i>	<i>Description</i>	<i>Interpretation</i>
A. Promptness of Service					
1.	I provide timely responses to queries and requests.	4.37	0.65	Strongly Agree	Very High
2.	I promptly process transactions.	4.25	0.69	Strongly Agree	Very High
3.	I exhibit efficiency in handling tasks.	4.31	0.68	Strongly Agree	Very High
Overall		4.31	0.60	Strongly Agree	Very High
B. Operating Procedures					
1.	I follow established procedures accurately.	4.38	0.71	Strongly Agree	Very High
2.	I comply with relevant policies and regulations.	4.27	0.78	Strongly Agree	Very High
3.	I consistently use the appropriate tools and software.	4.16	0.83	Agree	High
Overall		4.27	0.68	Strongly Agree	Very High
C. Communication					
1.	I effectively communicate information regarding financial matters.	4.24	0.80	Strongly Agree	Very High



2.	I am responsive to inquiries via various communication channels.	4.16	0.83	Agree	High
3.	I convey information clearly and understandably.	4.26	0.76	Strongly Agree	Very High
Overall		4.22	0.72	Strongly Agree	Very High
D. Accuracy and Attention to Detail					
1.	I consistently maintain a high level of accuracy in my work.	4.24	0.71	Strongly Agree	Very High
2.	I pay close attention to details in financial transactions.	4.15	0.85	Agree	High
3.	I minimize errors in calculations and data entry.	4.18	0.80	Agree	High
Overall		4.19	0.70	Agree	High
E. Professionalism and Ethics					
1.	I maintain a professional manner in interactions.	4.42	0.68	Strongly Agree	Very High
2.	I handle sensitive financial information confidentially.	4.28	0.82	Strongly Agree	Very High
3.	I adhere to ethical standards and integrity in my work.	4.31	0.72	Strongly Agree	Very High
Overall		4.34	0.67	Strongly Agree	Very High
F. Problem-solving and Assistance					
1.	I provide effective solutions to challenges encountered.	4.30	0.69	Strongly Agree	Very High
2.	I offer assistance and guidance to colleagues and stakeholders.	4.21	0.86	Strongly Agree	Very High
3.	I demonstrate resourcefulness in addressing issues.	4.30	0.80	Strongly Agree	Very High
Overall		4.27	0.71	Strongly Agree	Very High
Summary					
A.	Promptness of Service	4.31	0.60	Strongly Agree	Very High
B.	Operating Procedures	4.27	0.68	Strongly Agree	Very High
C.	Communication	4.22	0.72	Strongly Agree	Very High
D.	Accuracy and Attention to Detail	4.19	0.70	Agree	High
E.	Professionalism and Ethics	4.34	0.67	Strongly Agree	Very High
F.	Problem-solving and Assistance	4.27	0.71	Strongly Agree	Very High
Grand Mean		4.27		Strongly Agree	Very High
Average SD			0.59		

Legend: 5 = 5.00-4.20 – Strongly Agree, Very High; 4 = <4.20-3.40 – Agree, High; 3 = <3.40-2.60 – Moderately Agree, Moderately High; 2 = <2.60-1.80 – Disagree, Low; 1 = <1.80-1.00 – Strongly Disagree, Very Low.

This suggests that employees exhibit the ethical standards in their work and shows appropriate behavior when interacting with others, whether colleagues or customers. Yet, in the aspect of accuracy and attention to detail, the employees consistently maintain a high level of accuracy in their work as strongly agreed by the respondents as the highest. It means that errors are somewhat minimized ensuring that the information circulating within the organization is accurate and reliable.

Relationship Between Employee Engagement and Work Performance

Table 3 presents the data on the relationship between employee engagement and work performance among the employees of the department stores using Spearman rank correlation. At a significance level of 0.001 (two-tailed), it is evident that there is a statistically significant and extremely strong connection ($r = 0.795$) between the variables employee engagement and job performance. This is based on an examination of 120 data points, which indicates that there is a positive correlation between job performance and employee engagement and that the dependent variable tends to improve as the independent variable rises. It seems doubtful that this association is the result of coincidence. It is improbable that this correlation is an outcome of random chance. The study reveals that there is a significant and positive relationship between employee engagement and work performance.

As a result, the null hypothesis (HO1) was rejected. A positive relationship between these two variables indicates that the increase in employee engagement, particularly in terms of physical, emotional, and cognitive engagement improves the work performance among the employees of the department stores.

Table 3. Relationship between Employee Engagement and Work Performance

Variables	r – value	p – value	t statistic	Indication	Decision
Employment Engagement Work Performance	0.795	<.001	13.288	Significant	Reject Null Hypothesis

Correlation is significant at the 0.01 level (2-tailed).

Conclusions

The study’s results and findings led to the following conclusion: The study found out that the level of employee engagement in terms of its physical, emotional, and cognitive is interpreted as very high. Similarly, in the level of work performance, the results indicate a very high level in terms of the interpretation of promptness of service, operating procedures, communication, professionalism and ethics, and problem-solving and assistance except for the indicators accuracy and attention to detail which is interpreted as high level. Further, there is a significant relationship between the employee engagement and work performance among the employees of department stores and employee engagement significantly influenced the work performance of the employees of the department stores which made the null hypotheses rejected.

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