

ABSTRACT

This study examines the effect of Perceived Organizational Support on Employee Performance with Employee Engagement as a mediating variable at PDAM Tirta Moedal Kota Semarang. The study was motivated by the importance of employee performance in supporting public service quality, as reflected in the high number of customer complaints and employee tardiness cases. In addition, previous studies on the relationship between Perceived Organizational Support and Employee Performance have produced inconsistent findings, indicating the need to investigate the mediating role of Employee Engagement.

A quantitative survey method was employed involving 115 permanent employees at the head office of PDAM Tirta Moedal Kota Semarang. Data were analyzed using Structural Equation Modeling-Partial Least Squares (SEM-PLS) with SmartPLS 3.2.9.

The results reveal that Perceived Organizational Support has a positive and significant effect on both Employee Performance and Employee Engagement. Employee Engagement also has a positive and significant effect on Employee Performance. Furthermore, Employee Engagement partially mediates the relationship between Perceived Organizational Support and Employee Performance with a Variance Accounted For (VAF) value of 58,89%. These findings suggest that employee performance can be improved through stronger organizational support that enhances employee engagement.

Keywords: *Perceived Organizational Support, Employee Engagement, Employee Performance, SEM-PLS, PDAM Air Minum Tirta Moedal.*