

ABSTRACT

This study aims to analyze the effect of Perceived Organizational Support (POS) on Employee Performance with Employee Engagement as an intervening variable on employees of PT Kereta Api Pariwisata. Perceived organizational support (POS) is one of the important factors that affect employee performance through employee involvement in carrying out tasks.

This study uses a quantitative method with the Partial Least Squares (PLS) approach involving 149 employees as respondents. The results of the study indicate that Perceived Organizational Support has a positive and significant effect on Employee Performance. In addition, Employee Engagement also has a significant mediating role in the relationship between Perceived Organizational Support and Employee Performance. This finding confirms that good Perceived organizational support will increase employee engagement, which ultimately has an impact on improving employee performance. The implications of this study provide recommendations for company management to continue to improve perceived organizational support in terms of employee welfare and two-way communication policies to strengthen employee engagement and performance.

Keywords: Perceived Organizational Support, Employee Engagement, Employee Performance