

## **ABSTRACT**

*This study aims to examine the effect of perceived organizational support on nurses' performance, with job satisfaction serving as a mediating variable at Rumah Sakit H.A. Zaky Djunaid Pekalongan. Nurses' performance plays a crucial role in ensuring the quality of healthcare services, particularly in hospitals with increasing service demands. However, performance levels have not yet reached the ideal target set by the hospital, indicating the need to investigate organizational and psychological factors influencing performance. Drawing upon , this study proposes that organizational support fosters positive employee attitudes, which subsequently enhance job performance.*

*This research employs a quantitative approach using survey data collected from 86 nurses who met the research criteria. The data were analyzed using Partial Least Squares–Structural Equation Modeling (PLS-SEM) with SmartPLS 4 software. The findings indicate that perceived organizational support has a positive and significant effect on nurses' performance. Additionally, perceived organizational support significantly influences job satisfaction, and job satisfaction positively affects performance. Furthermore, job satisfaction partially mediates the relationship between perceived organizational support and nurses' performance.*

*These findings highlight the importance of strengthening organizational support systems to enhance job satisfaction and ultimately improve nurses' performance. The study contributes to the human resource management literature in healthcare settings by emphasizing job satisfaction as a key psychological mechanism linking organizational support and employee performance.*

**Keywords:** *perceived organizational support, job satisfaction, nurses' performance*

