

ABSTRACT

Performance is the result of work in quality and quantity that a person achieves in carrying out his duties in accordance with the responsibilities given. This study aims to describe and analyze the effect of perceived organizational support on employee performance with employee engagement and organizational citizenship behavior as intervening variables.

The population in this study are permanent employees of Sultan Agung Islamic Hospital Semarang per March 2018 for 684 people, with a sample size of 87 people. The sampling technique used in this study is Simple Random Sampling. The analysis tool used is path analysis, where previously tested the validity and reliability and classical assumptions.

The results showed that perceived organizational support has a positive and significant effect on employee engagement and organizational citizenship behavior. Perceived organizational support, employee engagement and organizational citizenship behavior have a positive and significant influence on employee performance. Employee engagement cannot be an intervening variable between perceived organizational support for employee performance. Organizational citizenship behavior is able to become an intervening variable between perceived organizational support for employee performance.

Keywords: perceived organizational support, employee engagement, organizational citizenship behavior and employee performance