

ABSTRACT

The increasingly competitive banking industry requires organizations to continuously improve job performance in order to maintain sustainability and competitiveness. Job performance is not only influenced by technical capabilities and work systems, but also by psychological factors related to employees' attitudes and perceptions toward their jobs and the organization. In this context, employee engagement and job satisfaction are important factors that potentially influence job performance. However, the effects of these factors on job performance may not be optimal without adequate organizational support as perceived by employees. Therefore, this study aims to analyze the effects of employee engagement and job satisfaction on job performance, with perceived organizational support (POS) serving as a mediating variable at PT BPR Bank Boyolali.

This study employed a quantitative approach using a survey method involving 132 respondents. Data were collected through questionnaires developed based on indicators adapted from relevant theories and previous studies, which were subsequently tested for validity and reliability. The data were analyzed using Structural Equation Modeling–Partial Least Squares (SEM-PLS) with the assistance of SmartPLS software to examine direct effects, indirect effects, and the mediating role of perceived organizational support within the research model.

The results indicate that employee engagement and job satisfaction have a positive and significant effect on job performance. In addition, perceived organizational support also has a positive effect on job performance and acts as a partial mediator in the relationship between employee engagement, job satisfaction, and job performance. These findings suggest that improvements in job performance are not solely determined by levels of engagement and job satisfaction, but are also strongly influenced by the extent to which employees perceive organizational support, attention, and recognition. This study contributes theoretically by reinforcing Social Exchange Theory and provides practical implications for organizations in designing human resource management policies aimed at sustainably enhancing job performance.

Keywords: employee engagement, job satisfaction, perceived organizational support, job performance.