

## ***ABSTRACT***

Employee performance is the result of work achieved in terms of both quality and quantity in carrying out tasks in accordance with assigned responsibilities. Performance is a crucial factor in organizational success, especially in the hospitality industry which heavily relies on the quality of human resources. This study aims to analyze the effect of perceived organizational support on employee performance with employee engagement as a mediating variable.

This study employed a quantitative approach using a survey method. The population in this study consisted of 55 permanent employees of Best Western Premier The Hive Jakarta in 2025, with the sampling technique using the census method. Data were collected through questionnaires using a Likert scale and analyzed using the Partial Least Squares Structural Equation Modeling (PLS-SEM) method with the assistance of SmartPLS software.

The results showed that perceived organizational support did not have a significant effect on employee performance. However, perceived organizational support had a positive and significant effect on employee engagement, and employee engagement had a positive and significant effect on employee performance. Furthermore, employee engagement was found to significantly mediate the relationship between perceived organizational support and employee performance. The Variance Accounted For (VAF) value of 67.1% indicates that most of the effect of perceived organizational support on employee performance is transmitted through employee engagement, suggesting that the relationship can be classified as indirect-only mediation or full mediation.

Keywords: perceived organizational support, employee engagement, and employee performance.