ABSTRACT

This study aims to examine the impact of Perceived Organizational Support on Employee Performance and Reward Satisfaction, as well as the influence of Reward Satisfaction on Employee Performance. Furthermore, it investigates the role of Reward Satisfaction as a mediator in the relationship between Perceived Organizational Support and Employee Performance among the staff of CV Duta Jepara. Grounded in Social Exchange Theory, the study posits that favorable treatment and support from the company elicit reciprocal responses from employees in the form of improved attitudes and performance. Employing a quantitative survey-based design, data were collected from a sample of 70 individuals—drawn from a total population of 251 CV Duta Jepara employees—using a structured questionnaire. Data analysis was conducted using the Partial Least Squares Structural Equation Modeling (PLS-SEM) approach with SmartPLS 4.0 software, encompassing the evaluation of outer and inner models, hypothesis testing, and an assessment of the mediation effect (indirect influence). The findings indicate that Perceived Organizational Support has a positive but non-significant effect on both Employee Performance and Reward Satisfaction. Conversely, Reward Satisfaction was found to have a positive and significant impact on Employee Performance and significantly mediates the relationship between Perceived Organizational Support and Employee Performance. Overall, the research concludes that providing organizational support can boost employee performance, either directly or through the intervening role of reward satisfaction.

Keywords: Perceived Organizational Support, Reward Satisfaction, Employee Performance.

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