

The Role of Organizational Citizenship Behavior Mediation on Employee Performance: Self-Efficacy and Perceived Organizational Support (Case Study on ASN RSUD in Kalimantan)

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ABSTRACT

This study aims to test and analyze the influence of Self Efficacy and Perceived Organizational Support on Employee Performance mediated by Organizational Citizenship Behavior in ASN employees at dr. H. Soemarno Sosroatmodjo Tanjung Selor Hospital. This study uses quantitative with saturated samples, and obtained 125 respondents who became a sample. Data was analyzed using the Structural Equation Modeling - Partial Least Square (SEM-PLS) analysis method using Smart-PLS software. The results of this study show that Self Efficacy, Organizational Citizenship Behavior has a positive and significant effect on Employee Performance, Perceived Organizational Support has a positive and insignificant effect on Employee Performance, Self Efficacy and Perceived Organizational Support have an effect on Organizational Citizenship Behavior. Organizational Citizenship Behavior is proven to mediate the positive influence of Self Efficacy and Perceived Organizational Support on Employee Performance.

INTRODUCTION

One of the primary determinants of societal welfare and quality of life is health, a fundamental human need. According to the World Health Organization (WHO), health is more than just the absence of illness or disability; it is a condition of physical, mental, and social well-being (Krahn et al., 2021) Therefore, in many nations, including Indonesia, delivering high-quality healthcare is a top priority for national development. Indonesia has a system of healthcare facilities that includes sophisticated referral facilities like hospitals and first-level institutions like clinics, independent practices, and pushkesmas as part of the country's healthcare system.

Hospitals are healthcare facilities that provide medical, nursing, midwifery, pharmaceutical, and other health services. Because of the variety of these services, hospitals can play a strategic role in enhancing the caliber of their human resource performance. Hospitals can also play an important role in attempts to improve public health more quickly by using these potential resources.

Healthcare services in hospitals depend heavily on human resources (HR), which are also a strategic asset. While non-medical staff handle managerial and technical tasks unrelated to clinical care, medical staff perform health services, which are the hospital's primary role (Kadir & Badwi, 2023) Hospital HR administration is becoming more difficult due to the advancement of health technologies and rising public expectations for service quality. One sign of HRM issues is Indonesia's high health worker turnover rate of 13-25% annually, much higher than the recommended level of 5-10% (Aisyah et al., 2024) Enhancing the company's human resources, particularly employee performance, has been a top concern for management.

Implementing direct patient services by norms, ethics, and professional principles is reflected in the performance of health workers, particularly the State Civil Apparatus (ASN). In order to guarantee the quality of interactions between staff and patients and boost work efficiency, HR development is crucial in hospital service businesses. A worker's performance is determined by how well he completes the duties given to him, according to (Elshifa et al., 2020). Good performance is defined as performance that supports achievement and satisfies organizational standards. Since effective organizations prioritize enhancing employee resources, enhancing employee performance is crucial to the organization's success (Putri, 2024).

Several factors can influence how well employees perform. However, one that is crucial in helping them reach their full potential is their level of self-efficacy, or belief in their abilities. The idea that one can do tasks is known as self-efficacy, dramatically impacting how well employees perform. According to Saepuloh & Kusmayadi (2024) Self-efficacy is crucial for enhancing worker performance since people who believe in their skills are more driven and dedicated to doing quality work.

Furthermore, POS, or perceived organizational support, is a significant factor in raising employee performance. According to Rhoades & Eisenberger (2002), perceived organizational support, or POS, is the term used to describe

how much employees believe their contributions are valued, that the organization supports them, and that it cares about their well-being. With the organization's support, they can manage or prevent work-related stress. Organizational support for them should be maximized to boost employees' confidence in their work.

Employee performance is positively and significantly impacted by self-efficacy, according to a study (Saragih & Siahaan, 2021; Hadi, 2023; Darmarini et al., 2024; Santri et al., 2023; Tewal et al., 2022). However, studies by Muliady et al (2020), Khairunnisa, (2023), Putu et al., (2023) disagree, claiming that self-efficacy has no discernible impact on worker performance. Employee performance is positively impacted by the perceived organizational support variable, according to research (Pratiwi & Muzakki, 2021),. In contrast, a study conducted in 2021 by Diana and Frianto found no discernible impact of perceived organizational support on worker performance.

Based on the previously mentioned phenomenon. The relationship between employee performance, perceived organizational support, and self-efficacy is still inconsistent. Adding OCB as a mediating variable is an attempt by researchers to offer answers. OCB can be defined as voluntary employee conduct that benefits the company overall but is not expressed in the official job description. This conduct includes supporting coworkers, maintaining a positive work atmosphere, being devoted to the firm, and supporting its objectives and ideals. Despite not being legally mandated, this type of conduct greatly influences how well an organization works since it can boost employee morale, efficiency, and collaboration (Pramesty et al., 2020).

According to research by Sakti & Rini, (2024) the association between employee performance and self-efficacy is mediated by OCB. High self-efficacy employees typically exhibit better OCB behavior, eventually boosting their output. Consequently, it is believed that self-efficacy and perceived organizational support impact employee performance, which is reinforced by the function of organizational citizenship behavior (OCB).

This study builds on Pratiwi & Muzakki, (2021) investigation into how perceived organizational support and self-efficacy impact employee performance. However, OCB has not been considered a mediating variable in this investigation. This study aims to investigate how OCB mediates the relationship between perceived organizational support, self-efficacy, and the State Civil Apparatus's (ASN) performance, particularly in a hospital setting. It is anticipated that enhancing self-efficacy, perceptions of organizational support, and OCB development will enhance knowledge of tactics to enhance employee performance.

LITERATURE REVIEW

Human Capital Theory

According to human capital theory, the primary resource in an organisation that significantly impacts output and business performance is human capital (Becker, 1993). According to research, investments in employee development – through training, boosting self-efficacy, and offering perceived organisational support – contribute to better individual performance and promote greater

engagement with organisational objectives, supporting this theory (Boon et al., 2018).

Additionally, research has demonstrated a favourable correlation between proactive work behaviour and improved creativity, which reflects the additional value of improving employee competencies and effective human capital management (Alhadabi & Karpinski, 2020). According to this hypothesis, businesses that enhance their workforce's skills and knowledge would see increased productivity, creativity, and innovation.

Employee Performance

The willingness of an individual or group of individuals to carry out an activity and finish it by their obligations with the anticipated results is what Sinambela (2016) defines as performance. Employee performance measures how well they accomplish their assigned tasks in quantity and quality. These tasks are then assessed using the standards or performance criteria established by the company to ensure they meet expectations (Hafid & Edy, 2023). Five measures of employee performance – work quality, quantity, timeliness, effectiveness, and independence – are taken from Robbins (2016).

The Effect of Self-Efficacy on Employee Performance

Understanding the type of job done and the ability to do it are important factors in determining a person's competency. Since self-efficacy influences motivation, resistance to problems, and work effectiveness, it is crucial for enhancing employee performance. Experience of Success, Vicarious Experience, Social Persuasion, and Physiological and Emotional State are the four indications of self-efficacy, according to Lunenberg (2011). According to another study, workers with high self-efficacy typically perform better because they have greater confidence in their ability to overcome challenges and accomplish their goals (Ramadhan & Budiono, 2023). Workers with a high sense of their abilities are more likely to take the initiative to solve difficulties creatively. Employee efficiency has been shown to rise with self-efficacy. According to research findings by (Ananda et al., 2022; Octarina & Afriyeni, 2023; Darmarini et al., 2024; Darmawan & Anggelina, 2022; Karimah & Astuty, 2023), Self-efficacy has a positive and significant impact on performance.

H1: Self-efficacy has a positive and significant effect on employee performance

The Effect of Perceived Organizational Support on Employee Performance

The degree to which workers feel their company appreciates their contributions and is concerned about their welfare is known as perceived organizational support, or POS. According to recent studies, because they feel more valued, acknowledged for their efforts, and inspired to produce their best work, individuals who perceive high levels of organizational support typically perform better at work (Ratnasari et al., 2023). Strong organizational support can foster a more welcoming workplace where staff members are inspired to give their best efforts. Eisenberger et al., (2016) state that Perceived Organizational Support has 5 indicators, namely: Justice, Supervisor Support, Working Conditions, Rewards and Recognition, and Career Development. According to

the results of the studies (Pratiwi & Muzakki, 2021; Diana & Frianto, 2021; Prasetyo et al., 2022; Salau et al., 2023), employee performance and perceived organizational support have a positive and substantial association.

H2: Perceived organizational support has a positive and significant effect on employee performance.

The effect of self-efficacy on organizational citizenship behavior

According to Organ (1988), organizational citizenship behavior is voluntary employee conduct that enhances organizational success and goes above and beyond official job requirements. Since self-assured workers are more likely to be proactive in supporting colleagues and making greater contributions to the company, recent research has demonstrated that self-efficacy can raise OCB (Rahmanda & Utami, 2024). Furthermore, workers with high self-efficacy feel more accountable and are more inclined to assist colleagues without being asked. A similar conclusion has been reached by several earlier studies, including those by (Asli et al., 2020; Salsabila, 2024; Hermawati et al., 2023; Prasetyo et al., 2022), which demonstrates that self-efficacy significantly and favorably influences organizational citizenship behavior.

H3: Self-efficacy has a positive and significant effect on organizational citizenship behavior

The effect of perceived organizational support on organizational citizenship behavior

Workers encouraged by their employer are more likely to volunteer outside their regular responsibilities and care about the organization's long-term viability (Ayu et al., 2022). Previous research has demonstrated that companies that offer assistance to their staff successfully foster a positive work atmosphere, making employees more inclined to perform extra-role activities outside their official responsibilities (Wahyuni & Sulastri, 2020). Employees who receive recognition from the company also tend to be more emotionally invested in their jobs. The findings of research by (Kusumaputri et al., 2021; Sakarina et al., 2023; Khairunnisa, 2023; Yovita Narwastu et al., 2023), demonstrates that organizational citizenship behavior is positively and significantly impacted by perceived organizational support.

H4: Perceived organizational support has a positive and significant effect on organizational citizenship behavior.

The Influence of Organizational Citizenship Behavior on Employee Performance

Employee performance and OCB are closely related since employees' voluntary actions can improve productivity and effectiveness in the workplace (Robbins & Judge, 2020). According to recent studies, employees with high OCB tend to be more productive, have higher job satisfaction, and contribute more to organizational accomplishments (Rahandhi et al., 2024). There are 5 indicators stated by Organ, (1997) namely: Altruism, Conscientiousness, Sportsmanship, Courtesy, and Civic Virtue. Furthermore, having a strong OCB within a company helps foster a more peaceful work environment and enhances teamwork.

According to several earlier studies, corporate citizenship conduct significantly and favorably affects employee performance (Juliana et al., 2022; Budiarto & Kurniawati, 2024; Purwati & Sah, 2024).

H5: Organizational citizenship behavior has a positive and significant effect on Employee Performance.

Organizational Citizenship Behavior as a mediating role of the influence of self-efficacy and perceived organizational support on performance

This study suggests that OCB, which is linked to perceived organizational support and self-efficacy, can affect performance. A voluntary contribution made by workers outside the requirements of their official job positions is known as OCB. Numerous elements that motivate workers to go above and beyond the call of duty impact this behavior. Enhancing organizational performance is primarily based on the caliber of behavior displayed by staff members, encompassing extra-role behavior that advances corporate objectives and planned tasks (in-role). It is anticipated that Organizational Citizenship Behavior will mediate the relationship between Perceived Organizational Support and Self-Efficacy. Research by Fauzia & Murningsih,(2023) and Pratiwi & Nawangsari, (2021), demonstrate that OCB can modulate the impact of POS and self-efficacy on performance.

H6: Organizational citizenship behavior memediasi self-efficacy terhadap employee performance

H7: Organizational citizenship behavior mediated by perceived organizational support terhadap employee performance

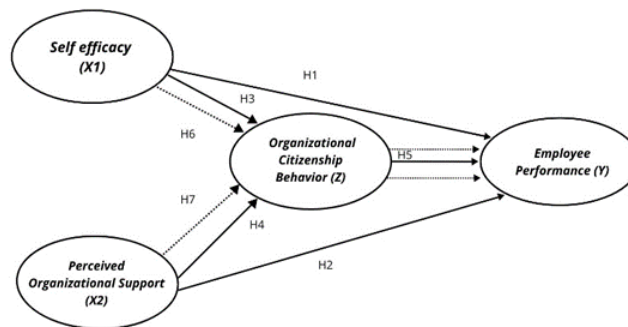


Figure 1. Conceptual Framework

METHODOLOGY

The data for this study were gathered quantitatively through the distribution of questionnaires. Up to 125 State Civil Apparatus from RSUD Dr. H. Soemarno Sosroatmodjo Tanjung Selor participated in the survey as part of the census sample technique (Sugiyono, 2023). Likert scales range from (1) strongly disagree to (5) strongly agree.

This study used the Structural Equation Modeling (SEM) approach with the SmartPLS (Partial Least Squares) outer model analysis methodology to measure data validity, discriminant validity, reliability, and AVE and Cronbach's Alpha values. The inner model test will then verify the significance of the R-squared values, t-test results, and structural parameter coefficients. Researchers

also tested hypotheses and examined the influence of indirect effects or mediation.

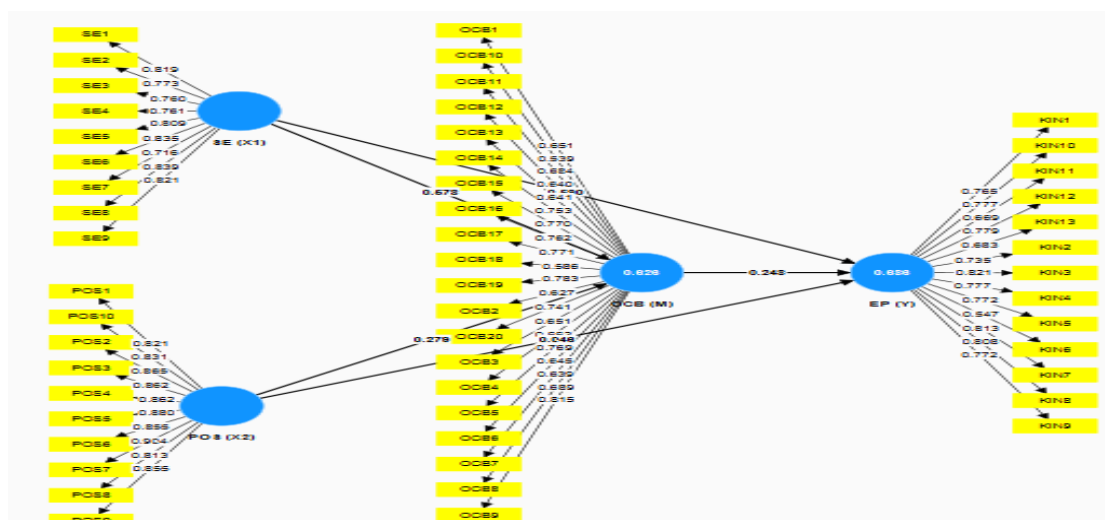
RESEARCH RESULT

Respondent Characteristics

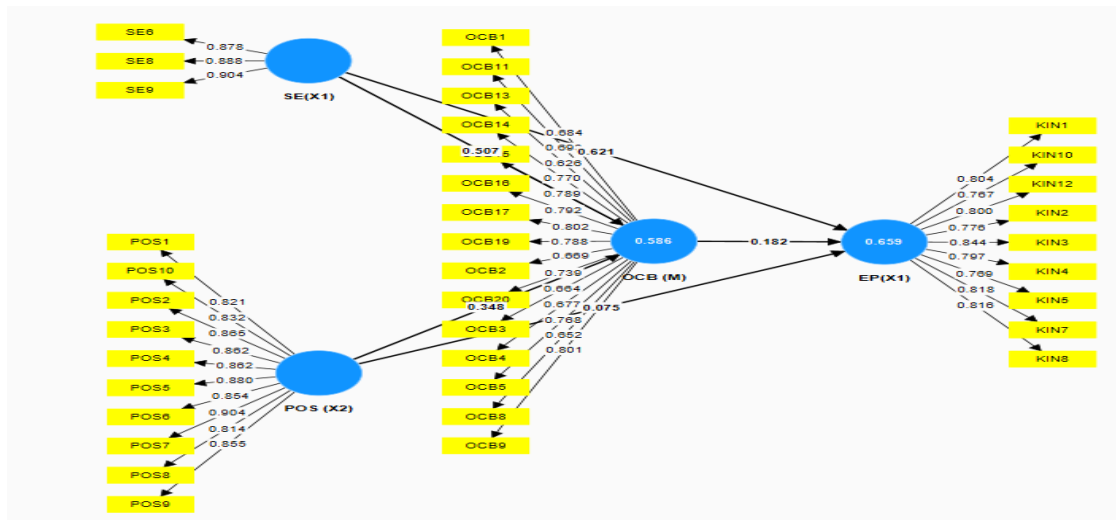
RSUD researchers used a sample of 125 respondents who completed the questionnaire led by Dr. H. Soemarno Sosroatmodjo Tanjung Selor. There were 39 male respondents (31.2%) and 86 female respondents (68.8%). These findings show that women predominate among the staff at RSUD, including Dr. H. Soemarno Sosroatmodjo Tanjung Selor. The fact that most respondents are between 41 and 50 suggests that most employees have adequate job experience. Given that 74.4% of those surveyed were married, it is evident that employees' productivity is enhanced by having a stable personal life. Of 125 respondents, 68 fall into the S1 category based on educational attainment. A comparatively high level of education can enhance performance through training programs tailored to the organization's needs. Those who have worked for the company for more than ten years make up most of those with length of service, indicating a high degree of commitment and a solid grasp of its rules and regulations. Furthermore, 125 out of 100 respondents have the State Civil Apparatus (ASN) status, which offers stability that boosts motivation and task performance.

Structural Model Assessment

Each variable's indicators all have values greater than 0.60. Nonetheless, Chin (Ghozali, 2008) states that a loading value of 0.5 to 0.6 is deemed enough for the preliminary research phase of creating a measurement scale. A loading factor restriction of 0.60 will be applied in this study.



Before repairing from the model



After repairs from the model
Figure 2. Output Outer Loadings

As a result of PLS version 4.0, the accompanying graphic displays OCB as a function of POS and self-efficacy. The R2 value of 0.659 indicates that self-efficacy, POS, and OCB account for 65.9% of the variation in employee performance, as illustrated in the accompanying picture. The traits linked to POS and self-efficacy cover 58.6% of OCB, as indicated by the R2 value of 0.586.

R-Square Analysis

Table 1. R-Square Model Values

Variabel	R-Square	Adjusted R- Square
EP	0.659	0.650
OCB	0.586	0.579

Source : SmartPLS 4.0 Processing

The attached table shows that Self-Efficacy and Perceived Organizational Support (POS) have an adjusted R Square value of 0.650. According to this value, the self-efficacy and perceived organizational support (POS) variables account for 65.0% of the variance in employee performance. Performance is also influenced by factors not the subject of this study to the extent of 35.0%. When considering the impact of OCB, perceived organizational support, and self-efficacy on worker performance, an adjusted R Square value of 0.579 is found. As a result, self-efficacy, perceived organizational support, and OCB account for 57.9% of the employee performance phenomenon. Employee performance is influenced by 42.1% of other factors outside the study's primary emphasis.

Cronbach's Alpha, Composite Reability, and AVE

Table 1 displays the Construct's Validity and Reliability test results. According to Ketchen, (2013) the validity test is deemed acceptable if the Composite Reliability (CR) is 0.70, the Cronbach's Alpha is 0.70, and the Average Variance Extracted (AVE) value is 0.50. It is evident that the variable model has

a high degree of reliability in this study because all of the variables have Composite Reliability values of 0.70 or higher, Cronbach's Alpha values of 0.70 or higher, and Average Variance Extracted (AVE) values of 0.50 or higher.

Table 2. *Construct Reliability and Validity*

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
EP	0.929	0.930	0.941	0.639
OCB	0.937	0.943	0.944	0.533
POS	0.959	0.961	0.965	0.731
SE	0.869	0.870	0.920	0.792

Source : SmartPLS 4.0 output results

SE (Self Efficacy), POS (Perceived Organizational Support), OCB (Organization Citizenship Behavior), EP (Employee Performance)

Discriminant Validity

Based on the analysis result show in Table 3 Discriminant Validity (Fornell - larcker), it can be concluded that the measurement model used in this study meets discriminant validity. This is indicated by the square root value of the Average Variance Extracted (AVE) which is higher than the correlation value between these construct and other constructs.

Table 3. *Discriminant Validity Test (Fornell-Larcker Criterium)*

	EP (X)	OCB (M)	POS (X2)	SE (X1)
EP (X)	0.799			
OCB (M)	0.673	0.730		
POS (X2)	0.558	0.646	0.855	
SE (X1)	0.795	0.712	0.587	0.890

Source : SmartPLS 4.0 output results

SE (Self Efficacy), POS (Perceived Organizational Support), OCB (Organization Citizenship Behavior), EP (Employee Performance)

Hypothesis Test

The analysis of the direct and indirect influences of the hypothesis test is shown in Table 4. This hypothesis test aims to identify the roles of independent and dependent variables, in conjunction with mediation, affect each other.

Table 4. Hypothesis test result

	Original Sample (O)	T Statistics (O/STDEV)	P Values	Result
SE-> EP	0.621	7.205	0.000	Accepted
POS ->EP	0.075	1.073	0.142	Rejected
SE ->OCB	0.507	6.225	0.000	Accepted
POS -> OCB	0.348	3.948	0.000	Accepted
OCB -> EP	0.182	2.006	0.022	Accepted
SE-> OCB -> EP	0.092	1.911	0.028	Accepted
POS -> OCB -> EP	0.064	1.751	0.040	Accepted

Source : SmartPLS 4.0 output results

SE (Self Efficacy), POS (Perceived Organizational Support), OCB (Organization Citizenship Behavior), EP (Employee Performance)

The last phase in the evaluation process is hypothesis testing of the link between the study variables in Table 2. The hypothesis is correct if the T-statistic value is 1.66 or higher and the P value is less than 0.05, showing that the independent variable significantly impacts the dependent variable. The test results in Table 2 indicate that all of the relationships between the variables have a positive route coefficient. Furthermore, the P value must be less than 0.05, and the T statistic must be greater than or equal to 1.66. According to T-Statistics $7.205 > 1.66$ and P values $0.000 < 0.05$, the hypothesis test findings indicate a substantial positive correlation between employee performance and self-efficacy, with the original sample of 0.621. With a P value of $0.142 < 0.05$ and a T-statistic value of $1.073 \leq 1.66$, the original sample of 0.075 indicates a positive but negligible impact of perceived organizational support on employee performance. Self-Efficacy and Organizational Citizenship Behavior are significantly positively correlated, as evidenced by the original sample's 0.507, T-statistic value of $6.225 > 1.66$, and P values of $0.000 < 0.05$. Perceived Organizational Support and Organizational Citizenship Behavior are positively correlated, as evidenced by the original sample's 0.348 T-Statistics value of $3.948 \geq 1.66$ and P Values $0.000 < 0.05$. T-statistic values of $2.006 \geq 1.66$ and the original sample of 0.182 indicate a substantial positive correlation between organizational citizenship behavior and employee performance, with P-values of $0.022 < 0.05$. Through the mediation of Organization Citizenship Behavior, there is a significant positive correlation between Employee Performance and Self-Efficacy (original sample value of 0.092, t-statistics of $1.911 \geq 1.66$, and P Values $0.028 < 0.05$), and between Employee Performance and Perceived Organizational Support (original sample value of 0.064, t-statistics of $1.751 \geq 1.66$, and P Values $0.40 < 0.05$).

DISCUSSION

The Effect of Self-Efficacy on Employee Performance

The study's analysis demonstrates that self-efficacy positively and significantly impacts employee performance. Employee performance rises due to RSUD's confidence in its capacity to fulfill duties effectively. Drawing from human capital theory, it highlights the significance of individual knowledge,

skills, and abilities as valuable resources that can boost organizational productivity. As a psychological aspect of human capital, self-efficacy gives people greater confidence in using their knowledge and skills to do tasks successfully. The findings of several studies (Kabakoran et al., 2023; Darmawan & Anggelina, 2022; Ferdiansyah & Safitri, 2023; Scott, 2022; Octarina & Afriyeni, 2023) that compellingly demonstrates how self-efficacy can greatly enhance employee performance support this.

The Effect of Perceived Organizational Support on Employee Performance

According to the study's findings, perceived organizational support does not significantly impact employee performance at RSUD. This finding indicates that although employees feel supported by the organization, it does not always lead to direct performance improvement. Human capital theory is applied in a work environment that demands high efficiency, fast service and continuous professionalism (Becker, 1993). Heavy workloads and high public expectations of health services make work pressure high. In this case, administrative organizational support such as training, routine communication and internal policies are often not enough.

Organizational support needs to be manifested in more concrete and applicable forms such as providing adequate work facilities and infrastructure, reducing workload, strengthening empathic communication, and fair reward and incentive systems. RSUD needs to implement it thoroughly and contextually according to the real needs of employees in order to encourage real performance improvement. According to research (Diana & Frianto, 2021; Alfiana, 2020; (Adji Sadewo & Soni Kurniawan, 2024; Rosid et al., 2024), POS had no discernible impact on performance. This finding is consistent with those findings.

The Effect of Self-Efficacy on Organizational Citizenship Behavior

The study's findings indicate that organizational citizenship behavior (OCB), particularly among RSUD personnel, is positively and significantly impacted by self-efficacy. A person's confidence in their skills promotes selfless actions like assisting colleagues, taking initiative, and offering services beyond their assigned responsibilities in a demanding medical work environment. Human capital theory, which highlights that self-efficacy is a crucial component of human capital that can boost organizational contributions, is consistent with this. High self-efficacy RSUD employees commonly exhibit OCB and are more comfortable with challenging work conditions. Studies (Herawati et al., 2020; Paramitha Devaya et al., 2023; Salsabila, 2024; Prasetyo et al., 2022) that found self-efficacy positively affects OCB confirms this finding. Therefore, raising self-efficacy is one key tactic for enhancing RSUD's work ethic and service.

The Effect of Perceived Organizational Support on Organizational Citizenship Behavior

According to the study's findings, perceived organizational support positively and significantly impacts organizational citizenship behavior. Employees are more driven and involved when they perceive that the company supports them. Workers are more likely to participate in OCB behaviors, such as lending a hand to colleagues, offering extra responsibilities, and demonstrating

devotion to the company, when they feel valued. According to the human capital theory, employees are more likely to be motivated and involved in their work when they perceive that the company supports them. This is particularly crucial in hospitals, where excellent patient care requires high collaboration and dedication. Previous research has demonstrated that POS contributes to an increase in OCB, like (Ferdiansyah & Safitri, 2023; Luthfiya & Putra, 2024; Kusumaputri et al., 2021; Fatmawati & Azizah, 2022; Sakarina et al., 2023), supports this conclusion.

The influence of Organizational Citizenship Behavior mediates Self-Efficacy on Employee Performance

The study's findings demonstrate that self-efficacy can significantly boost worker performance through organizational citizenship behavior. According to the survey, the organizational citizenship behavior variable mediates employee performance and self-efficacy variables. The study's findings show that OCB and self-efficacy mediate the association between the factors and employee performance. The core of OCB is voluntary contribution and taking extra initiative, which employees are more likely to do when they have high self-efficacy. According to research, people with high levels of self-efficacy are more likely to participate in organizational activities outside of their official duties and assist coworkers, among other OCB behaviors (Anfajaya & Rahayu, 2020). According to Fauzia & Murningsih, (2023) OCB can mediate the relationship between employee performance and self-efficacy.

The influence of Organizational Citizenship Behavior mediates Perceived Organizational Support on Employee Performance

According to the study's findings, organizational citizenship behavior (OCB) has a strong mediating role in the relationship between employee performance and perceived organizational support (POS). Employees are more likely to participate in OCB behaviors, such as supporting colleagues and fostering a happy work environment, when they perceive that the company supports them. Consequently, this OCB directly enhances the organization's overall performance. Additionally, research by Fauzia & Murningsih, (2023) showed that OCB can mediate the impact of POS on employee performance, supporting the idea that employees' perceptions of organizational support not only boost their engagement but also improve performance within the company.

CONCLUSIONS AND RECOMMENDATIONS

The study's findings and discussion show that the mediation of perceived organizational support, self-efficacy, and organizational citizenship behavior can enhance performance. To accomplish organizational objectives, it is anticipated that RSUD's leadership, Dr. H. Soemarno Sosroatmodjo Tanjung Selor, will keep up and boost employee confidence and self-assurance through training initiatives to build job competencies.

ADVANCED RESEARCH

For more general and representative research outcomes, it is advised that future studies employ a bigger sample size or incorporate several research objects, such as many hospitals in different locations. The reason why perceived organizational support does not significantly affect performance should also be investigated in greater detail. For instance, this indirect relationship between perceived organizational support and performance may be better understood by including additional intervening variables.

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