

The Influence of Perceived Organizational Support on Contextual Performance Mediated by Job Satisfaction among Textile Industry Employees in Yogyakarta

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Keyword: Contextual performance; job satisfaction; perceived organizational support.	Abstract Employees with low contextual performance often struggle to adapt and will experience difficulty in facing changes or new challenges in the work environment. This research examines the influence of perceived organizational support on contextual performance, with job satisfaction as a mediator. A quantitative approach utilizing multivariate methods was employed in this study. The population consisted of employees working in the textile industry in Yogyakarta. The sampling technique used was purposive quota sampling, resulting in 385 samples. The measurement tools included scales for contextual performance, job satisfaction, and perceived organizational support, with data collection conducted via Google Forms. Data analysis was performed using path analysis techniques with the help of Partial Least Squares (PLS). The analysis results revealed a path coefficient of 0.706 and a p-value of 0.000 ($p < 0.01$). Therefore, it can be concluded that job satisfaction mediates the relationship between perceived organizational support and contextual performance. Additionally, there is a highly significant influence of perceived organizational support on contextual performance, a significant influence of perceived organizational support on job satisfaction, and a substantial impact of job satisfaction on the contextual performance of textile industry employees in Yogyakarta.		
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INTRODUCTION

Yogyakarta is renowned for its rich handicraft traditions, particularly in Batik, and is home to a thriving textile industry. With the region's strategic location, people can easily access major cities such as Jakarta and Surabaya and key ports, enabling Yogyakarta to distribute textile products to domestic and international markets efficiently. Moreover, the city produces many skilled professionals in the textile sector, providing a solid foundation for the industry's growth. Consequently, Yogyakarta can potentially elevate Indonesia's presence on the global stage through its textile industry.

When discussing human resources in an organizational context, it's essential to recognize that they drive a company's growth and success. Human resources are the key determinants of a company's development. Comprising the individuals employed by the organization, human resources play a critical role in achieving its goals and significantly influence overall performance. The quality of human resources is reflected in their work outcomes, with employees demonstrating behaviors that directly contribute to the company's objectives and vision (Febriana, 2018). However, this assertion is a growing concern, as highlighted by the findings of preliminary studies conducted by previous researchers.

The initial survey conducted by the researcher on the contextual performance of employees in the textile industry in Yogyakarta revealed the following findings: In terms of enthusiasm, only 23.8% of employees are willing to take on additional responsibilities. Regarding voluntary support, merely 23.8% are inclined to assist their coworkers without being prompted. In cooperation, only 38.1% can collaborate effectively with others within their teams. Regarding compliance, 47.6% of employees follow instructions even without supervision. Lastly, regarding supporting and standing up for organizational goals, only 28.6% are willing to participate in company activities actively.

The survey data from this preliminary study revealed that only a small percentage of employees demonstrated strong contextual performance, while the majority exhibited relatively low levels in this area. This disparity will likely have direct and indirect effects on overall organizational performance. Therefore, it is crucial to address human resources in the textile industry in Yogyakarta concerning contextual performance, as improving employee performance in this regard could significantly enhance future organizational achievements. According to Syamsuddinnor (2014), human resources are an organization's primary assets, as they can make invaluable contributions to achieving organizational goals.

Contextual performance is a critical psychological trait for employees, as it encompasses behaviors that shape the organizational, social, and psychological contexts within which tasks are performed (Bergman et al., 2008). This type of performance plays a key role in driving effectiveness by facilitating task completion and contributing to the overall performance process (Borman & Motowidlo, 1997). Borman et al. (2001) identified several aspects of contextual performance, including enthusiasm, volunteering, cooperation, compliance with rules, and supporting and defending organizational goals. Therefore, contextual performance is essential for maximizing productivity and enhancing an organization's effectiveness and efficiency.

Employees with low contextual performance may struggle to adapt to changes or new challenges within the work environment. This lack of adaptability can impede personal growth and overall performance (Hanif, 2022). Employees who find it difficult to work effectively in varying contexts can disrupt team dynamics, resulting in a lack of synergy among team members (Chalifa et al., 2014). Furthermore, such employees may experience decreased job satisfaction, feeling either incompetent or unappreciated for their contributions (Susyanto, 2019).

The impact of an employee's high contextual performance is significant; such employees are better equipped to adapt to changes and confront challenges as they arise (Jaya, 2015). Employee adaptability enhances the effectiveness of communication and teamwork. Those who excel in diverse contexts are more likely to be entrusted with greater responsibilities or promoted, as they are considered valuable assets to the organization (Jannah, 2021). Employees demonstrating high contextual performance contribute to organizational resilience in the face of change. Furthermore, employees who believe they can navigate various situations may experience greater job satisfaction as they feel recognized and valued (Susyanto, 2019).

Based on the results of interviews conducted by researchers, there is a tendency for employees to exhibit contextual performance; however, there remains a notable deficiency in contextual performance among textile industry employees in Yogyakarta. The positive tendencies identified by researchers include a willingness to assist coworkers. Maintaining these favorable working conditions is essential to enhance the optimization and effectiveness of employee performance. Conversely, a lack of contextual performance persists among textile industry employees in Yogyakarta, characterized by reluctance to assist colleagues and a refusal to help those absent. Such behaviors can disrupt the work environment and negatively impact employee performance. Therefore, it is crucial to implement further measures to mitigate these adverse influences and improve contextual performance among employees.

Borman et al. (2001) identified several factors contributing to contextual performance, including interpersonal support, organizational support, and awareness initiatives. These factors influence employees' ability to perform optimally by engaging in behaviors beyond their formal roles. Research conducted by Yorulmaz (2018) indicates that job satisfaction is one significant factor that positively affects contextual performance.

Job satisfaction is a critical factor that influences contextual performance and originates from within the individual. It positively impacts the contextual performance of employees within an organization (Sunanda, 2020). Luthans (2006) defines job satisfaction as the outcome of employees' perceptions regarding how effectively their work fulfills their important needs. Furthermore, Luthans (2011) identifies several dimensions of job satisfaction, including the nature of the job, salary, opportunities for promotion, supervision, and relationships with coworkers.

Other research by Nofrianda (2020) explains that employee job satisfaction directly affects contextual performance. Employee job satisfaction can significantly influence contextual performance. In addition to its direct influence, other research by Karaalioglu and Karabulut (2019) demonstrates that job satisfaction is a mediator in the relationship between perceived organizational support and performance. Job satisfaction must be cultivated and sustained within an organization by providing the necessary attention that fosters this satisfaction. A crucial factor in enhancing employee job satisfaction is the promotion of employee welfare, which can be achieved through organizational support (Sari, 2019). Furthermore, research conducted by Colakoglu et al. (2010) indicates that perceived organizational support positively and significantly impacts job satisfaction.

Perceived organizational support refers to an employee's perception of the extent to which the organization values their contributions, provides support, and cares about their well-being (Rhoades & Eisenberger, 2002). Rhoades and Eisenberger (2002) identified three aspects of perceived organizational support: the justice received, organizational rewards and working conditions, and support from the supervisor.

As previously noted, previously noted, existing research has explored the relationship between perceived organizational support and performance, with job satisfaction serving as a mediator. However,

these studies have primarily focused on task rather than contextual performance. No research has specifically examined the relationship between perceived organizational support and contextual performance, with job satisfaction acting as a mediating variable. The novelty of this study lies in addressing this gap. Therefore, this research aims to investigate how perceived organizational support influences contextual performance, with job satisfaction as a mediating variable. This research is expected to contribute to improving employees' contextual performance. By implementing these enhancements, textile companies in Indonesia, especially in Yogyakarta, can prosper and compete effectively in the global market. The hypotheses in this research are: 1) perceived organizational support has an indirect effect on contextual performance with job satisfaction as a mediator, 2) perceived organizational support has a direct effect on contextual performance, 3) perceived organizational support has a direct effect on job satisfaction, 4) job satisfaction has an effect directly on contextual performance.

METHOD

This research uses a quantitative approach with multivariate methods. The population in this study were workers from the textile industry in Yogyakarta. The researchers used purposive quota sampling as the sampling technique. Purposive sampling is a technique for determining samples with certain considerations (Sugiyono, 2015). The characteristics of the sample that will be used are employees working in the textile industry in Yogyakarta with a minimum of one year of experience. They are willing to participate in the research. To estimate the unknown population, the Cochran formula was utilized to calculate the sample size (Sugiyono, 2015), resulting in 385 samples obtained and obtained.

This study employed three measuring instruments in scales to assess variable measurements. The scales utilized in this research include the Contextual Performance Scale, Job Satisfaction Scale, and Perceived Organizational Support Scale. Each scale was developed based on the underlying aspects of the respective variables. The Contextual Performance Scale was derived from the work of Aulia et al. (2022), which is based on the dimensions identified by Borman et al. (2001). This scale encompasses enthusiasm, volunteering, cooperation, adherence to rules, and support for organizational goals. It consists of 10 items, all of which are positively framed, and demonstrates a validity coefficient of $V = 0.89$ and a reliability coefficient of $rtt = 0.875$, as adopted by the researchers.

The job satisfaction scale utilized in this study is based on the framework developed by Aulia and Dania (2023), which incorporates dimensions identified by Luthans (2011). These dimensions include the job's nature, salary, promotion opportunities, supervision, and relationships with coworkers. The scale comprises 15 positively worded items, with a validity coefficient of $V = 0.79$ and a reliability coefficient of $rtt = 0.911$, as established by the researchers.

The measurement of perceived organizational support was conducted using the Perceived Organizational Support Scale developed by Aulia (2019), which is based on the dimensions identified by Rhoades and Eisenberger (2002). These dimensions include justice received, organizational rewards and

working conditions, and support from superiors. The scale comprises 12 favorable items, demonstrating a validity coefficient of $V = 0.889$ and a reliability coefficient of $rtt = 0.898$, as adopted by the researchers. The analytical technique employed in this study is path analysis, which serves as an extension of multiple linear regression analysis.

RESULTS AND DISCUSSION

This research was conducted on employees in the textile industry in Yogyakarta, consisting of 23 companies: nine located in Sleman District, five in Yogyakarta City, seven in Bantul District, and two in Kulon Progo District.

The total sample for this study was 385 employees from the textile industry in Yogyakarta. The demographic characteristics of the sample are detailed in Table 1 below.

Table 1. Demographic

Characteristics	Information	Frequency	Percentage
Gender	Man	230	59.7%
	Woman	155	40.3%
Age	20-30 years	168	43.6%
	31-50 years	145	37.6%
	41-50 years	72	18.8%
Level of education	SMP	14	3.7%
	SMA/SMK	241	62.6%
	D3	15	3.9%
	S1	115	29.8%
Years of service	1-5 years	185	48.2%
	6-10 years	91	23.6%
	11-15 years	60	15.5%
	16-20 years	49	12.7%
Company location	Yogyakarta City	71	18.4%
	Sleman Regency	132	34.2%
	Bantul Regency	146	37.9%
	Kulon Progo Regency	36	9.5%

Table 1 shows that the majority of the sample consisted of males, totaling 230 individuals (59.7%), while the female sample comprised 155 individuals (40.3%). The predominant age group within the sample was 20-30 years, accounting for 168 individuals (43.6%). Regarding educational background, the largest sample segment had completed high school or vocational school, with 241 individuals (62.6%). Following this, 115 individuals (29.8%) held a bachelor's degree, 15 individuals (3.9%) had a diploma (D3), and 14 individuals (3.7%) had completed junior high school. Regarding work experience, the largest group had a work period of 1-5 years (48.2%), followed by those with 6-10 years of experience (23.6%), 11-15 years (15.5%),

and finally, those with 16-20 years of experience (12.7%). Additionally, the table indicates that the largest proportion of company locations is in Bantul District (37.9%), followed by Sleman District (34.2%), Yogyakarta City (18.4%), and, lastly, Kulon Progo District (9.5 %).

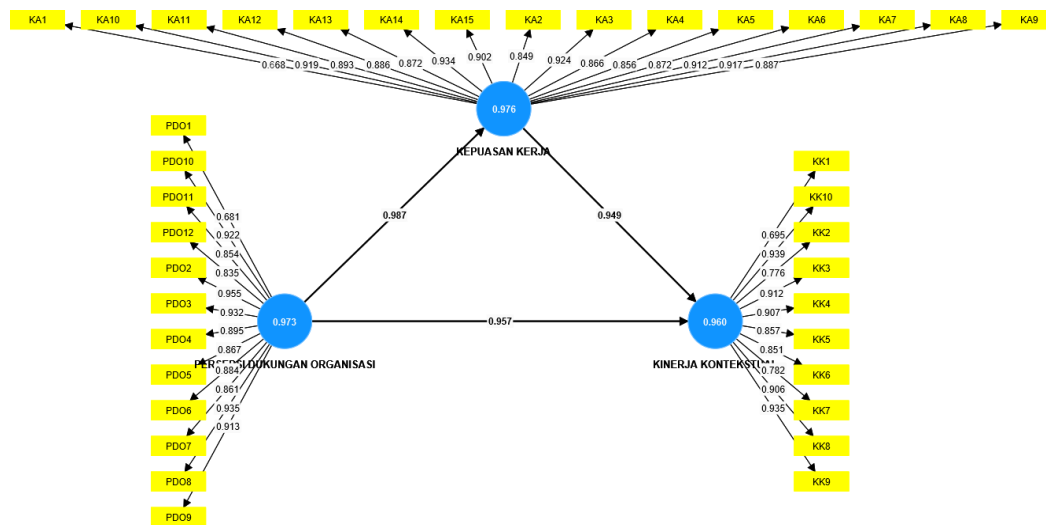


Figure 1. Research Model

Table 2. Loading Factor

	Job satisfaction	Contextual performance	Perceived organizational support
KA1	0.668		
KA2	0.849		
KA3	0.924		
KA4	0.866		
KA5	0.856		
KA6	0.872		
KA7	0.912		
KA8	0.917		
KA9	0.887		
KA10	0.919		
KA11	0.893		
KA12	0.886		
KA13	0.872		
KA14	0.934		
KA15	0.902		
KK1		0.695	
KK2		0.776	
KK3		0.912	
KK4		0.907	
KK5		0.857	
KK6		0.851	
KK7		0.782	
KK8		0.906	
KK9		0.935	
KK10		0.939	
PDO1			0.681
PDO2			0.955
PDO3			0.932
PDO4			0.895

PDO5	0.867
PDO6	0.884
PDO7	0.861
PDO8	0.935
PDO9	0.913
PDO10	0.922
PDO11	0.854
PDO12	0.835

Based on Table 2, the loading factor values for the perceived organizational support item range from 0.681 to 0.955. The loading factor values for the job satisfaction item range from 0.668 to 0.934, while the contextual performance item's values range from 0.695 to 0.939. All items exceeded the minimum threshold, as the load coefficient values exceeded 0.5. This result indicates that all items in this test are valid.

Table 3. Reliability and AVE

Variable	Cronbach's Alpha	Composite Reliability	AVE
Perceived organizational support	0.973	0.976	0.776
Job satisfaction	0.976	0.981	0.759
Contextual performance	0.960	0.966	0.739

In addition to utilizing convergent validity values (see Table 2), Table 3 presents the measurement model's assessment of discriminant validity based on the Average Variance Extracted (AVE). The table indicates that all indicators used for perceived organizational support, job satisfaction, and contextual performance are considered valid, as the AVE values exceed 0.5. Hair et al. (2021) explained that the evaluation of the reflective model includes a composite reliability greater than 0.70 and an Average Variance Extracted.

The extracted values ($AVE > 0.50$) indicate that the processing results presented in Table 3 fulfill the requirements of the measurement model. The values for the perceived organizational support variable are $\alpha = 0.973$ and $AVE = 0.776$. For the job satisfaction variable, the values are $\alpha = 0.976$ and $AVE = 0.759$. For the contextual performance variable, the values are $\alpha = 0.960$ and $AVE = 0.739$. Based on these results, it can be concluded that each measurement instrument for the respective research variables is stable, accurate, and consistent in measuring the variables under study.

Table 4. Multicollinearities

	JS (VIF)	CP (VIF)	POS
JS		1.000	
CP			1.000
POS	1.000		

JS=Job Satisfaction, CP=Contextual Performance, POS=Perceived Organizational Support

Before testing the structural model hypothesis, assessing whether multicollinearity exists among the variables is essential, specifically by examining the inner Variance Inflation Factor (VIF) statistic. An inner VIF value below 5 indicates no significant multicollinearity among the variables (Hair et al., 2021). The estimation results reveal that the inner VIF value is <5 , suggesting a low multicollinearity among the variables.

These findings confirm that the parameter estimation results in Structural Equation Modeling (SEM) using Partial Least Squares (PLS) are unbiased.

Table 5. Inner Model

	R-square	Q-square	SRMR
Job satisfaction	0.977	0.999	0.074
Contextual performance	0.918	0.993	

According to Ghozali (2015), the purpose of the R^2 value is to indicate the extent to which the independent variable can explain the dependent variable. As shown in Table 5, contextual performance can be explained by perceived organizational support at 91.8%. In comparison, contextual performance can be explained by perceived organizational support through job satisfaction at a rate of 97.7%. The Q^2 calculation was performed using the formula $Q^2 = 1 - (1 - R^2) (1 - R^2)$, resulting in a Q^2 value greater than 0.50, which indicates high predictive accuracy. The Q^2 value is used to assess the suitability of the model's predictions.

The Standardized Root Mean Square Residual (SRMR) measures model fit, indicating the model's suitability (Yamin, 2022). As shown in Table 5 above, the SRMR value is 0.074, less than 0.10. This result indicates that the model demonstrates an acceptable fit, effectively explaining the relationships between the variables and the model.

Table 6. Hypotheses

Hypothesis	Path coefficient	p-value	95% Confidence Interval Path Coefficient		
			Upper limit	Lower limit	
H1. Perceived organizational support → job satisfaction → contextual performance	0.706	0.000	0.572	0.819	Indirect
H2. Perceived organizational support → contextual performance	0.262	0.000	0.146	0.245	Direct
H3. Perceived organizational support → job satisfaction	0.287	0.000	0.225	0.351	
H4. Job satisfaction → contextual performance	0.735	0.000	0.599	1.940	

The first hypothesis (H1) is accepted, indicating that job satisfaction mediates the relationship between perceived organizational support and contextual performance, with a path coefficient of 0.706 and a p-value of 0.000 ($p < 0.01$). At a 95% confidence level, job satisfaction's influence in mediating perceived organizational support's effect on contextual performance ranges from 0.572 to 0.819. When employees acquire favorable perceived organizational support in their work, it significantly affects their job satisfaction, which in turn influences their levels of contextual performance.

The second hypothesis (H2) is accepted, indicating a highly significant influence of perceived organizational support on contextual performance, with a path coefficient of 0.262 and a p-value of 0.000 ($p < 0.01$). As employees' perceptions of the support the organization provides become more positive, their contextual performance improves; conversely, as these perceptions become more negative, their contextual

performance declines. At the 95% confidence level, the effect of perceived organizational support on contextual performance ranges from 0.146 to 0.245.

The hypothesis (H3) is accepted, indicating a highly significant influence of perceived organizational support on job satisfaction, with a path coefficient of 0.287 and a p-value of 0.000 ($p < 0.01$). As employees' perceptions of the support the organization provides become more positive, their job satisfaction increases; conversely, job satisfaction decreases as these perceptions become more negative. At the 95% confidence level, the effect of perceived organizational support on job satisfaction ranges from 0.225 to 0.351.

The fourth hypothesis (H4) is accepted, indicating a highly significant influence of job satisfaction on contextual performance, with a path coefficient of 0.735 and a p-value of 0.000 ($p < 0.01$). As employees' job satisfaction increases, their contextual performance also improves, and conversely, a decrease in job satisfaction leads to a decline in contextual performance. At the 95% confidence level, the effect of job satisfaction on contextual performance ranges from 0.599 to 0.851.

Based on the research, it has been found that job satisfaction can mediate the influence of perceived organizational support on contextual performance. This result indicates that perceived organizational support can indirectly affect contextual performance, with job satisfaction mediating between the two variables. Contextual performance refers to employee behaviors outside of their core duties that positively impact the organization, such as assisting coworkers, contributing to innovation, or engaging in volunteer activities that support the organization (Fadly et al., 2023). Meanwhile, job satisfaction reflects the level of happiness and well-being of employees in their work. In this context, perceived organizational support can influence both factors and job satisfaction can act as a mediator that elucidates the relationship between perceived organizational support and contextual performance.

Perceived organizational support refers to employees' views of the extent to which their organization provides them with various forms of support, including managerial assistance, coworker collaboration, training opportunities, and the necessary resources to perform their jobs effectively. Employees who feel supported by their organization are generally more satisfied with their work environment, exhibit higher motivation levels, and maintain more positive relationships with the organization. Job satisfaction can serve as a mediator in the relationship between perceived organizational support and contextual performance. Specifically, increased perceived organizational support enhances job satisfaction, subsequently motivating employees to engage more actively in contextual performance behaviors. Thus, job satisfaction is a psychological link between perceived organizational support and contextual performance. Employees who perceive strong support are more likely to be satisfied with their jobs, which, in turn, positively influences their levels of contextual performance.

When an organization addresses all employee needs and prioritizes employee welfare, it fosters positive perceived organizational support among employees (Salem, 2014). In this context, employees become more enthusiastic about fulfilling the tasks and responsibilities assigned by the company. Perceived organizational support leads employees to believe their superiors will reward them for their contributions.

Consequently, employees experience greater job satisfaction when their social and emotional needs are met due to perceived organizational support. Job satisfaction in the workplace is crucial and significantly influences contextual performance. Employees who find enjoyment in their work are more likely to exert greater effort to achieve superior performance. This highlight indicates that job satisfaction serves as a bridge between perceived organizational support and performance. This assertion is supported by previous research conducted by Rubaca and Khan (2021), demonstrating that job satisfaction partially mediates between perceived organizational support and contextual performance. Additionally, findings from research by Karaalioglu and Karabulut (2019) indicate that job satisfaction mediates the relationship between perceived organizational support and contextual performance.

The research results indicate a significant influence of perceived organizational support on contextual performance among Yogyakarta employees in the textile industry. This result suggests that employees who receive support from their organization develop a positive perception of it, enhancing behaviors beyond their primary tasks (contextual performance). Contextual performance refers to employees' voluntary and enthusiastic actions that contribute to their work, such as collaborating with colleagues, adhering to regulations, and supporting the organization. When employees perceive that the organization supports them, they are more likely to exhibit behaviors that benefit the organization. Therefore, perceived organizational support can enhance work performance beyond an employee's core responsibilities, which is advantageous for the organization. This finding is corroborated by research conducted by Pandey et al. (2019), which suggests that when positive perceptions are ingrained in employees' minds, they may feel a sense of indebtedness to the organization, leading them to act in ways that extend beyond their primary duties.

Perceived organizational support is a crucial indicator of an organization's commitment to its employees (Sawitri et al., 2018). When employees perceive that their organization provides adequate support, they are more likely to engage and contribute to the organization fully. This assertion aligns with previous research highlighting the positive influence of perceived organizational support on contextual performance, demonstrating that such support enhances contextual performance (Karaalioglu & Karabulut, 2019). Organizational support for employees can take various forms, including offering competitive salaries and benefits, fostering positive relationships between supervisors and subordinates, and providing sufficient resources to create conducive working conditions (Murniasih & Sudarma, 2016). The quality of the organization's work environment significantly impacts employees' off-duty performance or contextual performance. The findings of this research regarding the influence of perceived organizational support on contextual performance are corroborated by earlier studies, such as Gajendran (2015), which found a significant relationship between perceived organizational support and contextual performance. Additionally, research by Meyers et al. (2019) indicates that perceived organizational support is positively correlated with contextual performance.

Based on the results of this research, there is a significant influence between perceived organizational support and job satisfaction among employees in Yogyakarta textile industry. Perceived organizational

support refers to the extent to which employees believe that the organization cares about their personal needs and welfare, and this perception is likely to result in increased job satisfaction. This finding aligns with previous research conducted by Simatupang (2019), which indicates that employees assess the support they receive from the company based on their individual characteristics. When employees perceive strong organizational support, it can enhance their job satisfaction. Job satisfaction arises from evaluating one's work and achieving job values that fulfill individual needs. Employees will likely feel satisfied with their work when the organization offers support and recognizes their accomplishments (Colakoglu et al., 2016). Conversely, employees who perceive a lack of organizational support and a disregard for their well-being are less likely to experience job satisfaction. This finding aligns with previous research indicating that perceived organizational support positively and significantly impacts job satisfaction (Salem, 2014). Additionally, a study by Imam and Javed (2019) further elucidates that perceived organizational support influences job satisfaction.

Based on the results of this research, job satisfaction and contextual performance have a significant influence. Job satisfaction reflects an individual's feelings toward their job. This result is evident in employees' positive attitudes toward their work and the various aspects of their work environment (Murdista, 2017). Employees who experience job satisfaction tend to approach their work with seriousness, adhere to workplace regulations, and fully contribute to achieving organizational goals. Job satisfaction motivates employees to engage enthusiastically in activities beyond their primary responsibilities, such as voluntarily assisting colleagues who are absent and collaborating with others to complete tasks. This result aligns with previous research by Pandey et al. (2019), which indicates that satisfied employees are willing to fulfill their responsibilities, often exceeding established standards. The job satisfaction experienced by employees encourages them to strive for optimal performance, even undertaking tasks that may fall outside their official duties and responsibilities.

Employees who feel satisfied with their work directly impact contextual performance behaviors within the organization. Job satisfaction is crucial in the workplace, significantly influencing contextual performance. When employees' social and emotional needs are met, they are more likely to feel satisfied with their work. Satisfied employees tend to exert greater effort to achieve better results. This research aligns with previous findings by Nofrianda (2020), which indicate that employee job satisfaction directly affects contextual performance. Employees who enjoy their work and feel fulfilled are more inclined to engage in helpful behaviors that contribute positively to their tasks. Furthermore, when employees' needs are satisfied, they are more willing to undertake responsibilities beyond their primary duties voluntarily. Additional research by Aslan et al. (2017) supports the notion that job satisfaction significantly influences contextual performance.

To enhance contextual performance, organizations must create an environment that supports employees and ensures job satisfaction. This assertion can be accomplished by developing employee support programs, providing training, recognizing achievements, fostering effective communication, and

implementing policies that promote work-life balance. Consequently, a high level of perceived organizational support can lead to increased job satisfaction, motivating employees to perform better in their roles and yield significant benefits for the organization. Contextual performance is a crucial element in fostering a productive work environment, addressing employee needs and aspirations, and ensuring the company's long-term success. Employees who actively contribute to this environment tend to feel more satisfied, thrive, and engage in their work, ultimately benefiting the company.

CONCLUSION

Based on the analysis of research data and the discussion regarding perceived organizational support, job satisfaction, and contextual performance, the following conclusions can be drawn: 1) Job satisfaction mediates the influence of perceived organizational support on the contextual performance of textile industry employees in Yogyakarta. 2) Perceived organizational support significantly influences the contextual performance of textile industry employees in Yogyakarta. 3) Perceived organizational support substantially impacts the job satisfaction of textile industry employees in Yogyakarta. 4) Job satisfaction significantly affects the contextual performance of textile industry employees in Yogyakarta. 5). This research findings indicate that perceived organizational support's influence on contextual performance is more pronounced when mediated by job satisfaction than when job satisfaction is not considered.

Based on the findings of this study, future researchers are encouraged to conduct qualitative research to explore further employees' experiences in the textile industry concerning their perceived organizational support, job satisfaction, and contextual performance. In-depth interviews or focus group discussions can provide richer insights into the dynamics of these relationships. Furthermore, experimental or longitudinal studies should be conducted to gain a more precise understanding of the causal relationships. This approach will enable researchers to examine the impact of changes in perceived organizational support on contextual performance over time and the mediating role of job satisfaction in this process. Additionally, further research can investigate whether other variables act as mediators or moderators in the relationship between perceived organizational support and contextual performance. For instance, researchers may explore whether there are differences in effects across various age groups or levels of work experience.

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