

ABSTRACT

In the face of increasingly fierce global competition, the quality of human resources is a factor in determining the success and sustainability of the organization, especially in the banking sector. Employee performance is one of the main factors for the success of banking companies in supporting operational effectiveness and achieving company goals. This study aims to determine the effect of job satisfaction on employee performance with Employee engagement as an intervening variable at Bank BJB Bandung Main Branch Office.

This research uses quantitative methods with descriptive and causality research types. Sampling was carried out using probability sampling method of simple random sampling type, with a total of 62 respondents. The data analysis technique used is descriptive analysis and Partial Least Square - Structural Equation Modeling (PLS-SEM) with SmartPLS 4 analysis tool.

The results of the analysis show that job satisfaction has a positive and significant effect on employee performance. Job satisfaction has a positive and significant effect on employee engagement. Employee engagement has a positive and significant effect on employee performance. Employee engagement can mediate the relationship between satisfaction and employee performance at Bank BJB Bandung Main Branch Office. This research confirms the importance of increasing job satisfaction to encourage employee engagement and optimal performance, especially in the success of company operations in the banking sector.

Keywords: *Job satisfaction, Employee engagement, Employee performance.*