

# Strengthening Work Engagement Through Perceived Organizational Support and Job Crafting in the Hospitality Industry

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## Abstrak

**Background:** The background of this research stems from the high work demands and employee turnover rates in the hospitality industry, which necessitate strategies to increase employee engagement to maintain productivity and service quality.

**Purpose:** The main purpose of the research is to analyze the role of perceived organizational support and job crafting in enhancing employee work engagement in the hospitality sector.

**Methodology:** The methodology used is a qualitative approach that emphasizes document analysis to uncover the hidden meanings behind empirical facts.

**Finding:** Initial findings indicate that both perceived organizational support and job crafting significantly contribute to increasing employee work engagement in the hospitality industry, where support perceived from the organization encourages employees to proactively shape their own jobs to be more meaningful and engaging.

**Limitation:** This study has limitations because it focuses only on one geographical area and there is potential for self-report bias from the respondents.

**Originality:** The novelty of this research lies in the simultaneous integration and exploration of perceived organizational support and job crafting as predictors of work engagement in the specific context of the hospitality industry in Indonesia, which is often under-researched in depth.

**Keywords:** Work Engagement, Job Crafting, Perceived Organizational Support