

## **Influence of Employees' Perceived Organizational Support, Job Performance on Customer Satisfaction: An Empirical Support from Nepalese Hospitality Sector**

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This study investigated the interrelationship of Perceived Job Performance (PJP), Perceived Organizational Support (POS) and International Customer Satisfaction in Nepalese hospitality sector. The data were collected with 152 international customers and 158 hotel employees. Results indicate that PJP and POS are directly related to International Customer Satisfaction, though no direct effect of POS over Customer Satisfaction was found. POS significantly mediates partially between PJP and Customer Satisfaction. Thus, PJP can strongly relate with achieving higher level of Customer Satisfaction in hospitality sector with mediations of POS. It signifies that hospitality industry in Nepal, should pledge a proper inventiveness in the direction of creating an organizational employee supportive environment that need to increase the effect of job performance towards achieving the ultimate goal of customer satisfaction.

***Keywords:*** *Perceived Organizational Support (POS), Perceived Job Performance (PJP), Customer Satisfaction (CS), Hospitality Industry in Nepal*

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