

## ABSTRAK

Penelitian ini untuk menganalisis pengaruh. Objek penelitian ini adalah Pegawai yang bekerja pada Lembaga Kesejahteraan Sosial di Jakarta Barat. Penelitian ini dilakukan terhadap 36 responden dengan menggunakan pendekatan deskriptif kuantitatif. Penentuan ukuran sampel menggunakan teknik sampel jenuh yaitu mengambil keseluruhan populasi. Metode pengumpulan data menggunakan metode survey, dengan instrument penelitian adalah kuesioner. Pendekatan yang digunakan dalam penelitian ini adalah Structural Equation Model (SEM) dengan alat analisis Smart-PLS. Penelitian ini membuktikan bahwa Perceived Organizational Support berpengaruh positif dan signifikan terhadap Psychological Empowerment. Organizational Citizenship Behavior berpengaruh positif dan signifikan terhadap Psychological Empowerment.

Kata kunci: *Perceived Organizational Support, Organizational Citizenship Behavior, Psychological Empowerment.*



## **ABSTRACT**

*This research is to analyze the influence. The objects of this research are employees who work at Social Welfare Institutions in West Jakarta. This research was conducted on 36 respondents using a quantitative descriptive approach. Determination of the sample size using a saturated sample technique that is taking the entire population. Methods of data collection using survey methods, with the research instrument is a questionnaire. The approach used in this research is the Structural Equation Model (SEM) with the Smart-PLS analysis tool. This study proves that Perceived Organizational Support has a positive and significant effect on Psychological Empowerment. Organizational Citizenship Behavior has a positive and significant effect on Psychological Empowerment.*

*Keywords : Perceived Organizational Support, Organizational Citizenship Behavior, Psychological Empowerment.*

