

## **ABSTRACT**

In a tight competition, consumer satisfaction became the main priority in by the company. The condition must be done so the company get survive, compete and dominate the market. To anticipate many change that happened in business environment become more efficiency and affective , a company needs to reevaluate and oriented to consumers needs from that fact a company has to realize that offering a high quality service can be a key to a successful business.

Employee empowerment need to get a serious attention because empowerment reflect an employee self confidence to capability them selves. The employee that have high performance show the willingness strong to unleashed extra energy to improve their performance and the company performance too. The process empowerment could not work properly without by locus of control and trust that support each other.

To collect sample for this research, can be done with the census method and each sample consist of 145 respondents. To collect data, researcher use questioners that distribute to respondents. This research use Structural Equation Modeling (SEM) for data analysis technique.

The result from data analysis tell us that two variables from is locus of control and trust can influence to employee empowerment and employee performance. Variable that has bigger influence is trust.

**Keyword : Locus of Control, Trust, Empowerment and Employee Performance.**