

ABSTRACT

The purpose of this study was to analyze the effect of perceived organizational support, psychological empowerment, and organizational citizenship behavior (OCB) on improving employee performance. Based on employee performance appraisal data CV. Kalika Intergraha shows that there has been a decline in employee performance in the last three years in 2018, 2019, and 2020. The phenomenon of this decline in performance underlies this research. Furthermore, an empirical research model was built on the effect of perceived organizational support, psychological empowerment on employee performance at CV employees. Kalika Intergraha through the concept of organizational citizenship behavior (OCB).

The data used in this study is primary data in the form of distributing questionnaires as many as 50 employee respondents from all divisions in CV. Kalika Intergraha Semarang. The sampling technique used in this research is census. The test of this study used SEM-PLS and to test the effect of the intervening variable, the specific indirect effect test was used. The statistical method used is Partial Least Square (PLS). The data processing of this research uses the SmartPLS version 3.0 software.

The results showed that perceptions of organizational support and psychological empowerment had a negative and insignificant effect on employee performance, perceptions of organizational support and psychological empowerment had a positive and significant effect on organizational citizenship behavior, and organizational citizenship behavior (OCB) had a positive and significant effect on performance employee.

Keywords : *Perceived Organizational Support, Psychological Empowerment, Organizational Citizenship Behavior (OCB), Employee Performance*