

## ABSTRAK

Pegawai sebagai sumberdaya utama dan penggerak organisasi dituntut untuk bekerja lebih baik agar tujuan organisasi dapat tercapai. Untuk mencapai tujuan yang telah ditetapkan maka pimpinan diharapkan mampu memotivasi pegawai dalam bekerja dan memahami faktor-faktor yang ikut mempengaruhinya. Karena, keberhasilan suatu organisasi dalam mencapai tujuannya tidak terlepas dari keberhasilan pegawai (sumber daya manusia) yang dimilikinya. Oleh karena itu perlunya penelitian untuk mengetahui pengaruh *Empowerment* dan *Knowledge Management* terhadap kinerja pegawai Rumah Sakit Jiwa Prof Dr HB Saanin dengan *Organizational Citizenship Behavior* sebagai variabel intervening.

Jenis dari penelitian ini yaitu penelitian kuantitatif. Dalam penelitian ini analisis data menggunakan Analisis *Structural Equation Modeling* (SEM) Dengan uji *Partial Least Square* (PLS). Populasi dalam penelitian ini yaitu seluruh pegawai RSJ Prof Dr HB Saanin yaitu 191 pegawai. Teknik pengambilan sampel yang digunakan dalam penelitian ini yaitu *simple random sampling* dan sampel yang digunakan sebanyak 65 orang pegawai. Data dikumpulkan dengan menggunakan kuesioner.

Berdasarkan hasil penelitian menunjukkan bahwa terdapat pengaruh positif yang signifikan antara variabel *Empowerment* terhadap *Organizational Citizenship Behavior*, maka H1 pada penelitian ini diterima. Terdapat pengaruh positif dan tidak signifikan antara variabel *Knowledge Management* terhadap *Organizational Citizenship Behavior*, maka H2 pada penelitian ini ditolak. Terdapat pengaruh positif yang signifikan antara variabel *Empowerment* terhadap kinerja pegawai, maka H3 diterima. Terdapat pengaruh positif dan tidak signifikan antara variabel *Knowledge Management* terhadap kinerja pegawai, maka H4 ditolak. Terdapat pengaruh positif dan tidak signifikan antara variabel *Organizational Citizenship Behavior* terhadap kinerja pegawai, maka H5 ditolak. Terdapat pengaruh positif dan tidak signifikan antara variabel *Empowerment* terhadap kinerja pegawai dengan *Organizational Citizenship Behavior*, maka H6 ditolak. Terdapat pengaruh positif dan tidak signifikan antara variabel *Knowledge Management* terhadap kinerja pegawai dengan *Organizational Citizenship Behavior*, maka H7 ditolak.

**Kata Kunci :** *Empowerment, Knowledge Management, Kinerja Pegawai, Organizational Citizenship Behavior*



## **ABSTRACT**

*Employees as the main resource and driver of the organization are required to work better so that organizational goals can be achieved. To achieve the goals that have been set, leaders are expected to be able to motivate employees at work and understand the factors that influence them. Because, the success of an organization in achieving its goals cannot be separated from the success of its employees (human resources). Therefore, research is needed to determine the effect of Empowerment and Knowledge Management on employee performance at Prof Dr HB Saanin Mental Hospital with Organizational Citizenship Behavior as an intervening variable.*

*This type of research is quantitative research. In this study, data analysis used Structural Equation Modeling (SEM) analysis with the Partial Least Square (PLS) test. The population in this study were all employees of Prof. Dr. HB Saanin Mental Hospital, namely 191 employees. The sampling technique used in this study was simple random sampling and the sample used was 65 employees. Data was collected using a questionnaire.*

*Based on the results of the study, it shows that there is a significant positive influence between the Empowerment variable on Organizational Citizenship Behavior, then H1 in this study is accepted. There is a positive and insignificant influence between the Knowledge Management variable on Organizational Citizenship Behavior, then H2 in this study is rejected. There is a significant positive influence between the Empowerment variable on employee performance, then H3 is accepted. There is a positive and insignificant influence between the Knowledge Management variable on employee performance, then H4 is rejected. There is a positive and insignificant influence between the Organizational Citizenship Behavior variable on employee performance, then H5 is rejected. There is a positive and insignificant influence between the Empowerment variable on employee performance with Organizational Citizenship Behavior, then H6 is rejected. There is a positive and insignificant influence between the Knowledge Management variable on employee performance with Organizational Citizenship Behavior, then H7 is rejected.*

**Keywords: Empowerment, Knowledge Management, Employee Performance, Organizational Citizenship Behavior**