

ABSTRAK

Dalam menghadapi globalisasi yang semakin kompetitif, organisasi membutuhkan karyawan yang memiliki kinerja yang melebihi deskripsi pekerjaan atau kewajiban formal mereka sebagai sumber vital dari efektifitas organisasi. Dalam upaya mencapai keberhasilan perusahaan, dibutuhkan sumber daya yang berkualitas dan memiliki kinerja individual yang baik karena pada dasarnya kinerja individual mempengaruhi kinerja tim atau kelompok yang pada akhirnya mempengaruhi kinerja organisasi secara keseluruhan. Untuk itu dibutuhkan *self efficacy*, *perceived organizational support* dan *employee engagement* guna meningkatkan OCB (*organizational citizenship behavior*). Penelitian ini bertujuan untuk mengetahui apa saja pengaruh *self efficacy*, *perceived organizational support* dan *employee engagement* terhadap *Organizational Citizenship Behavior* (OCB) pada PDAM Kota Padang. Penelitian ini merupakan penelitian yang dikembangkan dengan metode deskriptif dengan melakukan wawancara dan riset yang bersumber dari literatur yang relevan dengan penelitian. Penelitian ini menunjukkan bahwa adanya pengaruh positif dari *self efficacy*, *perceived organizational support* dan *employee engagement* terhadap *Organizational Citizenship Behavior* (OCB) pada PDAM Kota Padang. Selain itu, diharapkan untuk selalu memperhatikan dan meningkatkan *self efficacy*, *perceived organizational support* dan *employee engagement* sebagai faktor pendorong karyawan dalam melakukan pekerjaan agar berdampak baik terhadap *Organizational Citizenship Behavior* (OCB).

Kata Kunci: *Organizational Citizenship Behavior, Perceived Organizational Support, Self Efficacy, Organisasi, PDAM, Karyawan, Kompetitif, Individual*

ABSTRACT

In the face of an increasingly competitive globalization, organizations need performance that exceeds their job descriptions or formal obligations as a vital source of organizational effectiveness. In an effort to achieve company success, quality resources are needed and have good individual performance because individual performance affects team or group performance that affects overall organizational performance. For this reason, self-efficacy, perceived organizational support and employee involvement are needed to increase OCB (organizational citizenship behavior). This study aims to determine what are the effects of self-efficacy, perceived organizational support and employee engagement Organizational Citizenship Behavior (OCB) at PDAM Padang City. This research is a research that was developed with a descriptive method by conducting interviews and research sourced from the literature relevant to the research. This study shows that there is a positive influence of self-efficacy, perceived organizational support and employee engagement on Organizational Citizenship Behavior (OCB) at PDAM Padang City. In addition, it is expected to always pay attention to and improve self-efficacy, perceived organizational support and employee involvement as a motivating factor for employees to do work so that they have a good impact on Organizational Citizenship Behavior (OCB).

Keywords: *Organizational Citizenship Behavior, Perceived Organizational Support, Self Efficacy, Organizational, PDAM, Employee, Competitive, Individual*