

ABSTRAK

Puskesmas Pauh Kamar yang bergerak dibidang kesehatan, selama 3 tahun terakhir ini kinerja karyawannya mengalami nilai fluktuatif, Hal ini disebabkan karena terdapat rendahnya *self efficacy*,kepuasan kerja dan *Organizational Citizenship Behavior*.Tujuan penelitian ini untuk menganalisis lebih jauh lagi pengaruh *self efficacy*,kepuasan kerja,*Organizational Citizenship Behavior* terhadap kinerja karyawan pada puskesmas pauh kamar.

Metode analisis yang digunakan adalah SEM dengan partial least square (PLS) dan dibantu dengan software smartPLs 3.3 dengan mengedarkan kusioner dengan jumlah sampel sebanyak 90 responden

Hasil penelitian menunjukkan bahwa(1)Terdapat *Self efficacy* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* (2)Terdapat kepuasan kerja bengaruh positif dan tidak signifikan terhadap *Organizational Citizenship Behavior* (3) Terdapat *Self efficacy* berpengaruh positif dan signifikan terhadap kinerja karyawan (4) Terdapat kepuasan kerja berpengaruh positif dan Signifikan terrhadap kinerja karyawan (5) Terdapat *Organizational Citizenship Behavior* berpengaruh positif dan tidak signifikan terhadap kinerja karyawan (6) Terdapat *Self efficacy* berpangaruh positif dan signifikan terhadap kinerja karyawan melalui *Organizational Citizenship Behavior* (7) Terdapat kepuasan kerja tidak Berpengaruh positif dan tidak signifikan terhadap kinerja karyawan melalui *Organizational Citizenship Behavior*.

Kata Kunci: *Self Efficacy* Dan kepuasan Kerja, *Organizational Citizenship Behavior* Dan Kinerja Karyawan

ABSTRACT

Pauh Kamar Public Health Center which operates in the health sector, for the last 3 years the performance of its employees has fluctuated. This is due to low self-efficacy, job satisfaction and Organizational Citizenship Behavior. The purpose of this study is to analyze further the influence of self-efficacy, job satisfaction, Organizational Citizenship Behavior on employee performance at the Pauh Kamar Health Center. The analytical method used is sem with partial least squares (PLS) and assisted by smartPLs 3.3 software by distributing questionnaires with a total sample of 90 respondents.

The results showed that (1) Self-efficacy had a positive and significant effect on Organizational Citizenship Behavior (2) Job satisfaction had a positive and insignificant effect on Organizational Citizenship Behavior (3) Self-efficacy had a positive and significant effect on employee performance (4) There was Job satisfaction has a positive and significant effect on employee performance (5) Organizational Citizenship Behavior has a positive and insignificant effect on employee performance (6) Self-efficacy has a positive and significant effect on employee performance through Organizational Citizenship Behavior (7) Job satisfaction has no positive effect and not significant to employee performance through Organizational Citizenship Behavior.

Keywords: Self-Efficacy and Job Satisfaction, Organizational Citizenship Behavior and Employee Performance