

ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh kompetensi pegawai dan *organizational citizenship behavior* terhadap prestasi pegawai melalui *organizational support* pada pegawai PDAM kota sawahlunto. Metode pengumpulan data melalui survei dan mengedarkan kuisisioner, dengan sampel 74 responden. Metode analisis yang digunakan adalah analisis jalur menggunakan smartpls. Membuktikan hasil penelitian yang didapatkan terdapat pengaruh yang signifikan kompetensi pegawai terhadap *organizational support*. Terdapat pengaruh yang signifikan *organizational citizenship behavior* terhadap *organizational support*. Terdapat pengaruh yang signifikan kompetensi pegawai terhadap prestasi kerja. Terdapat pengaruh yang tidak signifikan *organizational citizenship behavior* terhadap prestasi kerja. Terdapat pengaruh yang signifikan *organizational support* terhadap prestasi kerja. Terdapat pengaruh yang signifikan kompetensi pegawai terhadap prestasi kerja melalui *organizational support*. Terdapat pengaruh yang signifikan *organizational citizenship behavior* terhadap prestasi kerja melalui *organizational support*. Kontribusi konstruk kepuasan kerja sebesar 0,566 atau sebesar 56,6% menunjukkan besarnya pengaruh yang diberikan oleh konstruk kompetensi dan *organizational citizenship behavior* dalam menjelaskan atau mempengaruhi *organizational support*. Kontribusi konstruk prestasi kerja sebesar 0,866 atau sebesar 86,6%, yang menggambarkan besarnya pengaruh yang diterimanya oleh konstruk prestasi kerja dari konstruk kompetensi, *organizational citizenship behavior* dan *organizational support*.

Kata Kunci : Kompetensi Pegawai, *Organizational Citizenship Behavior*, *Organizational Support* dan Prestasi Pegawai

ABSTRACT

This study aims to examine the effect of employee competence and organizational citizenship behavior on employee performance through organizational support for PDAM Sawahlunto city employees. Methods of data collection through surveys and distributing questionnaires, with a sample of 74 respondents. The analysis method used is path analysis using smartpls. Proving that the results of the study found that there is a significant effect of employee competence on organizational support. There is a significant influence organizational citizenship behavior on organizational support. There is a significant influence of employee competence on work performance. There is an insignificant effect of organizational citizenship behavior on work performance. There is a significant effect of organizational support on work performance. There is a significant effect of employee competence on work performance through organizational support. There is a significant effect of organizational citizenship behavior on work performance through organizational support. The contribution of the construct of job satisfaction is 0.566 or 56.6% indicating the magnitude of the influence exerted by the competency construct and organizational citizenship behavior in explaining or influencing organizational support. The contribution of the work performance construct was 0.866 or 86.6%, which illustrates the magnitude of the influence received by the work performance construct from the competency construct, organizational citizenship behavior and organizational support.

Keywords: *Employee Competence, Organizational Citizenship Behavior, Organizational Support and Employee Achievement*