

## **ABSTRACT**

*This study aims to determine how much influence the Self-efficacy, Perceived Organizational Support, and Employee Engagement on Organizational Citizenship Behavior in PDAM Padang City. The research variables are Self-efficacy (X1), Perceived Organizational Support (X2) Employee Engagement (X3) and Organizational Citizenship Behavior (Y). The method of collecting data through surveys and distributing questionnaires to employees as respondents. The analytical method used is the validity and reliability test, correlation analysis, multiple regression analysis, to test the hypothesis used is the t test and F test as well as the outer model test. The results showed (a) Self-efficacy had a positive and significant effect on Organizational Citizenship Behavior of 3.117 with a significant level ( $0.003 < 0.05$ ) (b) Perceived Organizational Support had a positive and significant effect on Organizational Citizenship Behavior of 3.157 with a significant level ( $0.002 > 0.05$ ) (c) Employee Engagement has a positive and insignificant effect on Organizational Citizenship Behavior of 1.089 with a significant level ( $0.280 < 0.05$ ). The contribution of Self-efficacy, Perceived Organizational Support, and Employee Engagement variables to Organizational Citizenship Behavior is 0.550 or 55%, while the rest are influenced by other variables outside this research model. The most dominant indicator or statement item on the Self-efficacy variable with a value of 0.735 is "the difficulty of the task being able to deal with", the Perceived Organizational Support variable with a value of 0.802 is "job security", and on the Employee Engagement variable with a value of 0.849 is "mental toughness owned ", whereas the Organizational Citizenship Behavior variable with a value of 0.750 is " on time ".*

**Keywords : Self-efficacy, Perceived Organizational Support, Employee Engagement, and Organizational Citizenship Behavior**

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui seberapa besar Pengaruh *Self-efficacy*, *Perceived Organizational Support*, dan *Employee Engagement* terhadap *Organizational Citizenship behavior* pada PDAM Kota Padang. Variabel penelitian yaitu *Self-efficacy* (X1), *Perceived Organizational Support* (X2) *Employee Engagement* (X3) dan *Organizational Citizenship Behavior* (Y). Metode pengumpulan data melalui survei dan menyebarkan kuesioner kepada karyawan sebagai responden. Metode analisis yang digunakan adalah uji validitas dan reliabilitas, analisis korelasi, analisis regresi berganda, untuk uji hipotesis digunakan yaitu uji t dan uji F serta dilakukan uji outer model. Hasil penelitian menunjukkan (a) *Self-efficacy* berpengaruh positif dan signifikan terhadap OCB sebesar 3,117 dengan tingkat signifikan ( $0,003 < 0,05$ ) (b) *Perceived Organizational Support* berpengaruh positif dan signifikan terhadap OCB sebesar 3,157 dengan tingkat signifikan ( $0,002 > 0,05$ ) (c) *Employee Engagement* berpengaruh positif dan tidak signifikan terhadap OCB sebesar 1,089 dengan tingkat signifikan ( $0,280 < 0,05$ ). Sumbangan variabel *Self-efficacy*, *Perceived Organizational Support*, dan *Employee Engagement* terhadap OCB sebesar 0,550 atau 55%, sedangkan selebihnya di pengaruhi variabel lain diluar model penelitian ini. Indikator atau item pernyataan yang paling dominan pada variabel *Self-efficacy* dengan nilai sebesar 0,735 adalah “kesulitan tugas mampu dihadapi”, pada variabel *Perceived Organizational Support* dengan nilai 0,802 adalah “*job security*”, dan pada variabel *Employee Engagement* dengan nilai 0,849 adalah “ketangguhan mental yang dimiliki”, sedangkan pada variabel *Organizational Citizenship Behavior* dengan nilai sebesar 0,750 adalah “tepat waktu”.

**Kata Kunci** : *Self-efficacy*, *Perceived Organizational Support*, *Employee Engagement* dan *Organizational Citizenship Behavior*