

ABSTRAK

M. Fadhlan, 17101155310079, jurusan Manajemen tahun 2017, Meningkatkan Organizational Citizenship Behavior (OCB) Melalui Kepuasan Kerja Pegawai : Self Efficacy Dan Kompetensi Pegawai [Studi Kasus : Koperasi Keluarga Besar Semen Padang], dibawah bimbingan ibu Dr.Ir. Zefriyenni, M.M dan Ibu Chintya Ones Charli, S.E.,M.M.

Penelitian ini bertujuan untuk mengetahui seberapa besar Penggunaan Meningkatkan Organizational Citizenship Behavior (OCB) Melalui Kepuasan Kerja Pegawai : Self Efficacy Dan Kompetensi Pegawai [Studi Kasus : Koperasi Keluarga Besar Semen Padang]. Metode yang digunakan adalah *Structur Equation Modeling (SEM)* dan *Partial Least Square (PLS)* 3.0. dengan mengedarkan kuesioner sebanyak 76 responden.

Hasil analisis data menyimpulkan, Terdapat pengaruh positif dan signifikan variabel *Self Efficacy* terhadap variabel Kepuasan Kerja. Terdapat pengaruh positif dan signifikan variabel Kompetensi Pegawai terhadap kepuasan kerja. Terdapat pengaruh positif dan signifikan *self efficacy* terhadap *Organizational Citizenship Behavior*. Tidak terdapat pengaruh signifikan variabel Kompetensi Pegawai terhadap variabel *Organizational Citizenship Behavior*. Terdapat pengaruh positif dan signifikan variabel Kompetensi Pegawai terhadap *Organizational Citizenship Behavior*. Variabel Kepuasan Kerja dapat memediasi dan menjadi perantara pengaruh *Self Efficacy* terhadap *Organizational Citizenship Behavior*. Variabel Kepuasan Kerja tidak dapat memediasi dan menjadi perantara pengaruh kompetensi pegawai terhadap *Organizational Citizenship Behavior*.

Kata kunci : Self Efficacy, Kompetensi Pegawai, Organizational Citizenship Behavior, Kepuasan kerja.

ABSTRACT

M. Fadhlán, 17101155310079, majoring in Management in 2017, The Use of Improving Organizational Citizenship Behavior (OCB) Through Employee Job Satisfaction: Self Efficacy And Employee Competence [Case Study: Semen Padang Large Family Cooperative], under the guidance of Dr.Ir. Zefriyenni, M.M and Mrs. Chintya Ones Charli, S.E., M.M.

This study aims to determine how much the use of Improving Organizational Citizenship Behavior (OCB) Through Employee Job Satisfaction: Self Efficacy And Employee Competence [Case Study: Semen Padang Large Family Cooperative]. The method used is Structural Equation Modeling (SEM) and Partial Least Square (PLS) 3.0. by distributing questionnaires as many as 76 respondents.

The results of data analysis concluded, There is a positive and significant effect of the Self Efficacy variable on the Job Satisfaction variable. There is a positive and significant influence of the Employee Competence variable on job satisfaction. There is a positive and significant effect of self efficacy on Organizational Citizenship Behavior. There is no significant effect of the Employee Competence variable on the Organizational Citizenship Behavior variable. There is a positive and significant influence of the Employee Competence variable on Organizational Citizenship Behavior. Job Satisfaction variable can mediate and mediate the influence of Self Efficacy on Organizational Citizenship Behavior. Job Satisfaction variable cannot mediate and mediate the influence of employee competence on Organizational Citizenship Behavior.

Keywords: Self Efficacy, Employee Competence, Organizational Citizenship Behavior, Job satisfaction.