

## ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar Pengaruh *Self Efficacy*, *Perceived Organizational Support* Terhadap *Organizational Citizenship Behavior* Dengan *Employee Engagement* Sebagai Variabel Intervening Pada Pt. Pln Wilayah Sumatera Barat. Metode pengumpulan data melalui survei dan mengedarkan kuisioner, dengan sampel 79 responden. Metode analisis yang digunakan adalah analisis regresi linear berganda dan analisis jalur menggunakan SPSS.

Hasil penelitian yang didapatkan berdasarkan Uji Parsial (Uji t) diperoleh *Self Efficacy* berpengaruh signifikan terhadap *Employee Engagement*. *Perceived Organizational Support* berpengaruh tidak signifikan terhadap *Employee Engagement*. Kemudian *Self Efficacy*, *Perceived Organizational Support* dan *Employee Engagement* berpengaruh signifikan terhadap *Organizational Citizenship Behavior*. Pengaruh langsung *Self Efficacy* terhadap *Organizational Citizenship Behavior* lebih besar daripada pengaruh tidak langsung *Self Efficacy* terhadap *Organizational Citizenship Behavior* melalui *Employee Engagement*. Pengaruh langsung *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* lebih besar daripada pengaruh tidak langsung *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* melalui *Employee Engagement*.

Kontibusi sumbangan variabel independen *Self Efficacy* ( $X_1$ ) dan *Perceived Organizational Support* ( $X_2$ ) terhadap variabel dependen *Employee Engagement* ( $Z$ ) adalah sebesar 59,7%. Sedangkan sisanya adalah sebesar 40,3% dipengaruhi oleh variabel lain di luar penelitian ini. Kontibusi sumbangan variabel independen *Self Efficacy* ( $X_1$ ), *Perceived Organizational Support* ( $X_2$ ) dan *Employee Engagement* ( $Z$ ) terhadap variabel dependen *Organizational Citizenship Behavior* ( $Y$ ) adalah sebesar 79,5%. Sedangkan sisanya adalah sebesar 20,5% dipengaruhi oleh variabel lain di luar penelitian ini.

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

### **ABSTRACT**

*This study aims to examine how much influence Self Efficacy, Perceived Organizational Support has on Organizational Citizenship Behavior with Employee Engagement as an Intervening Variable at Pt. Pln West Sumatra Region. The method of collecting data is through surveys and distributing questionnaires, with a sample of 79 respondents. The analytical method used is multiple linear regression analysis and path analysis using SPSS.*

*The results obtained based on the Partial Test (t test) obtained that Self Efficacy has a significant effect on Employee Engagement. Perceived Organizational Support has no significant effect on Employee Engagement. Then Self Efficacy, Perceived Organizational Support and Employee Engagement have a significant effect on Organizational Citizenship Behavior. The direct effect of Self Efficacy on Organizational Citizenship Behavior is greater than the indirect effect of Self Efficacy on Organizational Citizenship Behavior through Employee Engagement. The direct effect of Perceived Organizational Support on Organizational Citizenship Behavior is greater than the indirect effect of Perceived Organizational Support on Organizational Citizenship Behavior through Employee Engagement.*

*The contribution of the independent variable Self Efficacy (X1) and Perceived Organizational Support (X2) to the dependent variable Employee Engagement (Z) is 59.7%. While the remaining 40.3% is influenced by other variables outside of this study. The contribution of the independent variables Self Efficacy (X1), Perceived Organizational Support (X2) and Employee Engagement (Z) to the dependent variable Organizational Citizenship Behavior (Y) is 79.5%. While the remaining 20.5% is influenced by other variables outside of this study.*

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