

ABSTRAK

Penelitian ini bertujuan untuk mengetahui seberapa besar Pengaruh Kompetensi Pegawai Dan *Organizational Citizenship Behavior* Terhadap Prestasi Pegawai Melalui *Organizational Support* Sebagai Variable Intervening. Metode pengumpulan data melalui menyebarkan kuesioner, dengan sampel 85 responden. Metode analisis yang digunakan adalah analisis regresi linear berganda.

Terdapat pengaruh positif dan signifikan Kompetensi Pegawai terhadap *Organizational Support* dengan tingkat signifikan lebih ($0,000 < 0,05$). Tidak terdapat pengaruh positif dan signifikan *Organizational Citizenship Behavior* terhadap *Organizational Support* dengan tingkat signifikan ($0,155 > 0,05$). Terdapat pengaruh positif dan signifikan Komitmen Organisasi Terhadap Prestasi Pegawai dengan tingkat signifikan ($0,002 < 0,05$). Tidak terdapat pengaruh positif dan signifikan *Organizational Citizenship Behavior* (OCB) terhadap Prestasi Pegawai dengan atau tingkat signifikan ($0,452 > 0,05$). Terdapat pengaruh dan signifikan *Organizational Support* terhadap Prestasi Karyawan dengan tingkat signifikan ($0,002 < 0,05$). komitmen organisasi tidak memediasi hubungan antara budaya organisasi terhadap *organizational citizenship behavior* dengan nilai pengaruh tidak langsung lebih besar dari nilai pengaruh langsung melalui variabel intervening atau $0,305 > 0,101$. *Organizational Citizenship Behavior* memediasi hubungan antara *Organizational Citizenship Behavior* terhadap Prestasi Pegawai dengan nilai pengaruh tidak langsung lebih kecil dari nilai pengaruh langsung melalui variabel intervening atau $0,070 < 0,074$.

Akhirnya penulis menyarankan kepada PDAM Kota Padang bahwasanya prestasi pegawai dapat ditingkatkan, dengan meningkatkan Kompetensi Pegawai, *Organizational Citizenship Behavior* dan *Organizational Support* pada PDAM Kota Padang.

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

ABSTRACT

This study aims to determine how much the influence of employee competence and organizational citizenship behavior on employee achievement through organizational support as an intervening variable. The data collection method was through distributing questionnaires, with a sample of 85 respondents. The analytical method used is multiple linear regression analysis.

There is a positive and significant influence of Employee Competence on Organizational Support with a significant level more ($0.000 < 0.05$). There is no positive and significant effect of Organizational Citizenship Behavior on Organizational Support at a significant level ($0.155 > 0.05$). There is a positive and significant effect of Organizational Commitment on Employee Achievement with a significant level ($0.002 < 0.05$). There is no positive and significant effect of Organizational Citizenship Behavior (OCB) on employee achievement with or a significant level ($0.452 > 0.05$). There is a significant and significant influence of Organizational Support on Employee Achievement with a significant level ($0.002 < 0.05$). Organizational commitment does not mediate the relationship between organizational culture on organizational citizenship behavior with the value of the indirect effect greater than the value of the direct effect through the intervening variable or ($0.305 > 0.101$). Organizational Citizenship Behavior mediates the relationship between Organizational Citizenship Behavior and Employee Achievement with the indirect effect value smaller than the direct effect value through intervening variables or ($0.070 < 0.074$).

Finally, the authors suggest to PDAM Kota Padang that employee performance can be improved, by increasing Employee Competence, Organizational Citizenship Behavior and Organizational Support at PDAM Padang City.

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