

ABSTRAK

Merlia Pitna Sari, Nobp 17101155310643, Jurusan Manajemen, 2021

“Pengaruh *self efficacy*, dan *servant leadership* terhadap *organizational citizenship behavior (ocb)* dengan *employee engagement* sebagai variabel intervening studi kasus kantor PT. PLN (persero) UPT padang” Pembimbing I ibuk Vivi Nila Sari, S.E.,M.M dan Pembimbing II ibuk Olandari Mulyadi, S.H.,M.M.

Penelitian ini bertujuan untuk menguji Pengaruh *self efficacy*, dan *servant leadership* terhadap *organizational citizenship behavior (ocb)* dengan *employee engagement* sebagai variabel intervening studi kasus kantor PT. PLN (persero) UPT padang. Metode pengumpulan data melalui survei dan menyebarkan Kuesioner, dengan sampel 45 responden. Teknik pengambilan sampel yaitu *sampling jenuh*.

Hasil dari penelitian ini menjelaskan bahwa *self efficacy* berpengaruh positif dan signifikan terhadap *employee engagement*, *servant leadership* berpengaruh positif dan signifikan terhadap *employee engagement*. *Self efficacy* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior (ocb)*, *servant leadership* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior (ocb)*, *employee engagement* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior (ocb)*, *self efficacy* berpengaruh positif dan tidak signifikan terhadap *organizational citizenship behavior (ocb)* melalui *employee engagement*, *servant leadership*

berpengaruh positif dan tidak signifikan terhadap *organizational citizenship behavior (ocb)* melalui *employee engagement*.

Kata Kunci: *self efficacy, servant leadership, employee engagement, organizational citizenship behavior (ocb)*.

ABSTRACT

Merlia Pitna Sari, Nbp 17101155310643, Department of management, 2021 “ The effect of self efficacy and servant leadership on organizational citizenship behavior (ocb) with employee engagement as an intervening variable case study of the office PT. PLN (persero) UPT Padang” Supervisor I ibuk Vivi Nila Sari, S.E., M.M and Supervisor II ibuk Olandari Mulyadi, S.E.,M.M.

This study aims to test The effect of self efficacy and servant leadership on organizational citizenship behavior (ocb) with employee engagement as an intervening variable case study of the office PT. PLN (persero) UPT Padang. Method of data collection trough survey and distributing questionnaires, with a sample 45 respondents. The sampling technique is saturated sampling.

The result of this study explain that self-effiacy has a positive and significant effect on employee engagement, servant leadership has a positive and significant effect on employee engagement, self efficacy has a positive and significant effect on organizational citizenship behavior (OCB), servant leadership has a positive and significant impact on organizational citizenship behavior (OCB), employee engagement has a positive and significant effect on a organizational citizenship behavior (OCB), self efficacy has a positive and insignificant effect on organizational citizenship behavior (OCB) trough employee engagement, servant leadership has a positive and insignificant effect on organizational citizenship behavior (OCB) trough employee engagement.

*Keywords: self efficacy, servant leadership, employee engagement,
organizational citizenship behavior (OCB)*