

ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar Pengaruh *Self-Efficacy* dan *Perceived Organizational Support* Pengaruhnya terhadap *Organizational Citizenship Behavior*(OCB) dengan *Employee Engagement* Sebagai Variabel Intervening pada Kantor Imigrasi Kelas 1 TPI Padang. Variabel penelitian yaitu *Self-efficacy* (X1), *Perceived Organizational Support*(X2)*Employee Engagement* (Z) dan *Organizational Citizenship Behavior* (Y). Metode pengumpulan data melalui survei dan mengedarkan kuesioner, dengan Sampel 65 responden. Metode analisis yang digunakan adalah analisis jalur (*path analysis*) dan uji validitas, reliabilitas, analisis korelasi, analisis regresi berganda, untuk uji hipotesis digunakan yaitu uji T dan uji F serta uji R^2 .

Hasil penelitian ini yaitu sebagai berikut(I) : Terdapat pengaruh positif dan signifikan antara *Self-Efficacy* terhadap *Employee Engagement*, Dengan tingkat signifikan ($0,000 < 0,05$). (II) : Terdapat pengaruh positif dan signifikan antara *Perceived Organizational Support* terhadap *Employee Engagement*, Dengan tingkat signifikan ($0,003 < 0,05$). (III) : Terdapat pengaruh positif dan signifikan antara *Self-Efficacy* terhadap *Organizational Citizenship Behavior* (OCB), Dengan tingkat signifikan ($0,026 < 0,05$). (IV) : Terdapat pengaruh positif dan signifikan antara *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* (OCB), Dengan tingkat signifikan ($0,001 < 0,05$). (V) : Terdapat pengaruh positif dan signifikan antara *Employee Engagement* terhadap *Organizational Citizenship Behavior* (OCB), Dengan tingkat signifikan ($0,035 < 0,05$). Variabel intervening dalam penelitian ini adalah *Employee Engagement*, dari hasil pengujian yang dilakukan *Self-Efficacy* memediasi *Organizational Citizenship Behavior* (OCB), Dimana hubungan tidak langsung lebih besar dari hubungan langsung ($0,461 > 0,282$), maka dapat diperoleh mediasi diterima. Sambungan *Employee Engagement* memediasi *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* (OCB). Dimana hubungan tidak langsung besar dari hubungan langsung ($0,433 > 0,355$), maka dapat diperoleh mediasi diterima.

Kata Kunci : *Self-Efficacy, Perceived Organizational Support, Organizational Citizenship Behavior*(OCB) dan *Employee Engagement*.

ABSTRACT

This study aims to test how much Influence of Self-Efficacy and Perceived Organizational Support Influence on Organizational Citizenship Behavior (OCB) with Employee Engagement As Intervening Variable at Immigration Office Class 1 TPI Padang. Research variables are Self-efficacy (X1), Perceived Organizational Support(X2)Employee Engagement (Z) and Organizational Citizenship Behavior (Y). Matode collected data through surveys and circulated questionnaires, with a sample of 65 respondents. The analysis method used is path analysis and validity test, reliability, correlation analysis, multiple regression analysis, for hypothesis test used namely T and F test and R2 test.

The results of this study are as follows(I) : There is a positive and significant influence between Self-Efficacy on Employee Engagement, with a significant level ($0.000 < 0.05$). (II) : There is a positive and significant influence between Perceived Organizational Support on Employee Engagement, with a significant level ($0.003 < 0.05$). (III) : There is a positive and significant influence between Self-Efficacy on Organizational Citizenship Behavior (OCB), with a significant level ($0.026 < 0.05$). (IV) : There is a positive and significant influence between Perceived Organizational Support on Organizational Citizenship Behavior (OCB), with a significant level ($0.001 < 0.05$). (V) : There is a positive and significant influence between Employee Engagement on Organizational Citizenship Behavior (OCB), with a significant level ($0.035 < 0.05$). Intervening variable in this study is Employee Engagement, from the results of self-efficacy testing mediating Organizational Citizenship Behavior (OCB), where indirect relationship is greater than direct relationship ($0.461 > 0.282$), it can be obtained mediation received. Employee Engagement Connection mediates Perceived Organizational Support for Organizational Citizenship Behavior (OCB). Where a major indirect relationship of a direct relationship ($0.433 > 0.355$), it can be obtained mediation is accepted.

Keywords: *Self-Efficacy, Perceived Organizational Support, Organizational Citizenship Behavior(OCB) and Employee Engagement.*