

ABSTRAK

PENGARUH SELF EFFICACY DAN PERCEIVED ORGANIZATIONAL SUPPORT TERHADAP ORGANIZATIONAL CITIZENSHIP BEHAVIOR

(Studi Pada Karyawan PT Muara Alam Sejahtera site Lahat)

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Tantangan yang dihadapi terkait sumber daya manusia pada industri pertambangan yaitu meliputi keterampilan dan pengetahuan teknis, persaingan global, tenaga kerja yang fleksibel, kesehatan dan keselamatan kerja serta pemenuhan terkait kebutuhan karyawan. Penelitian ini bertujuan untuk mengetahui pengaruh *self efficacy* dan *perceived organizational support* terhadap *organizational citizenship behavior* pada karyawan PT Muara Alam Sejahtera site Lahat. Penelitian ini menggunakan pendekatan kuantitatif dengan metode *explanatory research* dan subjek penelitian sebanyak 77 responden yang diambil dengan menggunakan teknik *sampling proportioned stratified random sampling*. Sumber data yang digunakan yaitu data primer dan data sekunder. Data skunder dikumpulkan melalui kuesioner yang disebarakan melalui *Whatsapp* dan penyebaran secara langsung kepada karyawan PT Muara Alam Sejahtera site Lahat. Analisis data pada penelitian ini meliputi analisis deskriptif, uji asumsi klasik dan analisis regresi linear berganda dengan menggunakan SPSS versi 27. Hasil penelitian ini menunjukkan bahwa *self efficacy* secara parsial berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* dengan indikator tertinggi yaitu *strength*. Kemudian *perceived organizational support* secara parsial berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* dengan indikator tertinggi yaitu *fairness*. Secara simultan variabel *self efficacy* dan *perceived organizational support* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Implikasi pada penelitian ini diharapkan agar karyawan dapat meningkatkan *self efficacy* dan perusahaan dapat meningkatkan *perceived organizational support* untuk meningkatkan *organizational citizenship behavior*.

Kata Kunci: *Self efficacy, perceived organizational support, organizational citizenship behavior.*

ABSTRACT

THE INFLUENCE OF SELF EFFICACY AND PERCEIVED ORGANIZATIONAL SUPPORT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR (STUDY ON EMPLOYEES OF PT MUARA ALAM SEJAHTERA SITE LAHAT)

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The challenges faced regarding human resources in the mining industry include technical skills and knowledge, global competition, a flexible workforce, occupational health and safety as well as meeting employee needs. This research aims to determine the influence of self-efficacy and perceived organizational support on organizational citizenship behavior in employees of PT Muara Alam Sejahtera site Lahat. This research used a quantitative approach with explanatory research methods and the research subjects were 77 respondents who were taken using proportioned stratified random sampling techniques. Data sources used are primary data and secondary data. Secondary data was collected through questionnaires distributed via WhatsApp and distributed directly to employees of PT Muara Alam Sejahtera Lahat site. Data analysis in this research includes descriptive analysis, classical assumption testing and multiple linear regression analysis using SPSS version 27. The results of this research show that self-efficacy partially has a positive and significant effect on organizational citizenship behavior with the highest indicator, namely strength. Then perceived organizational support partially has a positive and significant effect on organizational citizenship behavior with the highest indicator, namely fairness. Simultaneously the variables self efficacy and perceived organizational support have a positive and significant effect on organizational citizenship behavior. The implications of this research are that it is hoped that employees can increase self-efficacy and companies can increase perceived organizational support to improve organizational citizenship behavior.

Keywords: Self efficacy, Perceived organizational support, Organizational citizenship behavior