

**PENGARUH SELF-EFFICACY, PERCEIVED  
ORGANIZATIONAL SUPPORT DAN EMPLOYEE  
ENGAGEMENT TERHADAP ORGANIZATIONAL  
CITIZENSHIP BEHAVIOR PADA KARYAWAN PT. INCASI  
RAYA NAGARI SINAMAR KECAMATAN ASAM JUJUHAN  
KABUPATEN DHARMASRAYA**

**SKRIPSI**



**OLEH :**

**Shasi Yusmia**

**1810011211025**

*Diajukan Untuk Memenuhi Salah Satu Syarat Guna Memperoleh  
Gelara Sarjana Manajemen*

**FAKULTAS EKONOMI DAN BISNIS**

**UNIVERSITAS BUNG HATTA**

**PADANG**

**2022**

## TANDA PERSETUJUAN SKRIPSI

Dengan ini Pembimbing Skripsi dan Dekan Fakultas Ekonomi dan Bisnis Universitas Bung Hatta menyatakan :

Nama : Shasi Yusmia

Npm : 1810011211025

Program Studi : Strata Satu (S1)

Jurusan : Manajemen

Judul Skripsi : Pengaruh *Self Efficacy, Perceived Organizational Support, dan Employee Engagement* terhadap *Organizational Citizenship Behavior* pada karyawan PT. Incasi Raya Nagari Sinamar Kecamatan Asam Jujuhan Kabupaten Dharmasraya

Telah disetujui Skripsinya sesuai dengan prosedur, ketentuan dan kelaziman yang berlaku yang telah diuji dan dinyatakan LULUS dalam ujian komprehensif pada hari Kamis, 21 Juli 2022.

Disetujui oleh

Pembimbing

Dekan Fakultas Ekonomi dan Bisnis

Universitas Bung Hatta

Elfitra Azliyanti SE. MSc



Dr. Etni Febrina Harahap, SE.,M.Si

**PENGARUH SELF EFFICACY, PERCEIVED ORGANIZATIONAL  
SUPPORT DAN EMPLOYEE ENGAGEMENT TERHADAP  
ORGANIZATIONAL CITIZENDHIP BEHAVIOR TERHADAP  
KARYAWAN PT INCASI RAYA NAGARI SINAMAR KECAMATAN  
ASAM JUJUHAN KABUPATEN DHARMASRAYA**

**<sup>1)</sup>Shasi Yusmia, <sup>2)</sup>Elfitra Azliyanti  
Mahasiswa dan Dosen Program Studi S1 Manajemen  
Fakultas Ekonomi dan Bisnis, Universitas Bung Hatta  
Email : <sup>1)</sup> [shasiyusmia30@gmail.com](mailto:shasiyusmia30@gmail.com), <sup>2)</sup> [elfitraazliyanti@bunghatta.ac.id](mailto:elfitraazliyanti@bunghatta.ac.id)**

**ABSTRAK**

Penelitian ini bertujuan untuk menguji pengaruh *self efficacy*, *perceived organizational support* dan *employee engagement* terhadap *organizational citizenship behavior* pada karyawan PT Incasi Raya Nagari Sinamar Kecamatan Asam Jujuhan Kabupaten Dharmasraya. Penelitian ini menggunakan metode pengumpulan data dengan menyebarkan kuesioner. Teknik penarikan sampel yang digunakan adalah *proportionate stratified random sampling* dengan jumlah sampel sebanyak tujuh puluh responden. Pengujian hipotesis menggunakan Structural Equation Modelling (SEM) Partial Least Square (PLS). Hasil penelitian ini menunjukkan *self efficacy* berpengaruh positif terhadap *organizational citizenship behavior*, *perceived organizational support* berpengaruh positif terhadap *organizational citizenship behavior*, *employee engagement* berpengaruh positif terhadap *organizational citizenship behavior*.

**Kata kunci** : *self efficacy*, *perceived organizational support*, *employee engagement*, *organizational citizenship behavior*

**THE EFFECT OF SELF EFFICACY, PERCEIVED ORGANIZATIONAL SUPPORT AND EMPLOYEE ENGAGEMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON EMPLOYEES OF PT INCASI RAYA NAGARI SINAMAR, ASAM JUJUHAN DISTRICT, DHARMASRAYA REGENCY**

**<sup>1)</sup>Shasi Yusmia, <sup>2)</sup>Elfitra Azliyanti  
Mahasiswa dan Dosen Program Studi S1 Manajemen  
Fakultas Ekonomi dan Bisnis, Universitas Bung Hatta  
Email : <sup>1)</sup> [shasiyusmia30@gmail.com](mailto:shasiyusmia30@gmail.com), <sup>2)</sup> [elfitraazliyanti@bunghatta.ac.id](mailto:elfitraazliyanti@bunghatta.ac.id)**

**ABSTRACT**

This study aims to examine the effect of self-efficacy, perceived organizational support and employee engagement on organizational citizenship behavior in employees of PT Incasi Raya Nagari Sinamar, Asam Jujuhan District, Dharmasraya Regency. This study uses data collection methods by distributing questionnaires. The sampling technique used is proportional stratified random sampling with a total sample of seventy respondents. Hypothesis testing using Structural Equation Modeling (SEM) Partial Least Square (PLS). The results of this study show that self-efficacy has a positive effect on organizational citizenship behavior, perceptions of organizational support have a positive effect on organizational citizenship behavior, employee engagement has a positive effect on organizational citizenship behavior.

**Keywords:** *self-efficacy, perceived organizational support, employee engagement, organizational citizenship behavior*

## DAFTAR ISI

TANDA PERSETUJUAN SKRIPSI .....	ii
PERNYATAAN.....	ii
ABSTRAK .....	iii
ABSTRACT.....	iv
KATA PENGANTAR .....	v
DAFTAR ISI.....	viii
DAFTAR TABEL.....	xi
DAFTAR GAMBAR .....	xiii
DAFTAR LAMPIRAN.....	xiv
BAB I PENDAHULUAN .....	1
1.1    Latar Belakang Masalah .....	1
1.2    Rumusan Masalah.....	8
1.3    Tujuan Penelitian .....	8
1.4    Manfaat Penelitian .....	9
BAB II LANDASAN TEORI DAN PENGEMBANGAN HIPOTESIS .....	10
2.1    Organizational Citizenship Behavior.....	10
2.1.1    Pengertian Organizational Citizenship Behavior.....	10
2.1.2    Faktor yang mempengaruhi organizational citizenship behavior	11
2.1.3    Manfaat Organizational Citizenship Behavior .....	12
2.2    Self Efficacy .....	15
2.2.1    Pengertian Self Efficacy .....	15
2.2.2    Sumber Self Efficacy .....	16
2.3    Perceived Organizational Support .....	16
2.3.1    Pengertian Perceived Organizational Support .....	16
2.3.2    Dampak dari Perceived Organizational Support .....	18
2.4    Employee Engagement .....	18
2.4.1    Pengertian Employee Engagement .....	18
2.4.2    Tingkatan Employee Engagement.....	19

2.5	Pengembangan Hipotesis.....	20
2.5.1	Pengaruh Self Efficacy Terhadap Organizational Citizenship Behavior.....	20
2.5.2	Pengaruh Perceived Organizational Support terhadap Organizational Citizenship Behavior.....	21
2.5.3	Pengaruh Employee Engagement terhadap Organizational Citizenship Behavior .....	22
2.6	Kerangka Konseptual.....	24
BAB III METODE PENELITIAN .....		25
3.1	Objek Penelitian.....	25
3.2	Populasi dan Sampel.....	25
3.2.1	Populasi .....	25
3.2.2	Sample .....	25
3.3	Metode Pengambilan Data.....	26
3.4	Jenis dan Sumber Data.....	27
3.5	Defenisi Operasional Variabel.....	27
3.5.1	Variable Dependen .....	27
3.5.2	Variable Indepeden.....	28
3.6.	Teknik Analisis Data .....	30
3.6.1.	Analisis Deskriptif.....	30
3.6.2	Meansurement Model Assesment (MMA).....	32
3.6.3	R Square .....	33
BAB IV HASIL PENELITIAN DAN PEMBAHASAN .....		35
4.1	Hasil Penelitian .....	35
4.1.1	Tingkat Respon Penelitian.....	35
4.1.2	Profil Responden .....	36
4.2.	<i>Measurement Model Assesment (MMA)</i> .....	37
4.3.1	<i>Convergent Validity</i> .....	37
4.3.2	<i>Discriminat Validity</i> .....	54
4.3	Analisis Deskriptif Variabel .....	57
4.2.1	Organizational Citizenship Behavior.....	57
4.2.2	Self Efficacy .....	58
4.2.3.	Perceived Organizational Support.....	59
4.2.4.	<i>Employee Engagement</i> .....	60

4.3.	Heterotrait-Monotrait (HTMT) Ratio .....	61
4.4.	R Square .....	62
4.5.	Pembahasan .....	65
4.6.1.	Pengaruh Self Efficacy terhadap Organizational Citizenship Behavior.....	65
4.6.2.	Pengaruh Perceived Organizational Support terhadap Organizational Citizenship Behavior.....	66
4.6.3.	Pengaruh Employee Engagement terhadap Organizational Citizenship Behavior .....	67
BAB V PENUTUP .....		68
5.1	Kesimpulan .....	68
5.2	Implikasi Penelitian.....	68
5.3	Keterbatasan dan Saran penelitian .....	69
DAFTAR PUSTAKA .....		71