

## ABSTRAK

### ***PERCEIVED ORGANIZATIONAL SUPPORT AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR: APAKAH SELF EFFICACY DAN EMPLOYEE ENGAGEMENT SEBAGAI VARIABEL MEDIASI ?***

**(Studi Kasus Pada Pegawai Bank Sumut Kantor Pusat Medan)**

Tujuan penelitian ini untuk mengetahui pengaruh Perceived Organizational Support terhadap Organizational Citizenship Behavior: Apakah Self Efficacy dan Employee Engagement sebagai variabel mediasi? Pada penelitian ini metode yang digunakan adalah metode penelitian kuantitatif. Tempat penelitian merupakan objek dari suatu penelitian. Penelitian ini dilaksanakan pada PT. Bank SUMUT Kantor Pusat Medan. Populasi dalam penelitian ini sebanyak 440 karyawan metode pengambilan sampel dalam penelitian ini adalah nonprobability sampling jenis *Purposive sampling*. Dan sampel yang diambil adalah seluruh karyawan yang bekerja pada PT. Bank SUMUT Kantor Pusat Medan. Teknik analisis yang digunakan dalam penelitian ini adalah analisis SEM-PLS, adapun yang menjadi hasil penelitian adalah Terdapat pengaruh antara Perceived Organizational Support terhadap Organizational Citizenship Behavior pada pegawai PT. Bank SUMUT Kantor Pusat Medan. Terdapat Pengaruh antara Perceived Organizational Support terhadap Self Efficacy sedangkan Perceived Organizational Support terhadap Employee Engagement tidak berpengaruh. Dalam penelitian ini yang memediasi hubungan Perceived Organizational Support terhadap Organizational Citizenship Behavior adalah Self Efficacy.

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

## **ABSTRACT**

### ***PERCEIVED ORGANIZATIONAL SUPPORT AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR: DOES SELF EFFICACY AND EMPLOYEE ENGAGEMENT AS VARIABEL MEDIATION ?***

**(Studi Kasus Pada Pegawai Bank Sumut Kantor Pusat Medan)**

*The purpose of this research is to determine the influence of Perceived Organizational Support on Organizational Citizenship Behavior: Are Self Efficacy and Employee Engagement mediating variables? In this research, the method used is a quantitative research method. The research place is the object of research. This research was carried out at PT. Bank SUMUT Medan Head Office. The population in this study was 440 employees. The sampling method in this study was nonprobability sampling, purposive sampling type. And the samples taken were all employees who worked at PT. Bank SUMUT Medan Head Office. The analysis technique used in this research is SEM-PLS analysis. The research result is that there is an influence between Perceived Organizational Support on Organizational Citizenship Behavior in PT employees. Bank SUMUT Medan Head Office. There is an influence between Perceived Organizational Support on Self Efficacy while Perceived Organizational Support has no effect on Employee Engagement. In this research, what mediates the relationship between Perceived Organizational Support and Organizational Citizenship Behavior is Self Efficacy.*

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