

ABSTRAK

Penelitian ini berawal dari ditemukannya permasalahan pada kinerja karyawan di PT Taspen KCU Bandung. Penelitian ini bertujuan untuk mengetahui pengaruh *self efficacy* dan *organizational citizenship behavior* terhadap *knowledge sharing* serta dampaknya pada kinerja karyawan baik secara langsung maupun tidak langsung. Metode penelitian yang digunakan adalah metode deskriptif dan verifikatif dengan jumlah sampel sebanyak 44 responden. Teknik pengumpulan data yang digunakan adalah wawancara, kuisioner dan observasi. Metode analisis data yang digunakan adalah analisis jalur, korelasi berganda dan koefisien determinasi dengan bantuan *software* SPSS 26. Pengujian hipotesis dilakukan dengan uji parsial (Uji t) , uji simultan (Uji F) dan uji sobel.

Hasil penelitian menunjukkan bahwa *self efficacy*, *organizational citizenship behavior*, *knowledge sharing* dan kinerja karyawan berada pada kategori kurang baik. Pada struktur I terdapat pengaruh positif dan signifikan antara *self efficacy* dan *organizational citizenship behavior* terhadap *knowledge sharing*. Besarnya pengaruh *self efficacy* dan *organizational citizenship behavior* terhadap *knowledge sharing* secara simultan sebesar 62,9%. *Self efficacy* memiliki pengaruh lebih besar daripada *organizational citizenship behavior*. Pada Struktur II besarnya pengaruh *self efficacy*, *organizational citizenship behavior* dan *knowledge sharing* terhadap kinerja karyawan secara simultan sebesar 76% serta pengaruh lebih besar diberikan oleh variabel *knowledge sharing*. Kemudian hasil pengaruh secara langsung *self efficacy* terhadap kinerja karyawan sebesar 0,290 dan pengaruh secara langsung *organizational citizenship behavior* terhadap kinerja karyawan sebesar 0,265. Hasil pengaruh tidak langsung *self efficacy* terhadap kinerja karyawan melalui *knowledge sharing* sebesar 0,215 dan pengaruh tidak langsung *organizational citizenship behavior* terhadap kinerja karyawan melalui *knowledge sharing* sebesar 0,170.

Kata Kunci : *Self Efficacy, Organizational Citizenship Behavior, Knowledge Sharing*, dan Kinerja Karyawan

ABSTRACT

This research begins with the discovery of problems in employee performance at PT Taspen KCU Bandung. This study aims to determine the effect of self-efficacy and organizational citizenship behavior on knowledge sharing and its impact on the performance of employees either directly or indirectly. The research method used is descriptive and verification method with a total sample of 44 respondents. Data collection techniques used are interviews, questionnaires and observation. The data analysis method used is path analysis, multiple correlation and coefficient of determination with the help of SPSS 26 software. Hypothesis testing is done by partial test (t test), simultaneous test (F test) and Sobel test.

The results of the study show that self efficacy, organizational citizenship behavior, knowledge sharing and employee performance are in the unfavorable category. in structure I there is a positive and significant effect between self efficacy and organizational citizenship behavior on knowledge sharing. The magnitude of the effect of self efficacy and organizational citizenship behavior on knowledge sharing simultaneously of 62.9%. Self efficacy has a greater influence than organizational citizenship behavior. In structure II, the magnitude of the effect of self-efficacy, organizational citizenship behavior and knowledge sharing on employee performance simultaneously of 76% and the greater influence is given by the knowledge sharing variable. Then the direct effect of self-efficacy on employee performance of 0.290 and the direct effect of organizational citizenship behavior on employee performance of 0.265. The result of the indirect effect of self-efficacy on employee performance through knowledge sharing of 0.215 and the indirect effect of organizational citizenship behavior on employee performance through knowledge sharing of 0.170.

Keywords: Self Efficacy, Organizational Citizenship Behavior, Knowledge Sharing, and Employee Performance