

ABSTRACT

The purpose of this study was to determine the effect of self-efficacy and knowledge sharing on organizational citizenship behavior (OCB) in mediating job satisfaction at PT. Meyz Business Strategy. This study uses a quantitative descriptive approach. This research was conducted at the office of PT. Meyz Business Strategy with a population of 50 permanent employees. This study uses the Smart-PLS 3.3.9 analysis method. The data collection technique was done by using a questionnaire. The results showed that self-efficacy did not affect organizational behavior, knowledge sharing had a positive and significant effect on organizational behavior, self-efficacy had a positive and significant effect on job satisfaction, knowledge sharing affected job satisfaction, job satisfaction had an effect on organizational behavior, and job satisfaction was able partially mediate the effect of knowledge sharing on organizational behavior, and job satisfaction is able to mediate the effect of self-efficacy on organizational behavior at PT. Meyz Business Strategy.

Keywords : Self-Efficacy, Knowledge Sharing, Job Satisfaction, and Organizational Citizenship Behavior (OCB).



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ABSTRAK

Tujuan penelitian ini adalah untuk mengetahui pengaruh efikasi diri dan berbagi pengetahuan terhadap perilaku organisasi di mediasi kepuasan kerja pada PT. Meyz Business Strategy. Penelitian ini menggunakan pendekatan deskriptif kuantitatif. Penelitian ini dilakukan di Kantor PT. Meyz Business Strategy dengan populasi seluruh karyawan tetap yang berjumlah 50 orang. Penelitian ini menggunakan metode analisis Smart-PLS 3.3.9. Teknik pengumpulan data dilakukan dengan kuesioner. Hasil penelitian menunjukkan bahwa efikasi diri tidak berpengaruh terhadap perilaku organisasi, berbagi pengetahuan berpengaruh positif dan signifikan terhadap perilaku organisasi, efikasi diri berpengaruh positif dan signifikan terhadap kepuasan kerja, berbagi pengetahuan berpengaruh terhadap kepuasan kerja, kepuasan kerja berpengaruh terhadap perilaku organisasi, dan kepuasan kerja mampu memediasi secara parsial pengaruh berbagi pengetahuan terhadap perilaku organisasi, serta kepuasan kerja mampu memediasi pengaruh efikasi diri terhadap perilaku organisasi pada PT. Meyz Business Strategy.

Kata kunci : Efikasi diri, Berbagi pengetahuan, Kepuasan kerja dan Perilaku organisasi.

