

ABSTRACT

THE INFLUENCE OF KNOWLEDGE SHARING AND PERCEIVED ORGANIZATIONAL SUPPORT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR WITH EMPLOYEE ENGAGEMENT AS AN INTERVENING VARIABLE

(A Study on Civil Servants at Kantor Pelayanan Pajak Pratama Tasikmalaya)

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This research aimed to determine and analyze the level of knowledge sharing, perceived organizational support, employee engagement, and organizational citizenship behavior in civil servants at KPP Pratama Tasikmalaya and the effect of knowledge sharing and perceived organizational support on organizational citizenship behavior with employee engagement as an intervening variable. The research method used was a survey method by distributing questionnaires to Civil Servants at the KPP Pratama Tasikmalaya. The type of data used was primary data and the population in this study was 99 employees. The sample in this study was 99 respondents. While the sampling technique used a type of saturated sampling (census). The data collection techniques used were interviews, questionnaires, and documentation studies. The analytical tool in this study used partial least square (PLS) analysis and was processed using SmartPLS Version 4 software. The results showed that knowledge sharing, perceived organizational support, employee engagement, and organizational citizenship behavior were very highly classified. Employee engagement positively and significantly mediates the effect of knowledge sharing and perceived organizational support on organizational citizenship behavior.

Keywords: *Knowledge Sharing, Perceived Organizational Support, Employee Engagement, Organizational Citizenship Behavior*

ABSTRAK

PENGARUH BERBAGI PENGETAHUAN DAN PERSEPSI DUKUNGAN ORGANISASI TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DENGAN KETERIKATAN KARYAWAN SEBAGAI VARIABEL INTERVENING
(Studi Pada PNS di Kantor Pelayanan Pajak Pratama Tasikmalaya)

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Tujuan penelitian ini untuk mengetahui dan menganalisis tingkatan berbagi pengetahuan, persepsi dukungan organisasi, keterikatan karyawan, dan *organizational citizenship behavior* pada PNS di KPP Pratama Tasikmalaya serta pengaruh berbagi pengetahuan dan persepsi dukungan organisasi terhadap *organizational citizenship behavior* dengan keterikatan karyawan sebagai variabel intervening. Metode penelitian yang digunakan adalah metode survei dengan menyebarkan kuesioner kepada Pegawai Negeri Sipil (PNS) di KPP Pratama Tasikmalaya. Jenis data yang digunakan merupakan data primer dan populasi dalam penelitian ini sebanyak 99 pegawai. Sampel dalam penelitian ini sebanyak 99 responden. Sedangkan teknik pengambilan sampel menggunakan jenis sampling jenuh (sensus). Teknik pengumpulan data yang digunakan adalah melalui wawancara, kuesioner, dan studi dokumentasi. Alat analisis dalam penelitian ini menggunakan analisis *partial least square* (PLS) serta diolah menggunakan *software SmartPLS Version 4*. Hasil penelitian menunjukkan bahwa berbagi pengetahuan, persepsi dukungan organisasi, keterikatan karyawan, dan *organizational citizenship behavior* dalam klasifikasi sangat tinggi. Keterikatan karyawan memediasi pengaruh secara positif dan signifikan dari berbagi pengetahuan dan persepsi dukungan organisasi terhadap *organizational citizenship behavior*.

Kata Kunci: Berbagi Pengetahuan, Persepsi Dukungan Organisasi, Keterikatan Karyawan, *Organizational Citizenship Behavior*