

**THE INFLUENCE OF COMPETENCE, JOB SATISFACTION AND
EMPLOYEE ENGAGEMENT ON ORGANIZATIONAL CITIZENSHIP
BEHAVIOR (OCB) AT THE MAIN SECRETARIAT OF THE NATIONAL
FOOD AGENCY OF THE REPUBLIC OF INDONESIA**

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ABSTRACT

The type of research conducted by researchers is quantitative research which aims to determine the effect of competence on organizational citizenship behavior, the effect of job satisfaction on organizational citizenship behavior, the effect of employee engagement on organizational citizenship behavior. As well as the effect of competence, job satisfaction and employee engagement partially on organizational citizenship behavior. This research is a quantitative data with primary data sources. The population of this research is the Main Secretariat of the National Food Agency of the Republic of Indonesia. The sample used amounted to 60 respondents. The sampling technique uses non-probability sampling with purposive sampling method. Data collection was carried out by this study with an online questionnaire using the Google Form facility. This study uses the SEM method with the software used is SmartPls 3.0. This study obtained the results: competency variables had a positive and significant effect on organizational citizenship behavior with an original sample value of 0.492. Job satisfaction has a positive and significant effect on organizational citizenship behavior with an original sample value of 0.223. Employee engagement has a positive and significant effect on organizational citizenship behavior with an original sample value of 0.282. Competence, job satisfaction and employee engagement partially to organizational citizenship behavior.

Keywords: *Competence, Job Satisfaction, Employee Engagement, Organizational Citizen Behavior*

**PENGARUH KOMPETENSI, KEPUASAN KERJA DAN *EMPLOYEE
ENGAGEMENT* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR*
(OCB) PADA SEKRETARIAT UTAMA BADAN PANGAN NASIONAL
REPUBLIK INDONESIA**

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Abstrak

Jenis penelitian yang dilakukan oleh peneliti adalah penelitian kuantitatif yang bertujuan untuk mengetahui pengaruh kompetensi terhadap *organizational citizenship behavior*, pengaruh kepuasan kerja terhadap *organizational citizenship behavior*, pengaruh *employee engagement* terhadap *organizational citizenship behavior*. Serta pengaruh kompetensi, kepuasan kerja dan *employee engagement* secara parsial terhadap *organizational citizenship behavior*. Penelitian ini adalah data kuantitatif dengan sumber data primer. Populasi penelitian ini adalah Sekretariat Utama Badan Pangan Nasional Republik Indonesia. Sampel yang digunakan berjumlah 60 responden. Teknik pengambilan sampel menggunakan *non probability sampling* dengan metode *purposive sampling*. Pengumpulan data yang dilakukan oleh penelitian ini dengan kuesioner secara online menggunakan fasilitas *google form*. Penelitian ini menggunakan metode SEM dengan software yang digunakan adalah SmartPLS 3.0. Penelitian ini memperoleh hasil yaitu: variabel kompetensi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* yang bernilai *original sample* sebesar 0,492. Kepuasan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* yang bernilai *original sample* sebesar 0,223. *Employee engagement* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* yang bernilai *original sample* sebesar 0,282. Kompetensi, kepuasan kerja dan *employee engagement* secara parsial terhadap *organizational citizenship behavior*.

Kata Kunci : Kompetensi, Kepuasan Kerja, *Employee Engagement*, *Organizational Citizen Behavior*