

ABSTRAK

Sumber daya manusia yang menjalankan *person* sebagai pegawai atau karyawan dalam suatu organisasi perusahaan/lembaga selalu dianggap sebagai aset vital bagi organisasi. Kinerja atau prestasi kerja (*performance*) dapat diartikan sebagai pencapaian hasil kerja sesuai dengan aturan dan standar yang berlaku pada masing-masing organisasi. Kinerja dapat dikatakan pula sebagai hasil atau output dari suatu proses. *Work engagement, knowledge sharing, organizational citizenship behavior* adalah beberapa faktor yang mendukung sebuah kinerja. Tujuan dari penelitian ini adalah untuk mengetahui secara langsung maupun tidak langsung pengaruh *Work engagement, knowledge sharing, organizational citizenship behavior* terhadap Kinerja pegawai RSD.dr. Soebandi Jember. Jumlah sampel pada penelitian ini adalah 171 responden yaitu perawat rawat inap yang masa kerja setidaknya 3 tahun. Teknik analisis yang digunakan adalah *Structural Equation Model* (SEM) dengan menggunakan aplikasi WarpPLS 7.0. Hasil analisis data menunjukkan (1) variabel *work engagement* dan *knowledge sharing* secara langsung berpengaruh positif signifikan terhadap *organizational citizenship behavior*. (2) variabel *work engagement, knowledge sharing, organizational citizenship behavior* secara langsung berpengaruh positif signifikan terhadap kinerja pegawai. (3) variabel *work engagement* dan *knowledge sharing* secara tidak langsung berpengaruh positif signifikan terhadap kinerja pegawai melalui *organizational citizenship behavior*.

Kata kunci : *work engagement, knowledge sharing, organizational citizenship behavior*, kinerja pegawai

ABSTRACT

Human resources who serve as officers or employees in a company/institution organization are always considered a vital asset for the organization. Performance or work achievement (performance) can be interpreted as achieving work results in accordance with the rules and standards that apply to each organization. Performance can also be said to be the result or output of a process. Work engagement, knowledge sharing, organizational citizenship behavior are several factors that support performance. The aim of this research is to determine directly or indirectly the influence of work engagement, knowledge sharing, organizational citizenship behavior on the performance of RSD employees.dr. Soebandi Jember. The number of samples in this study was 171 respondents, namely inpatient nurses who had worked for at least 3 years. The analysis technique used is Structural Equation Model (SEM) using the WarpPLS 7.0 application. The results of data analysis show (1) the work engagement and knowledge sharing variables directly have a significant positive effect on organizational citizenship behavior. (2) the variables work engagement, knowledge sharing, organizational citizenship behavior directly have a significant positive effect on employee performance. (3) the work engagement and knowledge sharing variables indirectly have a significant positive effect on employee performance through organizational citizenship behavior.

Keywords : *work engagement, knowledge sharing, organizational citizenship behavior, employee performance*