

ABSTRAK

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Penelitian ini bertujuan untuk mengetahui apakah *Knowledge Sharing* dan Dukungan Organisasi berpengaruh terhadap Kinerja melalui Perilaku Inovatif sebagai variabel intervening pada pegawai Bank Permata KC Zainul Arifin Medan. Penelitian dilakukan terhadap pegawai tetap pada Bank Permata KC Zainul Arifin Medan. Populasi dalam penelitian ini sebanyak 202 orang. Penentuan jumlah sampel dalam penelitian ini menggunakan rumus Slovin dengan taraf kesalahan 5% sehingga diperoleh jumlah sampel sebanyak 135 orang pegawai Bank Permata KC Zainul Arifin Medan. Teknik pengumpulan data yang digunakan adalah data primer berupa kuesioner dan data sekunder yang diperoleh melalui studi dokumentasi. Teknik analisis data menggunakan data kuantitatif yang diolah dengan program SPSS versi 25, yaitu uji t, uji sobel dan analisis jalur. Hasil yang didapat dalam penelitian ini menunjukkan 1) terdapat pengaruh positif dan signifikan antara *Knowledge Sharing* terhadap Perilaku Inovatif, 2) terdapat pengaruh positif dan signifikan antara Dukungan Organisasi terhadap Perilaku Inovatif, 3) terdapat pengaruh positif dan signifikan antara *Knowledge Sharing* terhadap Kinerja, 4) terdapat pengaruh positif dan signifikan antara Dukungan Organisasi terhadap Kinerja, 5) terdapat pengaruh positif dan signifikan antara Perilaku Inovatif terhadap Kinerja, 6) Terdapat pengaruh antara *Knowledge Sharing* terhadap Kinerja melalui Perilaku Inovatif sebagai variabel intervening, 7) Terdapat pengaruh antara Dukungan Organisasi terhadap Kinerja melalui Perilaku Inovatif sebagai variabel intervening.

Kata Kunci: Dukungan Organisasi, Kinerja, *Knowledge Sharing*, dan Perilaku Inovatif

**THE EFFECT OF KNOWLEDGE SHARING AND ORGANIZATIONAL
SUPPORT ON EMPLOYEE PERFORMANCE THROUGH INNOVATIVE
BEHAVIOR AS AN INTERVENING VARIABLE AT BANK PERMATA
KC ZAINUL ARIFIN MEDAN**

ABSTRACT

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This study aims to determine whether Knowledge Sharing and Organizational Support have an effect on Performance through Innovative Behavior as an intervening variable among employees at Bank Permata KC Zainul Arifin Medan. The research was conducted on permanent employees at Bank Permata KC Zainul Arifin Medan. The population in this study consists of 202 people. The sample size was determined using Slovin's formula with a 5% margin of error, resulting in a sample of 135 employees at Bank Permata KC Zainul Arifin Medan. The data collection techniques used were primary data in the form of questionnaires and secondary data obtained through documentation studies. The data analysis technique used was quantitative data processed using SPSS version 25, which included t-tests, Sobel tests, and path analysis. The results of this study show that: 1) There is a positive and significant effect of Knowledge Sharing on Innovative Behavior, 2) There is a positive and significant effect of Organizational Support on Innovative Behavior, 3) There is a positive and significant effect of Knowledge Sharing on Performance, 4) There is a positive and significant effect of Organizational Support on Performance, 5) There is a positive and significant effect of Innovative Behavior on Performance, 6) There is an effect of Knowledge Sharing on Performance through Innovative Behavior as an intervening variable, 7) There is an effect of Organizational Support on Performance through Innovative Behavior as an intervening variable.

Keywords: Organizational Support, Performance, Knowledge Sharing, and Innovative Behavior..