

**PENGARUH KNOWLEDGE MANAGEMENT DAN PERCEIVED
ORGANIZATIONAL SUPPORT TERHADAP KINERJA GURU MELALUI
ORGANIZATIONAL CITIZENSHIP BEHAVIOR SEBAGAI VARIABEL
INTERVENING PADA SMKN 1 MEDAN**

ABSTRAK

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Penelitian ini bertujuan untuk menganalisis pengaruh Knowledge Management Dan Perceived Organizational Support Terhadap Kinerja Guru Melalui Organizational Citizenship Behavior Sebagai Variabel Intervening pada SMKN 1 Medan. Latar belakang penelitian ini didasarkan pada pentingnya peran guru dalam meningkatkan kualitas pendidikan serta adanya indikasi penurunan semangat kerja dan kualitas pembelajaran di sekolah tersebut. Pengaruh Knowledge Management dan Perceived Organizational Support yang kurang partisipatif serta manajemen pendidikan yang belum optimal diduga menjadi faktor utama yang mempengaruhi rendahnya motivasi dan semangat kerja guru. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei melalui kuesioner dan wawancara. Fokus penelitian dibatasi pada variabel intervening, knowledge management, organizational citizenship behavior, dan semangat kerja guru.

Hasil analisis menunjukkan bahwa pengaruh knowledge management dan perceived organizational support berpengaruh signifikan terhadap variabel intervening, knowledge management, organizational citizenship behavior, dan semangat kerja guru. Penelitian ini merekomendasikan penguatan kapasitas knowledge management, peningkatan sistem manajemen pendidikan yang strategis dan kolaboratif, serta perlunya pengembangan penelitian lanjutan dengan variabel dan pendekatan yang lebih beragam untuk memperluas cakupan pemahaman terkait dinamika motivasi dan semangat kerja guru.

Kata kunci: Knowledge Management, Perceived Organizational Support, Variabel Intervening, Organizational Citizenship Behavior

**THE INFLUENCE OF KNOWLEDGE MANAGEMENT AND PERCEIVED
ORGANIZATIONAL SUPPORT ON TEACHER PERFORMANCE
THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR AS AN
INTERVENING VARIABLE AT SMKN 1 MEDAN**

ABSTRACT

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This study aims to analyze the influence of Knowledge Management and Perceived Organizational Support on Teacher Performance through Organizational Citizenship Behavior as an intervening variable at SMKN 1 Medan. The background of this research is based on the important role of teachers in improving the quality of education, as well as indications of declining work enthusiasm and learning quality at the school. The lack of participative Knowledge Management and Perceived Organizational Support, along with suboptimal educational management, are suspected to be the main factors affecting low motivation and work enthusiasm among teachers. This study uses a quantitative approach with survey methods through questionnaires and interviews. The research focus is limited to the intervening variable, knowledge management, organizational citizenship behavior, and teachers' work motivation.

The analysis results indicate that Knowledge Management and Perceived Organizational Support have a significant influence on the intervening variable, Knowledge Management, Organizational Citizenship Behavior, and teachers' work motivation. This study recommends strengthening the capacity of Knowledge Management, improving strategic and collaborative educational management systems, and the need for further research development with more diverse variables and approaches to broaden the understanding of the dynamics of teacher motivation and work enthusiasm.

Keywords: Knowledge Management, Perceived Organizational Support, Variabel Intervening, Organizational Citizenship Behavior