

## ABSTRAK

Penulisan ini bertujuan untuk menguji dan menganalisis pengaruh Efikasi Diri, Budaya Organisasi, dan Komitmen Organisasi Terhadap Kepuasan Kerja dan Organizational Citizenship Behaviour (OCB) di PT. Pura Mayungan Tangerang. Penelitian dilakukan melalui penyebaran kuisioner dan populasi penelitian ini terdiri dari karyawan PT. Pura Mayungan Tangerang dengan jumlah populasi 264 karyawan dan sampel 159 responden dengan pendekatan kuantitatif. Dalam metode analisis menggunakan pendekatan Structural Equation Model (dengan analisis Smart PLS 3.0. Hasil penelitian ini menunjukkan bahwa efikasi diri, budaya organisasi, dan komitmen organisasi memiliki efek positif yang signifikan terhadap kepuasan kerja dan *organizational citizenship behaviour*.

Kata Kunci: Efikasi Diri, Budaya Organisasi, Komitmen Organisasi, Kepuasan Kerja, *Organizational Citizenship Behaviour*.



## **ABSTRACT**

*This study aims to examine and analyze the effect of Self-Efficacy, Organizational Culture, and Organizational Commitment on Job Satisfaction and Organizational Citizenship Behavior (OCB) at PT. Mayungan Tangerang. The research was conducted through the distribution of questionnaires and the population of this study consisted of employees of PT. Pura Mayungan Tangerang with a population of 264 employees and a sample of 159 respondents with a quantitative approach. In the analysis method using the Structural Equation Model approach with Smart PLS 3.0 analysis. The results of this research show that self-efficacy, organizational culture, and organizational commitment have a significant positive effect on job satisfaction and organizational citizenship behavior.*

*Keywords: Self-Efficacy, Organizational Culture, Organizational Commitment, Job Satisfaction, Organizational Citizenship Behavior*

