

***The Influence of Work Life Balance, Self Efficacy, and Perceived
Organizational Support on Employee Organizational Citizenship Behavior
PT XYZ***

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ABSTRACT

This research is a quantitative study which aims to determine and prove the influence of work life balance, self efficacy, and perceived organizational support on organizational citizenship behavior. This research was conducted on permanent employees of PT XYZ with 55 Head Office placements. The analysis technique carried out in this research uses path analysis using the Structural Equation Model (SEM) method and data processing uses SmartPLS 4.0 software. The research results obtained in this study show that (1) work life balance has a positive and significant effect on organizational citizenship behavior (2) self efficacy has a positive and significant effect on organizational citizenship behavior (3) perceived organizational support has no effect on organizational citizenship behavior.

Keywords: *Work Life Balance, Self Efficacy, Perceived Organizational Support, and Organizational Citizenship Behavior*

Pengaruh *Work Life Balance*, *Self Efficacy*, dan *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* Karyawan PT XYZ

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ABSTRAK

Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui dan membuktikan pengaruh *work life balance*, *self efficacy*, dan *perceived organizational support* terhadap *organizational citizenship behavior*. Penelitian ini dilakukan pada karyawan tetap PT XYZ dengan penempatan *Head Office* sebanyak 55 orang. Teknik analisis yang dilakukan pada penelitian ini menggunakan analisis jalur (*path analysis*) dengan metode *Structural Equation Model* (SEM) dan pengolahan data menggunakan *software* SmartPLS 4.0. Hasil penelitian yang diperoleh dalam penelitian ini bahwa (1) *work life balance* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* (2) *self efficacy* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* (3) *perceived organizational support* tidak berpengaruh terhadap *organizational citizenship behavior*.

Kata Kunci: *Work Life Balance*, *Self Efficacy*, *Perceived Organizational Support*, dan *Organizational Citizenship Behavior*