

**PENGARUH BUDAYA ORGANISASI, EFIKASI DIRI, DAN
DUKUNGAN ORGANISASI TERHADAP KEPUASAN KERJA DAN
ORGANIZATIONAL CITIZENSHIP BEHAVIOR
GURU SMK NEGERI DI KOTA DENPASAR**

JUMARI

ABSTRAK

Penelitian *ex-post facto* ini bertujuan menganalisis pengaruh budaya organisasi, efikasi diri, dan dukungan organisasi terhadap kepuasan kerja dan *Organizational Citizenship Behavior* (OCB) pada guru SMK Negeri di Kota Denpasar. Sampel berjumlah 257 orang diambil dari populasi 489 guru. Pengumpulan data dilakukan dengan kuesioner, kemudian dianalisis menggunakan statistik deskriptif dan SEM-PLS. Hasil penelitian; (1) secara statistik deskriptif variabel budaya organisasi, efikasi diri, dukungan organisasi, kepuasan kerja dan *organizational citizenship behavior* pada kategori tinggi; (2) Model persamaan struktural yang dihasilkan terbukti kuat dalam memprediksi hipotesis; (3) budaya organisasi berpengaruh positif dan signifikan terhadap kepuasan kerja; (4) efikasi diri berpengaruh positif dan signifikan terhadap kepuasan kerja; (5) dukungan organisasi berpengaruh positif dan signifikan terhadap kepuasan; (6) budaya organisasi tidak berpengaruh signifikan terhadap *organizational citizenship behavior*; (7) efikasi diri berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*; (8) dukungan organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* (9) kepuasan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*; (10) budaya organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* melalui kepuasan kerja; (11) efikasi diri berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* melalui kepuasan kerja; dan (12) dukungan organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* melalui kepuasan kerja. Kepuasan kerja menjadi variabel mediasi penuh untuk budaya organisasi, mediasi parsial untuk efikasi diri, dan mediasi penuh untuk dukungan organisasi pada pengaruh secara tidak langsung terhadap *organizational citizenship behavior*. Disarankan menerapkan budaya organisasi, efikasi diri, dukungan organisasi untuk meningkatkan kepuasan kerja dan *organizational citizenship behavior* guru.

Kata-kata kunci: *budaya organisasi, efikasi diri, dukungan organisasi, kepuasan kerja, organizational citizenship behavior*

***THE INFLUENCE OF ORGANIZATIONAL CULTURE, SELF-EFFICACY,
AND ORGANIZATIONAL SUPPORT ON JOB SATISFACTION AND
ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF TEACHERS
AT STATE VOCATIONAL HIGH SCHOOL IN DENPASAR CITY***

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ABSTRACT

This ex-post facto study aims to analyze the influence of organizational culture, self-efficacy, and organizational support on job satisfaction and Organizational Citizenship Behavior (OCB) among State Vocational High School teachers in Denpasar City. A sample of 257 people was taken from a population of 489 teachers. Data collection was conducted using a questionnaire, then analyzed using descriptive statistics and SEM-PLS. The results of the study; (1) descriptively, the variables of organizational culture, self-efficacy, organizational support, job satisfaction, and behavioral citizenship behavior are in the high category; (2) The resulting structural equation model is proven to be strong in predicting the hypothesis; (3) organizational culture has a positive and significant effect on job satisfaction; (4) self-efficacy has a positive and significant effect on job satisfaction; (5) organizational support has a positive and significant effect on satisfaction; (6) organizational culture does not have a significant effect on organizational citizenship behavior; (7) self-efficacy has a positive and significant effect on Organizational Citizenship Behavior; (8) organizational support has a positive and significant effect on Organizational Citizenship Behavior; (9) Job satisfaction has a positive and significant effect on Organizational Citizenship Behavior; (10) organizational culture has a positive and significant effect on organizational citizenship behavior through job satisfaction; (11) self-efficacy has a positive and significant effect on organizational citizenship behavior through job satisfaction; and (12) organizational support has a positive and significant effect on organizational citizenship behavior through job satisfaction. Job satisfaction is a full mediator for organizational culture, a partial mediator for self-efficacy, and a full mediator for organizational support on the indirect influence on organizational citizenship behavior. It is recommended to apply organizational culture, self-efficacy, and organizational support to improve teachers' job satisfaction and organizational citizenship behavior.

Keywords: organizational culture, self-efficacy, organizational support, job satisfaction, organizational citizenship behavior