

THE EFFECT OF WORK MOTIVATION, SELF-EFFICIENCY, AND JOB SATISFACTION ON ORGANIZATIONAL COMMITMENT (Study at the Semarang City Land Office)

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ARTICLE INFO	ABSTRACT
<p>Keywords: Work Motivation, Self-Efficacy, Job Satisfaction, Organizational Commitment</p>	<p>This study aims to analyze the effect of work motivation, self-efficacy and job satisfaction on organizational commitment in Semarang City Land Office employees. The sample in this study was 125 respondents with a sampling technique using census sampling, namely using the entire population as the research sample. The data used in this study is primary data using a questionnaire as a research instrument. The data analysis used is multiple linear regression. The results of this study indicate that work motivation has a positive and significant effect on organizational commitment, self-efficacy has a negative and significant effect on organizational commitment and job satisfaction has a positive and insignificant effect on organizational commitment.</p>
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1. INTRODUCTION

The role of human resources (HR) in an organization is very dominant, because it is the most important driving force in an organization. Thus serious attention to HR management is one of the determining factors for organizational success that is absolutely necessary. Views on HR can not only be seen individually, but also as a group in an organizational environment. This is because human attitudes and behavior have different traits and characteristics, both individually and between groups within organizational units. Every organization is obliged to develop human resources, namely employees so that they can form a commitment to the organization that will reflect the level of seriousness of members in carrying out their duties and functions. In this modern era, excellence in an organization is needed in order to achieve effective and efficient goals. Human resources are a determinant of success in achieving its goals. Given that globalization has brought changes in various fields of human life, human resources are not merely objects in achieving goals, but also actors in realizing organizational goals.

In an organization or company, organizational commitment will affect the success of the company. A person's commitment is measured by the extent to which individuals want to look deeply into their duties (Yusof, 2007). Organizational commitment has several aspects according to Meyer et al. (1993) namely affective commitment, indicated by the desire to remain in the organization which is expressed by coming to work regularly, participating in activities organized by the organization, performing the best duties and responsibilities, and doing extra tasks to help others. Organizational commitment is an attachment to do something for the organization. Commitment can be proven by the existence of alignments or tendencies because they feel they have a bond with something, be it a relationship, promise, work, trust, activities, and so on. Commitment describes the meaning of responsibility. According to Meyer et al. (1993) that organizational commitment is built from three dimensions, namely affective commitment, continuance commitment, and normative commitment. Affective commitment is related to employee emotional attachment, employee identification, and employee involvement in the organization. Continuing commitment is related to awareness of profit and loss considerations in employees related to the desire to continue working or even leave the organization. Employees who primarily work based on this continuance commitment stay in the organization because they need to do so because they have no other choice. Normative commitment relates to the feeling of obligation to continue working in the organization. This means that employees who have high normative commitment feel that they are obliged to stay in the organization.

According to Maslow in Qëndrim (2020), states that "motivation is the provision of driving force that creates excitement for someone's work, so that they want to work together, work effectively and integrate with all their efforts to achieve satisfaction at work". Meanwhile, according to Sastrohadiwiryo

The Effect Of Work Motivation, Self-Efficiency, And Job Satisfaction On Organizational Commitment (Study at the Semarang City Land Office).

Citra Indri Septiyani, et.al

(2013) motivation can be interpreted as a mental state and human mental attitude that provides energy, encourages activities (moves), and directs or channels behavior toward achieving needs that provide satisfaction or reduce imbalances. The more precise the efforts to provide motivation, the higher labor productivity, as a result it benefits both parties, both the organization and employees. High employee motivation will have a positive impact on the organization and will affect the creation of organizational commitment. According to Anggraini & Fauzan (2022) motivational factors influence organizational commitment.

Self-efficacy is a person's belief in his ability to produce a certain achievement. Employees who have self-efficacy carry out their duties happily 'enjoyable' and always organize and implement their actions intelligently and are ready to face challenges and difficulties in carrying out their duties. Self-efficacy affects how a person feels, thinks, motivates himself and how to behave. Employees who have self-efficacy tend to be committed to their organization. Self-efficacy is the behavior of a person's belief in his own expertise in carrying out tasks to achieve success or goals that have been previously established (Marwan et al., 2018). Individuals with high self-efficacy will be able to influence high professional commitment, whereas individuals with low self-efficacy will have low levels of commitment to their profession as well.

Job satisfaction is the emotional attitude of someone who is happy and loves his job (Hasibuan, 2014). A person will bring along a set of wants, needs, desires and past experiences that unite to form work expectations when joining an organization as a worker (Purwanti et al., 2022). Job satisfaction must be maintained in order to improve organizational performance. Rivai (2004) recommends referring to the Job Descriptive Index (JDI). According to this index, job satisfaction is built on the basis of five dimensions, namely working in the right place, appropriate pay, organization and management, supervisors and relationships with colleagues. Job satisfaction is one of the factors that influence life satisfaction because most of human time is spent at work, the cause of employees feeling dissatisfied is because they receive less feedback, their abilities are not optimally utilized, supervisors are inadequate, there are only a few opportunities to participate participating and praise for a job well done are rarely offered by superiors and they are more likely to experience boredom. Logically, an employee who is understood, served, and filled with feelings and aspirations, especially those related to work, will have genuine loyalty and has the potential to make the best contribution to the interests of the success of his or her organizational goals (Tusholihah et al., 2019).

Based on the phenomenon and description above, the researcher feels the need and is interested in further examining "The Influence of Work Motivation, Self-Efficacy and Job Satisfaction on Organizational Commitment in Semarang City Land Office Employees".

Literature Review

Organizational Commitment

According to Meyer & Allen (1996) organizational commitment is a psychological construct which is a characteristic of the employee's relationship with his organization which has implications for making decisions to continue his membership in the organization. Organizational commitment is an individual attitude that shows an individual's attachment to the organization, emotional attachment, individual identification and involvement with the organization and the desire to remain a member of the organization (Dewi, 2020). According to Marwan et al. (2018) organizational commitment is a condition in which an employee is in favor of a particular organization and the goals of the organization and its desire to maintain membership in the organization. Organizational commitment is an attitude or form of one's behavior towards the organization in the form of loyalty and achievement of the vision, mission, values and goals of the organization (Putra et al., 2023). A person is said to have a high commitment to the organization, can be identified by the characteristics of a strong belief in the goals and values of the organization, a strong will to work for the organization and a strong desire to remain a member of the organization. The various definitions and explanations above indicate that organizational commitment is basically related to the thoughts (cognitive) and feelings (affective) of employees which can be described through their actions in the organization where the employee works.

Work motivation

Motivation is an encouragement that can arouse a lecturer's willingness to carry out work that is in accordance with his duties and responsibilities (Rumangkit & Haholongan, 2019). Motivation is a state in a person's personality that encourages an individual's desire to carry out activities to achieve these individual goals (Suputra & Sriathi, 2018). According to Azizah et al. (2019) motivation is a situation

The Effect Of Work Motivation, Self-Efficiency, And Job Satisfaction On Organizational Commitment (Study at the Semarang City Land Office).

Citra Indri Septiyani, et.al

where needs encourage a person to carry out a series of activities that lead to the achievement of certain goals. From the various explanations above, it can be concluded that work motivation is a driving force that exists within a person to act. According to Suputra & Sriathi (2018), employees who are motivated will be energetic and enthusiastic in doing their work, conversely if an employee has low motivation then the employee will often display discomfort and displeasure with his work which results in their poor performance and ultimately goals. the company is not reached.

Self Efficacy

Self *-efficacy* is an individual's belief in his/her ability to carry out the expected actions (Dewi, 2020). Self-efficacy refers to one's personal assessment of one's ability to organize and carry out actions in certain situations (Hameli & Ordun, 2022). Individuals with high self-efficacy believe that they can do certain tasks well. In contrast, individuals with low self-efficacy seem to question whether they can perform certain tasks. According to Marwan *et al.* (2018) *Self-efficacy* is an individual's belief that the abilities he has are able to encourage him to produce work that is beneficial to himself and the organization where he works. Self-efficacy has an important role in the behavior produced by individuals, this is in line with the opinion expressed by Bandura in Anggraini & Fauzan (2022) that *self-efficacy* has a role in the process of regulating individual motivation in achieving predetermined performance.

Job satisfaction

According to Tanjung (2019) job satisfaction is a person's feelings towards his work that are produced by his own efforts (internal) and which are supported by things outside of him (external), for work conditions, work results, and the work itself. Employees who are members of an organization bring with them a set of wants, needs, desires, and past experiences that unite to form work expectations. Job satisfaction shows the suitability between one's expectations that arise and the rewards provided by the job. According to Charmiati & Surya (2019) job satisfaction is a pleasant psychological condition that is felt by employees in a work environment for the work they do and their needs are well met. Job satisfaction is a person's attitude towards his work, which shows the difference between the amount of rewards workers receive and the amount they believe they should get (Kharisma *et al.*, 2019).

Based on the theoretical explanation above, the graphical model of this research is illustrated in the figure below:

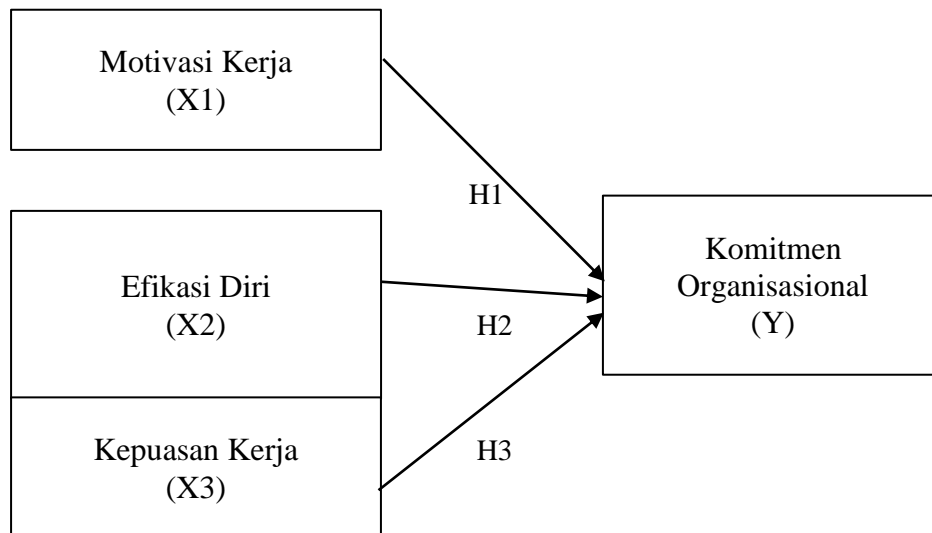


Figure 1. Research graphical model

Based on the explanation and conceptual framework above, the research hypotheses proposed by researchers include:

- H₁ : Work motivation has a positive effect on employee organizational commitment Semarang City Land Office
- H₂ : Self-efficacy has a positive effect on employee organizational commitment Semarang City Land Office
- H₃ : Job satisfaction has a positive effect on employee organizational commitment Semarang City Land Office

The Effect Of Work Motivation, Self-Efficiency, And Job Satisfaction On Organizational Commitment (Study at the Semarang City Land Office).

Citra Indri Septiyani, et.al

2. METHODS

Types of research

This type of research is explanatory research, namely testing hypotheses and explaining the influence between variables from hypotheses that have been formulated.

Object of research

The object of this research is the Semarang City Land Office employee. In this study, the population used was Semarang City Land Office employees, totaling 125 people. The sampling technique used in this study is *non-probability sampling*. Sugiyono (2017) explains that *the non-probability sampling* approach uses a *census technique*. Sugiyono (2017) explains that *the census technique* is a sampling technique when all members of the population are used as *samples*. Thus, the number of samples used in this study were 125 people.

Data collection technique

This research was conducted using a data collection technique in the form of a survey in the form of a questionnaire distributed to employees of the Semarang City Land Office. The type of statement in the questionnaire is closed, namely a statement that expects a short answer or the respondent is asked to choose one alternative answer for each question asked. Researchers will also use an interval scale for respondents' answers from the questionnaire as a data processor. The interval scale uses the Likert scale model calculation. The Likert scale is a method that measures attitudes by agreeing or disagreeing with certain subjects, objects or events. The Likert scale used by the researcher has 5 interval parts, namely 1-5 with the rating the lower to the left and the higher to the right. Meanwhile, the procedure is to give questionnaires to respondents who are employees of the Semarang City Land Office. Then the respondent is welcome to answer the question by providing responses to the answer choices that have been provided.

Variable Operational Definitions

This study uses the dependent variable, namely Organizational Commitment, while the independent variables consist of Work Motivation, Self-Efficacy and Job Satisfaction. The following describes the operational definition as a basis for the variables used to be tested later in the following discussion chapter:

1. Organizational Commitment
Organizational commitment is a condition in which an employee is in favor of a particular organization and the goals of the organization and its desire to maintain membership in the organization (Marwan et al., 2018). Organizational commitment is measured using indicators from Mayer JP, et al. (2022) which consists of 24 statements.
2. Work motivation
Motivation is an encouragement that can arouse a lecturer's willingness to carry out work that is in accordance with his duties and responsibilities (Rumangkit & Haholongan, 2019). Work motivation is measured using a questionnaire adopted from Wong et.al (1999) which consists of 6 statements.
3. Self Efficacy
Self *-efficacy* is an individual's belief in his/her ability to carry out the expected actions (Dewi, 2020). Self-efficacy was measured using a questionnaire adapted from WSES, Avallone et al (2007) consisting of 9 statements.
4. Job satisfaction
Job satisfaction is a person's feelings towards his work that are generated by his own efforts (internal) and which are supported by things outside of him (external), for work conditions, work results, and the work itself (Tanjung, 2019). Job satisfaction was measured using a questionnaire adopted from Homburg & Stock (2005) consisting of 6 statements.

Data analysis technique

Validity test

The validity test is used to test the extent to which the accuracy of the measuring device can reveal the variable being measured (Ghozali, 2016). Testing the validity in this study using factor analysis. Prior to factor analysis, the KMO test (Kaiser-Meyer-Olkin) is first performed, if the KMO value is > 0.5 , then factor analysis can be performed (Ghozali, 2011). Furthermore, to find out whether an indicator is valid or not through the loading factor value, if the loading factor value is < 0.4 then the item in question is

invalid, so the item must be aborted and not feasible to be tested, if the loading factor value is > 0.4 then it can be said that the item concerned is valid and feasible to be tested.

Reliability Test

Reliability is a value that shows the consistency of a measuring instrument in measuring the same symptoms (felisianus Putra, 2017) . Reliability test is used to calculate *cronbach's alpha* of each instrument in a variable. Constructs or variables are said to be reliable or reliable if the *Cronbach Alpha value* is > 0.5 = *Reliable* , (Ghozali, 2016) .

Multiple Linear Regression Analysis

Multiple regression analysis is used to predict the effect of two or more predictor variables (independent variables) on one criterion variable (dependent variable). The basis for using multiple linear schemes is one dependent variable (Y) in the form of Organizational Commitment associated with three independent variables (X), namely Work Motivation, Self-Efficacy and Job Satisfaction . Hypothesis testing is done by multiple regression analysis which is formulated as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Information :

- Y = Organizational Commitment
- α = Constant
- β = Regression Coefficient
- X1 = Work Motivation
- X2 = Self Efficacy
- X3 = Job Satisfaction
- e = Errors

Coefficient of Determination (*Adjusted R²*)

The coefficient of determination (*adjusted R²*) basically measures how far the model's ability to explain the variation of the dependent variable. The value of the coefficient of determination is between zero and one. The coefficient of determination is close to zero, meaning that the ability of the independent variables to explain the variation in the dependent variable is very limited. The value of the coefficient of determination is close to one, meaning the ability of the independent variables to provide almost all the information needed for

F test

The F test is used to determine whether all the independent variables used in the regression model simultaneously or simultaneously can affect the dependent variable (Ghozali, 2016) . The basis for making decisions on the F test is that if the sig F value <0.05 is significant, it means that the independent variable has an effect on the dependent variable. If the sig F value \geq 0.05 is not significant, it means that the independent variable has no effect on the dependent variable.

Statistical Test (t test)

Hypothesis testing (t test) or what is known as the partial test is a statistical test used to test the effect of each independent variable on the dependent variable (Ghozali, 2016) . The basis for decision-making t test is if the significance value is <0.05 then the hypothesis is accepted, meaning that there is a significant influence of the independent variable on the dependent variable. If the significance value \geq 0.05 then the hypothesis is rejected, meaning that there is no significant effect of the independent variable on the dependent variable

3. RESULTS AND DISCUSSION

Validity test

The validity test in this study was carried out using KMO factor analysis (*Kaiser Meyer-Olkin Measure Of Sampling Adequacy*). The research is said to be valid if the KMO value is > 0.5 and *the loading factor value* is > 0.4 *Kaiser-Meyer-Olkin* (KMO). The test results in this study can be seen in the following table:

Table 1. Validity Test Results

Variable	<i>Kaiser Meyer-Olkin</i> (KMO)	Indicator	<i>Loading Of Factor</i>	Information
Organizational	0.771	Y1	0.732	Valid
Commitment		Y2	0.562	Valid
(Y)		Y3	0.718	Valid

The Effect Of Work Motivation, Self-Efficiency, And Job Satisfaction On Organizational Commitment (Study at the Semarang City Land Office).

Citra Indri Septiyani, et.al

		Y4	0.761	Valid
		Y5	0.665	Valid
		Y6	0.796	Valid
		Y7	0.768	Valid
		Y8	0.636	Valid
		Y9	0.517	Valid
		Y10	0.884	Valid
		Y11	0.695	Valid
		Y12	0.795	Valid
		Y13	0.845	Valid
		Y14	0.726	Valid
		Y15	0.625	Valid
		Y16	0.851	Valid
		Y17	0.670	Valid
		Y18	0.807	Valid
		Y19	0.728	Valid
		Y20	0.884	Valid
		Y21	0.829	Valid
		Y22	0.868	Valid
		Y23	0.862	Valid
		Y24	0.862	Valid
Work motivation (X1)	0.743	X1.1	0.798	Valid
		X1.2	0.677	Valid
		X1.3	0.815	Valid
		X1.4	0.701	Valid
		X1.5	0.793	Valid
		X1.6	0.804	Valid
Self Efficacy (X2)	0.913	X2.1	0.940	Valid
		X2.2	0.938	Valid
		X2.3	0.897	Valid
		X2.4	0.872	Valid
		X2.5	0.945	Valid
		X2.6	0.940	Valid
		X2.7	0.869	Valid
		X2.8	0.896	Valid
		X2.9	0.923	Valid
Job satisfaction (X3)	0.891	X3.1	0.876	Valid
		X3.2	0.948	Valid
		X3.3	0.883	Valid
		X3.4	0.884	Valid
		X3.5	0.853	Valid
		X3.6	0.921	Valid

Source: Processed primary data, 2023

Based on table 4.1 above, it shows that all variables in this study have a KMO (*Kaiser Meyer-Olkin*) value of > 0.5, which means that this study has met the sample adequacy criteria and for the question indicators of all variables in this study have an MSA value or *loading factor* > 0.4 which means that all indicators of all variables are declared valid and suitable for research use.

Reliability Test

Reliability test is used to calculate *Cronbach's alpha* from each instrument in one variable. Constructs or variables are said to be reliable or reliable if the value of *Cronbach's alpha* > 0.5 = reliable. The results of the reliability test can be seen in the table below as follows:

Table 2. Reliability Test Results

No.	Variable	Reliability Standards	<i>Cronbach's Alpha</i>	Information
1.	Organizational Commitment	0.50	0.887	Reliable
2.	Work motivation	0.50	0.793	Reliable

The Effect Of Work Motivation, Self-Efficiency, And Job Satisfaction On Organizational Commitment (Study at the Semarang City Land Office).

Citra Indri Septiyani, et.al

3.	Self Efficacy	0.50	0.943	Reliable
4.	Job satisfaction	0.50	0.928	Reliable

Source: Processed primary data, 2023

Based on table 2 above, it shows that the results of the reliability test on each variable of organizational commitment, work motivation, self-efficacy and job satisfaction have a *Cronbach's alpha value* > 0.5 so that all variables can be said to be reliable and feasible for further research.

Determination Coefficient Test (R^2)

To find out the value of the coefficient of determination shown by *R square* . The following are the results of the coefficient of determination test, namely:

Table 3. Determination Coefficient Test Results (R^2)

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	0.633 ^a	0.400	0.377	11.30811

Source: Processed primary data, 2023

Based on Table 3, it is explained that the results of the test value for the coefficient of determination can be seen from the *R Square value* , which is equal to 0.400. This means that the variables of work motivation, self-efficacy and job satisfaction can explain the organizational commitment of Semarang City Land Office employees by 40% while the remaining 60% is explained by other variables not examined in this study.

F test (Anova)

The F test is used to test the effect of the independent variables simultaneously on the dependent variable. If the Sig value < 0.05, it means that the independent variables simultaneously affect the dependent variable. And conversely, if the Sig value > 0.05, it means that the independent variables simultaneously have no effect on the dependent variable. The following are the results of the F test:

Table 4. F Test Results (Anova)

Model	Independent Variable	Dependent Variable	F	Sig
1	Work motivation Self Efficacy Job satisfaction	Organizational Commitment	17,566	0.000b -

Source: Processed primary data, 2023

Based on the test using SPSS in Table 4, the calculated F results between the variables of work motivation, self-efficacy and job satisfaction are 17.566 and a sig value of 0.000 < 0.5. This means that the independent variables (work motivation, self-efficacy and job satisfaction) simultaneously affect the dependent variable (organizational commitment) so that this research model is declared worthy of further investigation.

t test (Hypothesis Test)

Basically the t test shows how far the influence of one explanatory or independent variable individually explains the variation of the dependent variable. The following are the results of the t test, namely:

Table 5. Hypothesis Test Results (t test)

No.	Research variable	Betas	Sig.	Information
1.	Work Motivation (X1)	0.737	0.000	Hypothesis accepted
2.	Self Efficacy (X2)	-0.229	0.132	The hypothesis is rejected
3.	Job Satisfaction (X3)	0.068	0.659	The hypothesis is rejected

Source: Processed primary data, 2023

Effect of Work Motivation on Organizational Commitment

Based on the empirical test results, it is known that the significance value of the work motivation variable gets a result of 0.000 < 0.05 and a beta coefficient value of 0.737, which means the hypothesis is accepted. So, it can be concluded that work motivation positive and significant effect on organizational commitment. The increasing work motivation of the Semarang City Land Office employees will also increase the employee's organizational commitment. Work motivation is a process where the need encourages someone to carry out a series of activities that lead to the achievement of certain goals. Goals that, if successfully achieved, will satisfy or fulfill these needs. The more precise the efforts to provide motivation, the higher labor productivity, as a result it benefits both parties, both the organization and employees. High employee work motivation will have a positive impact on the organization and will affect the creation of organizational commitment (Kariyamin et al., 2020). Work motivation can arouse the

The Effect Of Work Motivation, Self-Efficiency, And Job Satisfaction On Organizational Commitment (Study at the Semarang City Land Office).

Citra Indri Septiyani, et.al

willingness of employees to carry out work that is in accordance with their duties and responsibilities, so that organizational commitment can be created (Rumangkit & Haholongan, 2019) . The results of this study are in line with research conducted by Suputra & Sriathi (2018) which shows that work motivation has a significant positive effect on organizational commitment. In addition, research conducted by Rumangkit & Haholongan (2019) also showed results that work motivation has a positive effect on organizational commitment.

The Effect of Self-Efficacy on Organizational Commitment

Based on the empirical test results, it is known that the significance value of the product quality variable is $0.132 > 0.05$ and the beta coefficient is -0.229 , which means the hypothesis is rejected. Thus, it can be concluded that self-efficacy has a negative and insignificant effect on organizational commitment. Increasing or decreasing self-efficacy of Semarang City Land Office employees does not affect the employee's organizational commitment. Self -*efficacy* is an individual's belief in his/her ability to carry out the expected actions (Dewi, 2020) . self-efficacy refers to one's personal assessment of one's ability to organize and carry out actions in certain situations (Hameli & Ordun, 2022) . There is self-efficacy in employees, in reality the commitment to the company is still moderate, that is, it is not too strong and loyalty to the company is not yet complete, meaning that there is still an open desire to move to work elsewhere if the other company is more promising as expected. This is supported by the presence of relatively young employees in the company, namely the majority aged 20-30 years. This age is included in the productive age where employees feel they are still able to work in various fields and are challenged to try new jobs. Thus, the existence of self-efficacy does not affect the desire of employees to be committed to their organization. The results of this study are in line with the results of a study conducted by Putra et al. (2023) and Arif & Fauzan (2022) which showed that self-efficacy has no significant negative effect on organizational commitment .

The Effect of Job Satisfaction on Organizational Commitment

Based on the empirical test results, it is known that the significance value of the job satisfaction variable is $0.659 < 0.05$ and the beta coefficient is 0.068 , which means the hypothesis is rejected. Thus, it can be concluded that job satisfaction has a positive and insignificant effect on organizational commitment. Increasing or decreasing self-efficacy of Semarang City Land Office employees does not affect the employee's organizational commitment. According to Tanjung (2019) job satisfaction is a person's feelings towards his work that are produced by his own efforts (internal) and which are supported by things outside of him (external), for work conditions, work results, and the work itself. Employees who are members of an organization bring with them a set of wants, needs, desires, and past experiences that unite to form work expectations. Job satisfaction shows the suitability between one's expectations that arise and the rewards provided by the job. However, job satisfaction does not affect employee organizational commitment. This is because an employee may not like the work he is doing at the moment but he feels happy working in the organization, so for that reason he retains his membership in the organization (Hasibuan, 2014) . Vice versa, an employee who is satisfied with his job will not necessarily be committed to the organization because the employee wants to work elsewhere with the same job in order to get better welfare. The results of this study are in line with research conducted by Linda et al. (2021) and Kharisma et al. (2019) which shows that job satisfaction has no significant effect on organizational commitment.

4. CONCLUSION

This study aims to examine the effect of work motivation, self-efficacy and job satisfaction on organizational commitment in Semarang City Land Office employees . Based on the results of research that has been conducted by researchers, it can be concluded as follows: Work motivation positive and significant effect on organizational commitment. This can be interpreted that the more work motivation increases, the organizational commitment also increases. self-efficacy negative and not significant effect on organizational commitment. This can be interpreted that the increase or decrease in self-efficacy does not affect organizational commitment. Job satisfaction positive and not significant effect on organizational commitment. This can be interpreted that the increase or decrease in job satisfaction does not affect organizational commitment. The results of this study regarding the influence of work motivation, self-efficacy and job satisfaction on organizational commitment in Semarang City Land Office employees are expected to be insights into knowledge in the economic field and its relation to the management field. For the organization, this research is expected to be taken into consideration by company management in

The Effect Of Work Motivation, Self-Efficiency, And Job Satisfaction On Organizational Commitment (Study at the Semarang City Land Office).

Citra Indri Septiyani, et.al

planning human resources or other matters related to HR management or organizational commitment. This can be done so that the company can formulate good policies to increase the organizational commitment of its employees so that the company's performance will increase. In addition, this research is also expected to provide information to the public regarding the factors that can influence organizational commitment, so that the community can also play a role in assisting organizations in increasing the organizational commitment of their employees. This study has limitations, namely the data in this study only amounted to 83 respondents, so it cannot describe the organizational commitment of all employees at the Semarang City Land Office. Based on the limitations of the research that have been described by the researcher, the next research agenda that will conduct research with the same theme is to ensure that all employees fill out the questionnaire that has been given.

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