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## THE ROLES OF ORGANIZATIONAL CULTURE, JOB SATISFACTION AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON EMPLOYEES' PERFORMANCE

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**Keywords:** organizational culture, job satisfaction, organizational citizenship behavior, employees' performance

**ABSTRACT**

**Purpose:** This study is to examine the roles of organisational culture, job satisfaction and organizational citizenship behaviour on employees' performance. Through extensive review on related early work, such a topic still becomes active research areas. It is not merely inconsistent results but also the underlying logics in explaining those relationships.

**Design/methodology/approach:** The data were collected from the employees of SMEs of Indonesian, specifically in Sampang and Pamekasan regencies, East Java, through a survey questionnaire.

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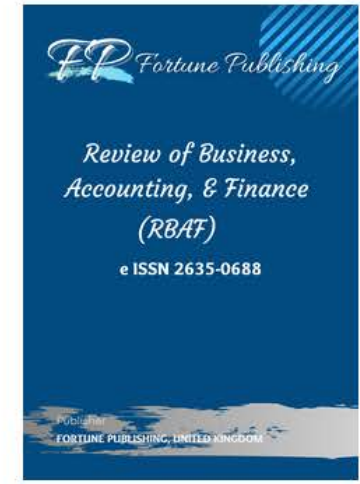
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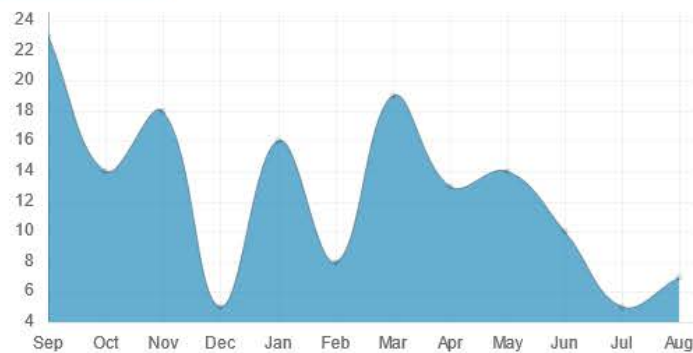
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**Design/methodology/approach:** The data were collected from the employees of SMEs of Indonesian, specifically in Sampang and Pamekasan regencies, East Java, through a survey questionnaire.

**Findings:** This study empirically confirms that organisational culture, job satisfaction and organizational citizenship behaviour are positively and significantly associated with employees' performance.

**Originality:** This work provides new insights into the dimensional effects of the problematic factors (organisational culture, job satisfaction and organizational citizenship behavior) on employees' performance.

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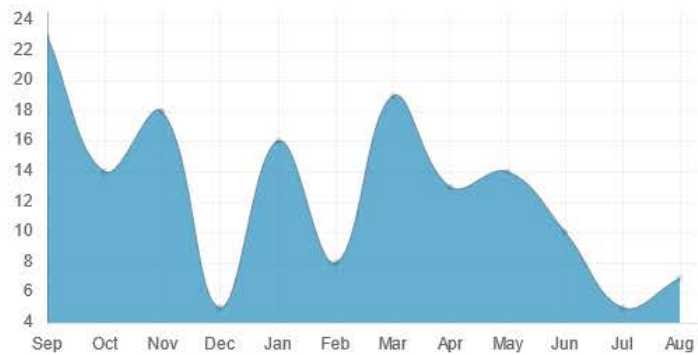


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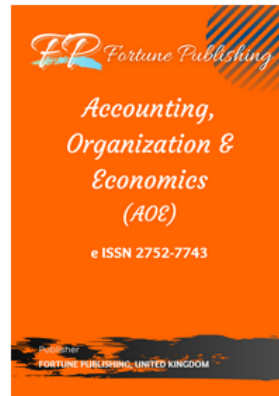
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