

ABSTRACT

In the globalization era, an organization is expected to determine the human resource to be loyal to the organization. It is due to the importance of human resources for its effectiveness and success in achieving the objectives. Therefore, this research aimed to analyze the effect of self-efficacy, work satisfaction, work culture, and work motivation on employees' performance at the outbound division of PT. JNE Express Surabaya.

The research was descriptive-quantitative. Moreover, the population was employees of the operational outbound division of PT. JNE Express Surabaya. It included of receiving and manifest team, consisting of 110 people. Furthermore, the data were primary. The data collection technique used saturated sampling. The instrument in the data collection technique used questionnaires. The questionnaires were distributed to the respondents by visiting directly the company. Additionally, a Likert scale was used in order to categorize the respondents' answers.

The result concluded that self-efficacy affected employees' performance. Likewise, work satisfaction affected employees' performance. Similarly, both work culture and motivation affected employees' performance.

Keywords: *Self-Efficacy, Work Satisfaction, Work Culture, Work Motivation, Employees' Performance*

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