



The Influence of Self-Efficacy on Satisfaction and Work-Related Performance

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Abstract: Previous studies show that there is an influence of self-efficacy on task performance. However, there is not much research that relates those variables with job satisfaction and task performance. Therefore, this research aims to know the influence of self-efficacy on satisfaction, work perception, and task performance. The population in this study are the employees. The total sample is 69 employees with purposive sampling technique. Data analysis of this study is a partial least squares approach (PLS). The result shows that there is a significant positive effect of self-efficacy on satisfaction and employee's job perception that impact on the work-related performance. The results of this study recommend that the self-efficacy improves satisfaction and work perception.

Keywords: Self-efficacy, Work perception, Satisfaction, Work-related performance

1. Introduction

The Resource-based view (RBV) approach emphasizes the use of company's resources by utilizing a strategic approach (Newbert, 2007; Powell, 2001). Wernerfelt (1984) states that if the resources available in a company is appropriately managed, it leads to the organizational success (Jarvenpaa and Leidner, 1998; Wagner, 2006; Machnud and Sidharta, 2014; Sidharta and Affandi, 2016). This concept emphasizes on the aligning of company's internal resources with the existing system efficiently and effectively (Prahalad and Hamel, 1990; Barney et al., 2001). Then, the Knowledge-Based View (KBV) approach accentuates on the human aspect of improving the organizational performance (Becker, 1975). The role of human resources in the organization needs proper attention in improving its performance, which is supported by satisfaction and perception of the tasks.

Organizational behavior points out the achievement of adequate organizational performance (Luthans, 2006). There is individual behavior within Organizational Behavior (Gibson, 2010; Edwards & Cooper, 1990). The personal behavior is the interaction between individuals within the organization. Communication between the individual and the organization create the performance and satisfaction that in return perceived by the individual within the organization (Lankau & Scandura, 2002; Davis & Newstrom, 2000). Furthermore, Robbins (2006) states employees' behavior on interaction with the organization and the environment is indicated by job satisfaction.

Wood & Bandura (1989) states that perception in completing a job is self-efficacy. Moreover, self-efficacy relates to someone's confidence in achieving his/her duties in uncertainty. In addition, it concerns satisfaction, the perception of work and job performance (Chandler, 2008; Baum & Locke, 2004; Hmieleski & Baron, 2008; Jex and Bliese, 1999; Judge and Bono, 2001; Judge et al., 2003). Robbins (2006) and LeRouge et al. (2006) believe that individual's willingness to perform several tasks is supported by their multiple skills. Those skills help individuals in solving obstacles in their work. Sigh & Greenhaus (2004) claim there is an interaction between individual's abilities, interindividual and the environment in the workplace. The work environment affects the perceptions of individual performance in completing their tasks (Donald et al., 2005), job satisfaction and work performance (Aan et al., 2016; Jex and Bliese, 1999; Lanc au and Sandura, 2002; Xiao et al., 2014). Individual satisfaction refers to the nature of the individual in completing his/her task (Newstrom and Davis, 2002). Moreover, the high job satisfaction produces the optimal performance for the organization. (Mangkunegara, 2013). Research by Jex and Bliese (1999) proves that high self-efficacy is related to job

satisfaction. In addition, a study by Peng & Mao (2015) and Hakim et al. (2003) show that the individual's will and ability are related to his/her satisfaction.

Therefore, the purpose of this study is to know the effect of self-efficacy on job perception, satisfaction, and task performance.

2. Materials and methods

This study uses survey method while the data analysis technique is a structural equation which is completed by using Smart PLS 3 program. The sample of this study is 69 employees in one of the local government institutions in Bandung. The research instrument uses the five-point Likert scale. The use of self-efficacy instrument is similar to previous research, The General Self Efficacy in Indonesian version (Schwarzer and Jerusalem, 1995; Luszczynska et al., 2005). Meanwhile, this study adopts the perception of work instrument from Rivai and Sagala (2013) which was validated by Aan et al., (2016). The satisfaction instrument referred to The Minnesota Satisfaction Questionary (MNQ) (Weiss et al., 1967) and was validated by Martins & Proença (2012). In addition, the task performance instrument refers to Mathis & Jackson (2012).

Data analysis utilizes the Partial Least Square to predict the research variables. The measurement criteria use the outer loading value of the indicator as well as the validity and reliability of the indicator of each construct (Chin, 1988; Fornell & Larcker, 1981). Structural model testing refers to the R-square value with the Tenenhaus Goodness of Fit (GOF) criterion (Kock, 2012). The calculation results show that some indicators do not meet the minimal requirement of external loading. The construct validity and reliability of Cronbach alpha range from 0.707 to 0.833; AVE range from 0.552 to 0.645; and Composite Reliability values range from 0.709 to 0.873.

3. Result and Discussion

Table 1 shows the results of the path analysis calculation:

Table 1: Path coefficient

Path	Coefficient	T-Statistic	P-Value	Criteria
Satisfaction -> Performance	0.294	1.239	0.216	Reject
Self Efficacy-> Satisfaction	0.207	2.904	0.004	Accept
Self-Efficacy-> Performance	0.576	2.907	0.004	Accept
Self-Efficacy-> Work	0.346	2.481	0.013	Accept
Work-> Satisfaction	0.824	15.765	0.000	Accept
Work-> Performance	0.094	0.439	0.661	Reject

Table 2 shows the results of R-squares which has a good model

Table 2: R-Squares

Variables	R-Square	T-Statistic	P-Value	Criteria
Satisfaction	0.839	20.107	0.000	Good
Performance	0.680	12.095	0.000	Good

Figure 1 describes the results:

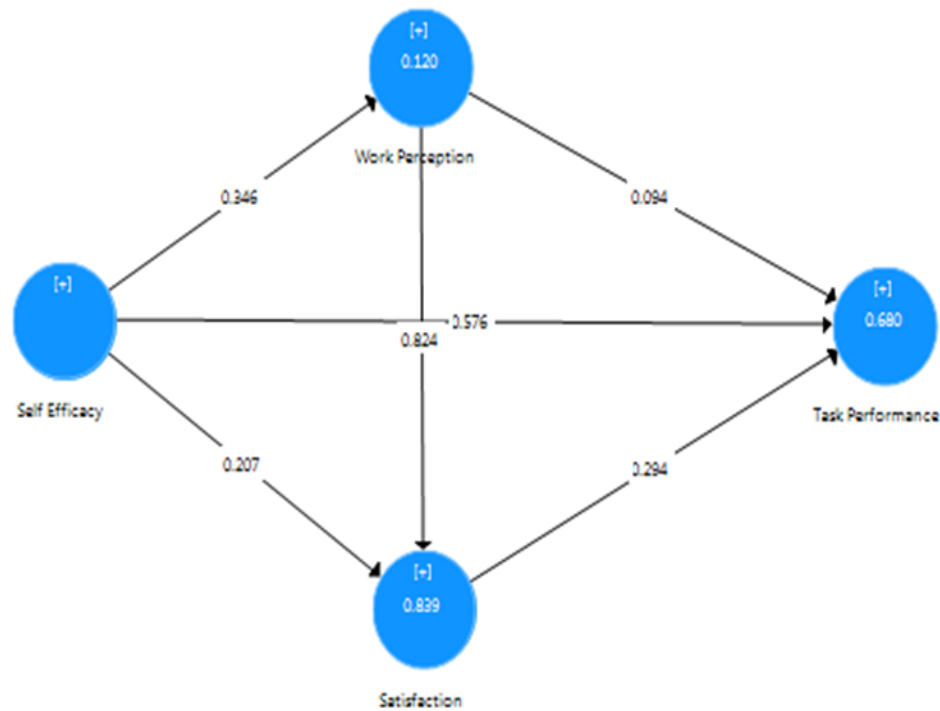


Figure 1: Path Analisis Model

Based on the calculation results, it can be seen that the self-efficacy significantly affect the satisfaction, task performance, and work perception. Work perception has a significant effect on satisfaction. While satisfaction and work performance has no significant impact on task performance.

Self-efficacy improves the employee's perceptions regarding relationships with work and satisfaction in work. This condition indicates that the individual can behave for the achievement of long-term results and interact with individuals in their work environment (Hakim & Bono, 1999; Mangkunegara, 2013). Individuals with high self-efficacy may increase strong self-confidence concerning the task achievement (Peng et al. 2013). Furthermore, they can overcome the obstacles in their tasks (Judge et al., 2003). This evidence shows that the higher the self-efficacy, the more capable the individual in completing the task (Donald et al. 2005).

Some research that supports the results of this study are Jex & Bliese (1999); Faye & Long (2014); Millner-Harlee (2010); Fu & Deshpande (2014); Al-Tit and Suifan (2015); Najafi et al. (2011); McNeese-Smith, D (1996); Falkenburg & Schyns (2007).

4. Conclusion

The results of this study support the previous research on self-efficacy that is closely related to job perception, satisfaction, and task performance. Based on the results it is known that self-efficacy affect the perception of work, satisfaction and task performance. The implications of the research results recommend that improving the self-efficacy will affect employees' perceptions about job and satisfaction. Therefore, it is necessary for the manager to improve the employee's self-efficacy to produce job satisfaction. Nonetheless, this needs more in-depth research with more diverse research objects so that the results can be generalized.

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