THE INFLUENCE OF SELF-EFFICACY AND JOB SATISFACTION ON CAREER DEVELOPMENT THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR

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Abstract:

Organizational citizenship behavior is one of the factors that is related to self-efficacy, career development and job satisfaction. This research aims to determine how much influence self-efficacy, career development and jos satisfaction have on the organizational citizenshop behavior of employees in the East Luwu Regency Regional Government. This research is an explanatory research study with a quantitative approach, the population of this research is employees in the East Luwu Regency Regional Government with a sampling technique using probability sampling. Determining the sample size used the MoE formula so that the research sample size was 100 respondents. Data was collected using a questionnaire where before being distributed to respondents, an instrument test was carried out, namely a validity test and a reliability test. The data that has been collected will be analyzed descriptively and verified using the SmartPLS statistical tool. The research results show that self-efficacy influences organizational citizenship behavior by 0.00, but does not have a significant influence on career development with a value of 0.824. Job satisfaction has a significant effect on organizational citizenship behavior and career development with values of 0.002 and 0.034 respectively. Organizational citizenship behavior influences career development by 0.020. Indirectly, self-efficacy and job satisfaction have a significant positive effect on career development through organizational citizenship behavior as intervening variables with values of 0.049 and 0.050 respectively.

Introduction

Organizations and government agencies in carrying out activities require various types of resources, such as capital, raw materials, machines and human resources (Alefari et al., 2020). Of these various resources, human resources are the most important factor that determines the success of an organization in achieving its goals. Organizations need human resources to be able to create a balance between goals, targets and activities from various parties. Without employees, the company's goals cannot be achieved (Deressa & Zeru, 2019).

The important thing for an organization to pay attention to is how to obtain workers that suit the needs and positions required by the organization, how to develop its business and maintain its workforce, as well as use and evaluate the results of its work (Vandenberghe et al., 2021). So the company's performance depends on employee performance. Employees as human resources are the main component in an organization that is required to provide the best work results (Luthan et al., 2019).

The work involvement of all employees is very important in achieving the goals of the East Luwu Regency Regional Apparatus Organization. The success of the East Luwu Regency Regional Apparatus Organization (OPD) is greatly influenced by employee performance in the hope that the organization's goals will be achieved. The importance of employee performance is felt by the East Luwu Regency OPD, this is because several East Luwu Regency OPDs have experienced a decline in employee performance, which has an impact on decreasing organizational performance.

One of the factors that might cause a decline in the performance of East Luwu Regency OPD employees is low levels of organizational citizenship behavior (OCB), as found by employees who often complain, lack enthusiasm and care less about the work environment. Of course, such employees cannot support the company's performance. Employees are expected to be able to choose the best behavior for the interests of the company so that they can improve the

employee's performance. OCB behavior makes employees involved in achieving East Luwu Regency OPD goals and contributes more in completing tasks within the organization.

OCB behavior can improve employee performance which influences social aspects in the organization such as teamwork, communication and interpersonal skills (Bone, 2018). Several factors that influence OCB include self-efficacy, job satisfaction and career development. Self-efficacy refers to overall belief in one's ability to achieve success, but there are also many more specific forms of self-efficacy. Another driving factor for employees to show OCB behavior is job satisfaction (Macgilchrist, 2000), job satisfaction is important in an organization because job satisfaction has a positive impact on effectiveness in the organization, satisfied employees tend to speak positively about the organization.

Employee development is needed for human resource management in improving the quality of work of employees and companies. Employees can develop their careers to be able to move up in positions and achieve company goals. Another thing, the employee's career development plan sometimes does not work in accordance with the employee's work. Because this will have an impact on the course of organizational activities in achieving organizational goals (Muni et al., 2018). Career development in an organization is an important object, perception, so that it can influence employee attitudes and behavior as well as their emotional condition.

Literature Review

Self-Efficacy
Self-efficacy is one of the most influential aspects of self-knowledge in people's daily lives. This is because self-efficacy influences individuals in determining the actions that will be taken to achieve a goal, including estimates of various events that will be faced, the belief that someone can control the situation and get positive results (Rhew et al., 2018). Meanwhile, Stenmark et al., (2021) defines self-efficacy as a person's evaluation of his or her ability or competence to carry out a task, achieve goals, and overcome obstacles. Self-efficacy refers to the belief in an individual's ability to mobilize the motivation, cognitive abilities, and actions necessary to meet the demands of a situation.

Mozahem & Adlouni, (2021) says that self-efficacy can lead to different behavior between individuals with the same abilities because self-efficacy influences choices, goals, problem solving, and persistence in trying. Someone with self-efficacy believes that they are able to do something to change events around them, while someone with low self-efficacy considers themselves basically unable to do everything around them. In difficult situations, people with low efficacy tend to give up easily. Meanwhile, people with high self-efficacy will try harder to overcome existing challenges.

According to Falco & Summers, (2019), each individual's self-efficacy will differ from one individual to another based on three dimensions which are the dimensions used to measure the level of self-efficacy in this research: Level, This dimension is related to the degree of difficulty of the task when the individual feels capable of doing it. If individuals are faced with tasks that are arranged according to their level of difficulty, then the individual's self- efficacy may be limited to tasks that are easy, medium, or even include the most difficult tasks, according to the limits of their perceived ability to meet the demands of their behavior. required at each level. This dimension has implications for selecting behavior that one feels capable of carrying out

and avoiding behavior that is beyond the limits of one's perceived ability; Strength, This dimension relates to the level of strength of an individual's beliefs or expectations regarding his or her abilities. Weak hopes are easily shaken by unsupportive experiences. On the other hand, steady hope encourages individuals to persist in their efforts. Although there may be experiences that are less supportive. This dimension is usually directly related to the level dimension, namely the higher the level of task difficulty, the weaker the confidence felt to complete it; Generalization, This dimension relates to the broad field of behavior in which the individual feels confident in his abilities. Individuals can feel confident in their abilities. Is it limited to a particular activity and situation or to a varied set of activities and situations.

Job Satisfaction

Job satisfaction is a general attitude towards one's work as the difference between the amount of reward a worker receives and the amount of reward he believes he should receive. The measure of satisfaction is based on the reality faced and received as compensation for the effort and energy provided (Paais & Pattiruhu, 2020).

Stillabadi et al., (2015) defines job satisfaction as joy or a positive emotional statement resulting from an assessment of one's work or work experiences. Luthia & Sathiamoorthy, (2021) also explains that job satisfaction reflects joy or positive emotional attitudes that come from a person's work experience. The joy felt by employees will have a positive impact on employees' attitudes.

Various previous opinions from experts can be concluded that job satisfaction is a collection of employee feelings towards their work, whether happy/liked or unhappy/disliked as a result of employee interactions with their work environment or as a perception of mental attitude, as well as the result of employee research on their work. Alsheikh & Sobihah, (2019) put forward aspects of job satisfaction, namely; The work itself, opportunities to learn and opportunities to be responsible, wages, promotion opportunities, supervision, and work partners, namely social closeness between workers to help each other technically. These aspects are then used to assess whether someone is satisfied with their work and responsibilities at work. Meanwhile, according to Eckhaus, (2021) There are several indicators of job satisfaction, namely: Salary, Promotion, Supervision. Coworkers, Work itself, Altruism, Status, and Social Environment.

Various studies and opinions expressed by experts through journals and research, this research uses dimensions and indicators in measuring the level of job satisfaction. The dimensions used are the job itself with indicators of the extent to which the job provides individuals with interesting tasks, and opportunities for learning and opportunities. accepting responsibility, the coworker dimension with indicators of coworkers supporting each other, and the supervision dimension with indicators of the supervisor's ability to provide technical assistance and behavioral support.

Organizational Citizenship Behavior

Organizational Citizen Behavior (OCB) refers to actions taken by employees, going beyond the roles required by the organization, and these actions advance the organization (Ahmed et al., 2020). OCB behavior is employee behavior outside of their duties, for example proposing opinions that can improve the department where they work, suggestions for improvement, providing training to new employees, concern for organizational property and attendance above

standards. Behavior that contributes to maintaining and improving the social and psychological situation of an organization and supports employee performance (Alsheikh & Sobihah, 2019).

Romi et al., (2021) defines OCB as behavior of one's own volition that is not part of formal work demands but encourages effective organizational functioning Shena et al., (2010), conceptualizes OCB as positive behavior and a willingness to use energy that will provide success for the organization. The various opinions expressed by the experts above can be concluded that OCB is employee behavior that goes beyond the tasks assigned, contributes to organizational effectiveness and is not directly linked to the formal reward system.

Factors that influence OCB are individual characteristics, job characteristics, organizational characteristics, leadership and exchanges that occur in the organization (Liv, 2018). Ahmed et al., (2020) also explains the factors that influence OCB, namely the leadership received by employees from leaders, trust between an employee and a leader and a management style that encourages the development of leadership skills among employees which have been found to encourage OCB. Ugochukwu, (2016) stated that organizational culture and climate, personality and mood, perception of organizational support, perception of the quality of superior-subordinate interactions, length of service and gender.

The OCB dimensions used in this research refer to the opinions of several experts such as, Shena et al., (2010), Ahmed et al., (2020), Ugochukwu, (2016), Alsheikh & Sobihah, (2019): Altruism, namely employee behavior that shows the nature of prioritizing the interests of other people. This characteristic can be seen in the employee's willingness to help co-workers, help new employees adjust, replace a co-worker's duties if a co-worker is absent, a willingness to provide assistance to other parties which is voluntary behavior and not part of the employment contract, all of which This provides benefits for the organization. The core of altruism is the behavior of helping other people related to tasks in the organization; Conscientiousness, namely the behavior of employees who always work on time, are not lazy at work, do not waste time calling other people, carry out assigned tasks, comply with regulations and meet levels above the minimum standards required and all of this benefits the organization. The essence of listening to your heart is behavior that exceeds what the organization requires; Civic Virtue, namely employee behavior that is seen in the willingness to attend meetings voluntarily, willing to be involved in organizational activities, having concern for the organization and not being left out of information about various events and changes in the organization; Sportsmanship, namely the behavior of employees who act in a sportsmanlike manner, never complain about the tasks given, are willing to be tolerant of the surrounding circumstances and do not exaggerate problems. The essence of sportsmanship is the willingness to be tolerant of undesirable situations and not complain; Courtesy, namely the employee's behavior in acting politely, not finding any mistakes in the tasks given, not causing problems with colleagues and being kind and respectful to other people. The conclusion is that politeness is behavior aimed at preventing work-related problems with colleagues.

Career Development
Career development is a process of improving a person's abilities or potential, personality, and social-emotional skills so that they continue to grow and develop (Bocciardi et al., 2017). Career development means developing your talents, realizing your dreams, increasing your self-confidence, being strong in facing trials, and having good relationships with others (Xu, 2020). This can be achieved through learning from experience, receiving feedback from others,

practicing sensitivity towards oneself and others, deepening awareness, and trusting one's efforts (Sartika & Aqsa, 2022).

Career development means the process of increasing ability or power carried out by the individual concerned with the aim of increasing sensitivity to environmental changes and developments that occur so that they are able to evaluate themselves and improve their social status (Saks, 2022). Career development carried out in an organization or institution is usually carried out in the form of education and training.

Education and training is the creation of an environment where employees can acquire or learn specific attitudes, abilities, skills, knowledge and behavior related to work. Bocciardi et al., (2017) provides a definition of training as a complex element provided to help employees learn skills that will improve their performance which will help the company achieve its targets. Meanwhile, education is an activity provided to gain knowledge that will improve employee performance and will help the organization achieve its targets.

The career development process is also usually carried out in two ways, namely conceptually and empirically. Conceptual development means increasing the ability to create ideas or more specifically the process of self-awareness. Furthermore, empirical development is carried out by individuals to improve their lives in practical ways. This research uses the dimensions of career development proposed by Xu, (2020) as follows: The opportunity to achieve something worthwhile. The parameters measured are: promotion, fairness in career and information on promotion opportunities; The opportunity to achieve new things. The parameters measured are: opportunities to develop knowledge of innovation and creativity; An opportunity to make employees feel happy. The parameters measured are: the opportunity to choose work according to your enjoyment and the opportunity to complete work in your own way; Opportunities to develop skills and abilities. The parameters measured are: the opportunity to take part in training and seminars fairly and evenly.

Hypothesis Development
Self-efficacy is a decision, belief or appreciation as a result of a cognitive process regarding an individual's estimate of his or her ability to carry out a task or take certain actions to achieve the desired achievement (Chang & Sung, 2024). According to Ahmed et al., (2020); Shena et al., (2010) in their research stated that self-efficacy has a significant effect on organizational citizenship behavior (OCB). From the results of previous research and the relationship between research variables, the first hypothesis in this research can be formulated as follows:
H1: It is suspected that self-efficacy has a positive and significant effect on OCB

High job satisfaction will encourage the realization of organizational goals effectively. Job satisfaction is an important determinant that encourages someone to show OCB behavior (Shamailan, 2016). Because individuals who get satisfaction in their work will tend to interpret the work and tasks they carry out with responsibility and dedication. Previous research findings conducted by Amrk & Ahu, (2019; Kunwar & Paudel, (2022); Slišković et al., (2022) who examined the relationship between job satisfaction and OCB, they found that each dimension of job satisfaction was positively correlated with OCB. From the results of previous research and the relationship between research variables, the second hypothesis in this research can be formulated as follows:
H2: It is suspected that job satisfaction has a positive and significant effect on OCB

Career development is an effort or steps carried out by an employee and/or by human resources leaders in order to develop the employee's potential to be able to occupy a higher position in an effort to achieve company goals (Jia-jun & Hua-ming, 2022). OCB is the voluntary behavior of individuals (in this case employees) that is not directly related to rewards, but contributes to organizational effectiveness such as employee career development. Research by Ahmed et al., (2020), Porter, (2019) and Ahmed et al., (2020) states that OCB influences career development. From the results of previous research and the relationship between research variables, the third hypothesis in this research can be formulated as follows:

H3: It is suspected that OCB has a positive and significant effect on career development

The influence of self-efficacy on career development has shown various significant findings. Self-efficacy, defined as an individual's belief in his or her ability to organize and carry out the actions necessary to achieve desired outcomes, has an important role in various aspects of career development (Stenmark et al., 2021). Peura et al., (2021) found that self- efficacy has a significant relationship with career interests, career choices, and academic performance. They concluded that individuals with high self-efficacy are more likely to pursue and achieve their career goals. Webb-Williams, (2018) also found that self-efficacy influences individuals' perceptions of the career options available to them. Students with high self-efficacy tend to see more career opportunities and are more confident in pursuing those careers. From the results of previous research and the relationship between research variables, the fourth hypothesis in this research can be formulated as follows:

H4: It is suspected that self-efficacy has a positive and significant effect on career development

Previous research conducted by Hoekstra, (2011) found that there was a significant influence between career development and employee job satisfaction. Pathardikar et al., (2023) found that job satisfaction has a positive relationship with career development. Employees who are satisfied with their jobs tend to be more motivated to develop their skills and abilities, which ultimately drives career advancement. Kunwar & Paudel, (2022) revealed that job satisfaction is significantly related to career success, including promotions and salary increases. Employees who are satisfied with their work are more likely to receive recognition and awards that can support their career development. From the results of previous research and the relationship between research variables, the fifth hypothesis in this research can be formulated as follows:

H5: It is suspected that job satisfaction has a positive and significant effect on career development

Self-efficacy has a positive and significant influence on career development, especially through OCB mediation. Employees who have a high level of self-efficacy tend to show strong OCB behavior, which in turn increases their career development through various mechanisms such as increasing skills, recognition from the organization, and increasing job satisfaction and commitment (Shin & Bolkan, 2021). Nwanzu & Babalola, (2022)f ound that self-efficacy was positively related to OCB. Employees with high levels of self-efficacy are more likely to demonstrate behaviors that support the work environment, such as helping coworkers and showing initiative. Ford et al., (2020) also noted that individuals with high self-efficacy tend to engage in OCB because they feel more confident in their ability to influence their work environment positively. From the results of previous research and the relationship between research variables, the sixth hypothesis in this research can be formulated as follows:

H6: It is suspected that self-efficacy has a positive and significant effect on career development through OCB

The influence of job satisfaction on career development through Organizational Citizenship Behavior (OCB) shows that job satisfaction has a positive and significant impact on career development, and OCB often acts as a mediator in this relationship (Wen et al., 2022). Alfarizi et al., (2022) found that OCB mediates the relationship between job satisfaction and career development. Employees who engage in OCB are often viewed more positively by superiors and coworkers, which can lead to better career opportunities. Rodjam et al., (2020) suggests that job satisfaction increases OCB, which in turn helps employees gain recognition and rewards that support their career development. From the results of previous research and the relationship between research variables, the sixth hypothesis in this research can be formulated as follows:

H7: It is suspected that job satisfaction has a positive and significant effect on career development through OCB

Conceptual Framework
The results of previous research and the relationship between research variables mean that the conceptual framework of this research can be described as follows:
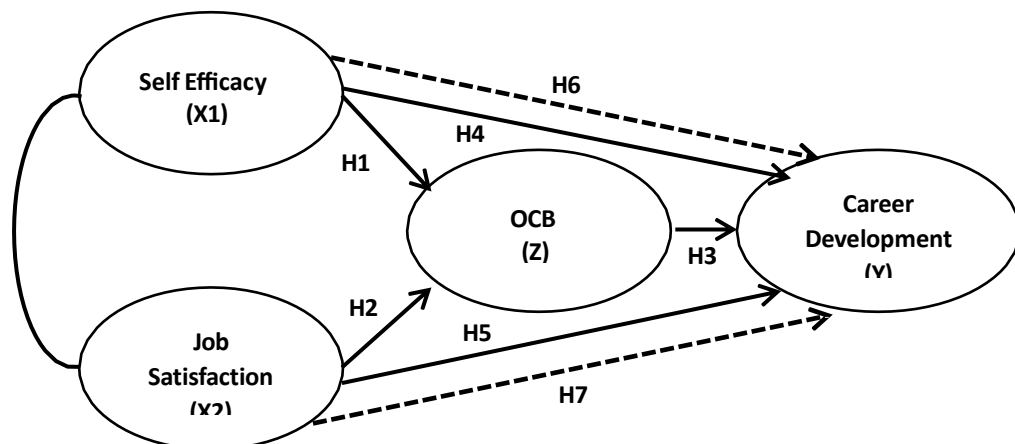

Figure 1: Conceptual Framework

Methodology
The type of research carried out is empirical using a quantitative approach, which uses data in the form of numbers as a tool to analyze information about what you want to know. The population of this research is employees in the East Luwu Regency Regional Government with a sampling technique using probability sampling. Determining the sample size used the MoE formula so that the research sample size was 100 respondents. Data was collected using a questionnaire where before being distributed to respondents, an instrument test was carried out, namely a validity test and a reliability test. The data that has been collected will be analyzed descriptively and verifiably using the SmartPLS statistical tool.

Results
The results of the data analysis that has been carried out can be seen in full in the figure and table below:
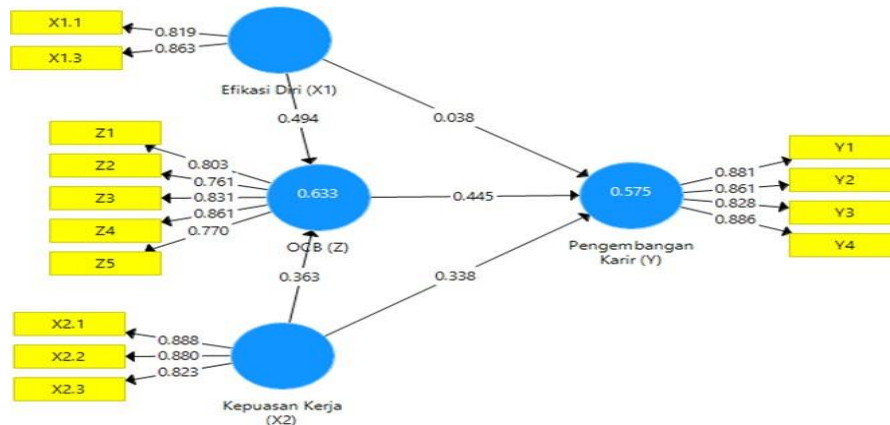
Figure 2: Outer Loading Analysis

Source: Primary Data Is Processed Sempls, 2024

Validity testing uses two methods, namely outer loading and AVE value. In Figure 1 above we can see the factor loading value of each variable, the required factor loading value is > 0.6. The validity test carried out shows that all outer loading values are in accordance with the requirements. Expected AVE value > 0.5. The results of the AVE value validity test are shown in table 1 below, showing the values are in accordance with the requirements.

Table 1: Construct Validity and Reliability

	CRONBACH ALPHA	COMPOSITE RELIABILITY	AVE
SELF-EFFICACY (X1)	0.695	0.829	0.708
JOB SATISFACTION (X2)	0.830	0.898	0.747
OCB (Z)	0.865	0.903	0.650
CAREER DEVELOPMENT (Y)	0.887	0.922	0.747

Source: PRIMARY DATA IS PROCESSED SEMPLS, 2024

The values used to determine the level of reliability of the SEM model are Composite Reliability and Cronbach Alpha. The standard Cronbach's Alpha value for a variable so that it is declared reliable is > 0.6, while the standard value for Composite Reliability is > 0.7.
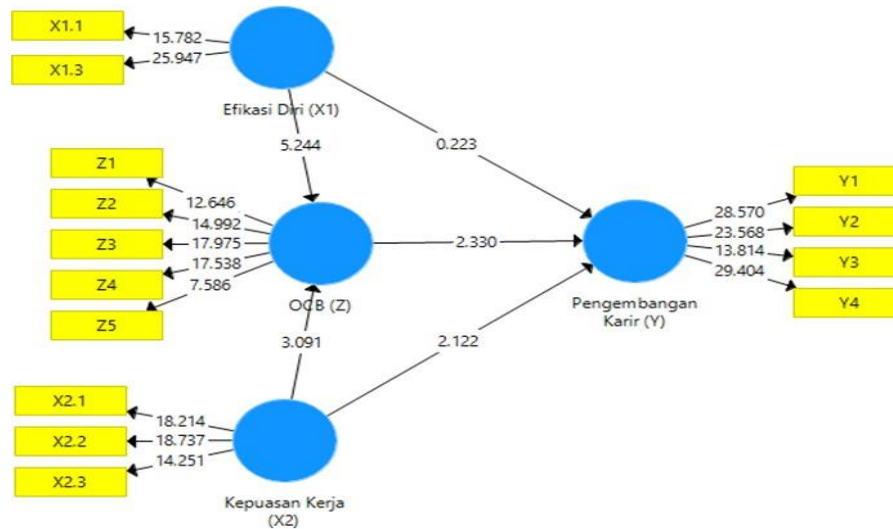
Figure 3: Value Between Research Variables
Source: Primary Data Is Processed SEMPLS, 2024

Therefore, based on the table above, it is known that all variables have Cronbach's Alpha values and Composite Reliability values have met the requirements so that it can be stated that the SEM model analyzed is reliable. After the model was declared valid, the relationship between the research variables was tested, the complete results of which can be seen in figures 2 and 3 and table 2 below:

Table 2: Direct Effects

DIRECT EFFECTS	T-STAT	P-VALUE	RESULTS
SELF-EFFICACY (X1) -> OCB (Z)	5,244	0,000	POSITIVE AND SIGNIFICANT
SELF-EFFICACY (X1) -> CAREER DEVELOPMENT (Y)	0.223	0.824	POSITIVE AND NOT SIGNIFICANT
JOB SATISFACTION (X2) -> OCB (Z)	3,091	0.002	POSITIVE AND SIGNIFICANT
JOB SATISFACTION (X2) -> CAREER DEVELOPMENT (Y)	2,122	0.034	POSITIVE AND SIGNIFICANT
OCB (Z) -> CAREER DEVELOPMENT (Y)	2,330	0.020	POSITIVE AND SIGNIFICANT

Source: Primary Data is Processed SEMPLS, 2024

Table 3: Indirect Effects

INDIRECT EFFECTS	T-STAT	P-VALUE	RESULTS
SELF-EFFICACY (X1) -> OCB (Z) -> CAREER DEVELOPMENT (Y)	1,975	0.049	POSITIVE AND SIGNIFICANT
JOB SATISFACTION (X2) -> OCB (Z) -> CAREER DEVELOPMENT (Y)	1,968	0.050	POSITIVE AND SIGNIFICANT

Source: Primary Data is Processed SEMPLS, 2024

Hypothesis Test

First hypothesis: The results of the T statistical analysis show that the calculated t value = 5.244 > t table = 1.661 with a P value of 0.000 or smaller than the cut off value of 0.05. This means that the self-efficacy variable has a positive and significant influence on organizational citizenship behavior (OCB), so the first hypothesis is stated **accepted.**

Second hypothesis: The results of the T statistical analysis show that the calculated t value = 3.091 > t table = 1.661 with a P value of 0.002 or smaller than the cut off value of 0.05. This means that the job satisfaction variable has a positive and significant influence on organizational citizenship behavior (OCB), so the second hypothesis is stated **accepted.**

Third hypothesis: The results of the T statistical analysis show that the calculated t value = 2.330 > t table = 1.661 with a P value of 0.020 or smaller than the cut off value of 0.05. This means that the organizational citizenship behavior (OCB) variable has a positive and significant influence on career development, so the third hypothesis is stated **accepted.**

Fourth hypothesis: The results of the T statistical analysis obtained a calculated t value = 0.223 < t table = 1.661 with a P value of 0.824 or greater than the cut off value of 0.05. This means that the self-efficacy variable has a positive but not significant influence on career development, so the fourth hypothesis is stated **rejected.**

Fifth Hypothesis: The results of the T statistical analysis show that the calculated t value = 2.122 > t table = 1.661 with a P value of 0.034 or smaller than the cut off value of 0.05. This means that the job satisfaction variable has a positive and significant influence on career development, so the fifth hypothesis is stated **accepted**.

Sixth hypothesis: The results of the T statistical analysis show that the calculated t value =1.975 > t table = 1.671 with a P value of 0.049 or smaller than the cut off value of 0.05. This means that the self-efficacy variable has a positive and significant influence on career development through organizational citizenship behavior (OCB), so the sixth hypothesis is stated **accepted.**

Seventh hypothesis: The results of the T statistical analysis show that the calculated t value = 1.968 > t table = 1.671 with a P value of 0.050 or the same as the cut off value of 0.05. This means that the job satisfaction variable has a positive and significant influence on career development through organizational citizenship behavior, so the seventh hypothesis is stated **accepted.**

Discussion

The Influence of Self-Efficacy on Organizational Citizenship Behavior
The research results show that there is a positive and significant influence between self-efficacy and organizational citizenship behavior. The results of this research prove that there is a significant positive influence of self-efficacy on organizational citizenship behavior at the Luwu Regency Communication and Information Service. These results show that theoretically, the highest indicator lies in the confidence indicator, while practically the highest indicator lies in the punctuality indicator at work. This shows that although the beliefs held by employees

determine organizational citizenship behavior, practically the level of employee absenteeism and compliance with company regulations or discipline can affect the organizational citizenship behavior of employees at the Luwu Regency Communication and Information Service. So, the higher the level of confidence and discipline possessed by employees, the higher the level of organizational citizenship behavior of employees at the Luwu Regency Communication and Information Service.

This is in line with what was stated Stenmark et al., (2021) that self-efficacy is a person's assessment of himself or his level of belief regarding how much he is able to do a certain task to achieve certain results. Someone with self-efficacy believes that they are able to do something to change the events around them, while someone with low self-efficacy considers themselves basically incapable of doing everything around them.

The Influence of Job Satisfaction on Organizational Citizenship Behavior

The research results show that there is a positive and significant influence between job satisfaction and organizational citizenship behavior. The better the implementation of job satisfaction, the more organizational citizenship behavior will increase. The results of this research also prove that there is a positive influence of job satisfaction on organizational citizenship behavior at the Luwu Regency Communication and Information Service. These results also show that the more satisfied an employee is, the more organizational citizenship behavior will increase, such as being more proactive, more communicative, increasing performance beyond minimum standards, voluntary participation in organizational functions in a professional manner and increasing patient, wise, wise behavior, and avoiding creating bad issues even if you feel irritated.

Satisfied employees seem more likely to speak positively about the organization, help other individuals, and exceed normal expectations in their jobs. Additionally, satisfied employees may find it easier to do more in their jobs because they want to respond to their positive experiences. These results also show that if employees feel satisfied, the level of awareness of helping colleagues or doing work outside of their obligations will be higher, this proves that job satisfaction has a positive effect on organizational citizenship behavior.

The results of this research are in line with those stated by Dousin et al., (2019) suggests that job satisfaction has a significant relationship with organizational citizenship behavior, because employees tend to express organizational citizenship behavior when they feel satisfied with their work, support and benefits provided by the company and co-workers.

The Influence of Organizational Citizenship Behavior on Career Development

The research results show that there is a positive and significant influence between organizational citizenship behavior on career development. Indicators used to measure this variable include work performance, opportunities for promotion, mentors offering informal guidance, opportunities to openly improve abilities. If career development is carried out, the behavior or actions carried out by employees will exceed the minimum tasks set. Organizational citizenship behavior has been proven to be able to influence career development, meaning that the better the implementation of organizational citizenship behavior and career development given to employees, the higher the employee's extra-role behavior. The higher the level of career development of Luwu Regency Communication and Information Service employees, the higher the employee's organizational citizenship behavior.

To improve organizational citizenship behavior in employees, it is necessary to pay attention to career development variables, because when employees receive career promotions they will be motivated to improve their performance optimally. Every person who works for a company will have a number of expectations in return for the sacrifices or achievements they have made. One of them is the hope of achieving a higher or better position/position than the previous position/position. So, career development is an employee's action to achieve his career plan, which is sponsored by the human resources department, manager or other party. The results of this research are in line with previous research conducted by Ha & Moon, (2023) who found that organizational citizenship behavior variables had a positive and significant effect on career development.

The Influence of Self-Efficacy on Career Development
The research results show that there is a positive but not significant influence between self-efficacy and career development. These results also show that high self-efficacy cannot improve individual performance and self-confidence so that they cannot demonstrate motivation, clear goals and maximum abilities, so that in the end it will affect the employee's career development in the organization.

Based on the research results, it was found that the causes of self-efficacy show an insignificant positive influence on career development, including that the work environment and certain industries may influence the extent to which self-efficacy can be translated into real career development. For example, in highly bureaucratic environments or with few career development opportunities, self-efficacy may not be sufficient to drive significant career advancement. Apart from that, external factors also influence such as company policies, relationships with superiors, and the availability of development opportunities. Even though someone may have high self-efficacy, if external factors are not supportive, their influence on career development may be insignificant.

The results of this study are not In line with several previous studies which stated that self-efficacy has a positive effect on career development, which means that the higher self-efficacy, the higher the level of employee career development. (Shin & Bolkan, 2021) (Ford et al., 2020).

The Influence of Job Satisfaction on Career Development
The research results show that there is a positive and significant influence between job satisfaction and career development. These results also show that there is a close relationship between job satisfaction and career development. Good job satisfaction will optimize career development and vice versa, the lower the level of job satisfaction, the lower the level of career development.

High job satisfaction will improve an employee's performance which will support well-designed career development, and vice versa. Career development is not only very beneficial for an employee in carrying out their duties, but also for the company as a whole. The various benefits of career development are developing employees who can be promoted, reducing employee turnover, revealing employee potential, encouraging growth, satisfying employee needs and helping to implement approved activity plans. The results of this research are still in line with previous research which stated that there is a positive and significant influence between job satisfaction and career development (Wijk et al., 2020).

The Influence of Self-Efficacy on Career Development through Organizational Citizenship Behavior

The research results show that there is a positive and significant influence between self- efficacy and career development through organizational citizenship behavior as an intervening variable. High self-efficacy of employees will be able to increase the level of employee self-confidence so that they feel capable and engaged in the organization which will ultimately increase career development in the organization.

Individuals with high self-efficacy tend to show better performance because they believe in their ability to complete tasks well. Good performance is often recognized by superiors and colleagues, which in turn can open up career development opportunities. High self-efficacy also encourages individuals to contribute more to the organization through organizational citizenship behavior, such as helping coworkers, taking initiative, and showing commitment to organizational goals. These contributions can enhance an individual's reputation in the workplace and support their career development.

The results of this research are still in line with research conducted by Malureanu et al., (2021) found that self-efficacy influences organizational citizenship behavior and career development. Study Nwanzu & Babalola, (2022) also found that there is a relationship between self-efficacy and organizational citizenship behavior and career development.

The Influence of Job Satisfaction on Career Development through Organizational Citizenship Behavior

The research results show that there is a positive and significant influence between job satisfaction and career development through organizational citizenship behavior as an intervening variable. Career development includes personal activities carried out to achieve a career plan. This activity, in other words, is carried out individually from planning to implementation. Steady career development is very important in increasing job satisfaction, reducing the desire to move, and increasing work productivity.

Career development is an outcome or result that comes from the interaction between an individual's career and the career management process that applies within the organization. Every employee who works will have hopes as a reward for their sacrifices and achievements contributed to the organization. Thus, a career for employees is a need that needs to be fulfilled. Therefore, the issue is to what extent career opportunities are open and available to employees, so that it can provide clear direction for employees to develop strategies to achieve them.

So, it can be concluded that there is a relationship between job satisfaction and career development where the organizational citizenship variable is a mediator between job satisfaction and career development. One form of job satisfaction is how their career development in the organization can increase feelings of attachment and confidence in the organization. The results of this study are in line with McDonald & Hite, (2023); Sartika & Aqsa, (2022) who also found a relationship between job satisfaction, organizational citizenship behavior and career development.

Research Implications

This research has several important implications for local government employees in East Luwu Regency, especially in understanding how self-efficacy and job satisfaction can influence

career development through organizational citizenship behavior. The Regional Government of East Luwu Regency should pay more attention to the level of employee self- efficacy so that employees feel more confident in their abilities in carrying out their duties, one way is by providing training so that their abilities increase. Increasing employee self- confidence through training and developing relevant skills can encourage engagement in organizational citizenship behavior. Mentoring and coaching programs can help increase employee self-efficacy, which in turn can contribute to their career development.

Another finding of this research is that employee job satisfaction can increase employee engagement with the organization and make employees feel emotionally able to provide the best capabilities for the organization. Increasing job satisfaction through a supportive work environment, fair compensation, and recognition for performance can encourage organizational citizenship behavior. Management that is responsive to employee needs and aspirations can increase job satisfaction and loyalty, which is important for career development.

Conclusion
Self-efficacy has a positive and significant influence on organizational citizenship behavior but does not have a significant influence on career development. A high level of confidence in abilities will increase employee engagement with the organization, however in this research high confidence from employees does not necessarily improve a person's career in the organization. Job satisfaction has a positive and significant influence on organizational citizenship behavior and career development. The job satisfaction that arises from employees will increase their sense of attachment and being needed by the organization. Apart from that, the job satisfaction achieved by employees in the organization will make them more motivated to develop abilities that can support their career development.

Organizational citizenship behavior has a positive and significant influence on career development. High attachment and confidence in the organization will make employees put in high effort at work and will improve their careers in the organization. Self-efficacy and job satisfaction have a positive and significant influence on career development through organizational citizenship behavior. A high level of self-efficacy will make employees feel capable of improving their careers through high engagement in the organization. Good career development in the organization will increase employee job satisfaction which will ultimately increase emotional attachment between employees and the organization.

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