The influence of *self-efficacy* on employee performance with job satisfaction as an intervening variable at PT Wahana Andika Mandiri IT Services department

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Abstract. This research aims to prove and analyze the influence of self-efficacy on employee performance through job satisfaction as an intervening variable for employees of PT Wahana Andika Mandiri IT Services Department. By controlling these 3 factors, it is hoped that it can improve employee performance and improve company performance. The type of research used is quantitative research. This research uses a correlational design which aims to determine the relationship and level of relationship between two or more variables without any attempt to influence these variables so that there is no variable manipulation. The method in this research uses a quantitative method and the respondents in this research are taken from IT employees. Services are 76 employees taken from a total population of 251 employees. Data was collected through a questionnaire and then processed using SPSS 25, to determine the results of the influence of self-efficacy on employee performance with job satisfaction as an intervening variable at PT Wahana Andika Mandiri in the IT Services section. The results of this research show that the significance value is less than 0.05 (0.000<0.05) and the calculated t value is greater than the table (9.231 > 1.666). Based on these results, it is concluded that job satisfaction (Z) has a significant and positive influence on employee performance (Y). Employees who are satisfied with their jobs tend to be more motivated, committed and productive. It is concluded that this research has four hypotheses and three variables where the variable Self-efficacy has a significant and positive effect on employee performance, Self-efficacy has a significant and positive effect on job satisfaction, job satisfaction has a significant and positive effect on employee performance, Self-efficacy and employee performance have Simultaneous influence on job satisfaction of PT Wahana Andika Mandiri employees in the IT Services section.

Keywords: Self-efficacy, employee performance, job satisfaction.

1.   INTRODUCTION

Human resources (HR) play a crucial role in success A organization or company, because HR influential big to achievement of established company goals. Therefore, employees must receive special and serious attention in order to complete the work well.

Based on data Ministry Employment (Ministry of Manpower), Indonesia's labor productivity has increased in the last five years. According to the Ministry of Manpower's definition, labor productivity is the ratio between goods/services products with the labor used, both individuals and group, in unit time certain. Ratio That reflect magnitude energy contribution Work in activity economy.

Employee performance is also the most important factor in the company. Performance employee is results Work somebody in a way whole Which demonstrated with concrete evidence. Therefore efforts to Improving employee performance is a challenge for companies to Achieving the goals and survival of the company depends on quality performance resource human being There is in inside (Sedarmayanti, 2011:260).

Self-efficacy is a person's belief in his or her capacity to achieve success in the tasks

and responsibilities they carry out in the company of Kreitner and Kinicki (2005: 79) . That way *Self-efficacy* is reject measuring tall low ability Which There is on self yourself for finish problem in his job .

Job satisfaction is a feeling of happiness or displeasure employees feel about their work and working conditions in the company(Mangkunegara, 2019:117). Factors such as salary, promotions, and relationships Work can influence level satisfaction employee. satisfaction employee islevel adequacy And happiness somebody in carry out his jobwithin a company. Employee satisfaction is influenced by factors like wages, condition Work, promotion, And connection interpersonal (Hasibuan,2017:34).

2.   LITERATURE REVIEW

a. *Self-efficacy*

Self-efficacy refers on confidence about his abilities For motivate the cognitive resources and actions necessary to succeed in carry out certain tasks (Luthan s , 2014: 338). *Self-efficacy* is a top assessmenta person's belief in whether a person can successfully learn knowledge and Skills. Participant training Which own *Self-efficacy* Which tall can carry out diverse method For Study in program training And always insist For Study although exists knowledge environment Which No conducive (Kaswan, 2019 : 202) **.** According to statement from a number of employee on PTVehicle Andika Independent, in find there is a number of employee Which has own *Self-efficacy* Which Good in a number of in in division personnel, Which make encourager For colleague Work Which other or So motivate employee other. Efficacy is understanding about how much superior selfsomebody can Work with good in situation And certain conditions .

b. Job satisfaction

Job satisfaction refers to an individual's general attitude towards his or her job. Someone with a high level of job satisfaction shows a positive attitude towards work, while someone who is dissatisfied with their job shows a negative attitude towards the work itself Robbins (2003 : 91) . Job satisfaction is an important condition that must be had by every employee who works, where the human being is able to interact with environment work, they will Work with full excitement And serious, so that objective organization will achieved According to Mangkunegara (2006:7). Job satisfaction is a positive attitude from workers including feelings And Act in demand to his job through evaluation Wrong One workas a sense of appreciation in achieving one of the important work values (Afandi, 2018:74).

c. **Employee performance**

Performance is a result achieved by employees in their work according to certain criteria that apply to a job Robin (2016:260). Performance is the result of work and Behavior Work Which has achieved in finish tasks And responsibilities given within a certain period Cashmere (2016:182). Performance is something that an employee must do or cannot do. Employee performance is everything activities that aim to improve company and organizational performance, both individual performance and group performance in a company Masram (2017:138) .

d. **conceptual framework**
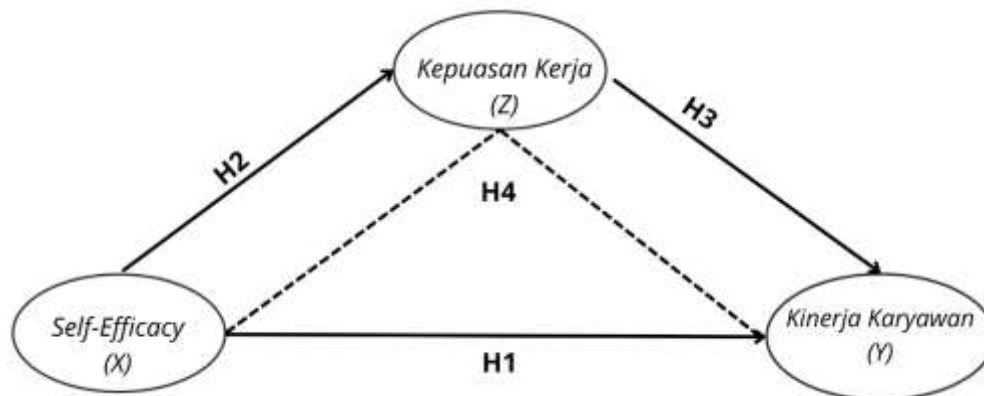
Figure 2.1 Conceptual Framework

Based on the description and research results developed by the experts and leading research above, the author takes the following hypothesis:

H 1 : *Self-efficacy* has a significant effect on the performance of PT Wahana employees Andika Independent part I.T. Services

H 2 : *Self-efficacy* has a significant effect on job satisfaction at PT Wahana Andika Independent part I.T. Services

H 3 : Satisfaction Work influential significant to performance employee on PT Vehicle Andika Mandiri part I.T. Services

H 4 : *Self-efficacy* influential s simultaneous and significant to Performance Employee with Satisfaction Work as Variables Intervening on PT Vehicle Andika Independent part I.T. Services.

3. RESEARCH METHODS

Correlational design is research to determine relationships And level connection between two variable or more without There is effort For influence variable the so that No there is manipulation variable . Method taking Sample use method surveys, Technique sampling is sampling technique. For determine which sample to use used in research, there are various sampling techniques used. The research sample is a factor of the number and characteristics possessed by the person population the

Study This done in PT Vehicle Andika Independent Which address inBlock A 21 House Vehicle, Jl. Park Narogong Beautiful No. 5A, RT.006/RW.023, Salting, District Rawalumbu, City Bekasi, Java West 17115. Study This instart since date 4 March 2024 Population on study This employee PT Vehicle Andika Independent partIT Services. The population itself is 251. The sample is a part taken from the number and characteristics owned by population study, (Sugiyono, 2018:113). Study This using *probability sampling* techniques , namely saturated sampling. All employee division Personnel with population 76 made sample instudy This.

The data collection technique used in this research is by using a questionnaire where respondents are presented with a series of questions or written statements to answer. Questionnaire measurements were measured using a Likert Scale with five points.

The method used in this research is quantitative. This method is carried out by collecting data using a questionnaire. The data analysis technique in this research uses *SPSS 25* . Tabulation is a further step. At this stage, the data is arranged in tabular form to facilitate appropriate analysiswith objective study. Study This use table frequency, Which showed in percent. After data collected, Then data study the processed with use technique management data. Processing This aim For findanswer from question Which listed in formulation problem. Processing data using SPSS 25.

4. RESEARCH RESULT

a. Description of Respondent Characteristics

Based on the results of distributing the questionnaire, data obtained describing the characteristics of the respondents are as follows:

Table 4.1 Description of Respondent Characteristics

Gender	Amount	Percentage
Man	79	79%
Woman	21	21%
Total	100	100%
Age	Amount	Percentage
< 20 years	5	5%
21 to 25 years old	44	44%
26 to 30 years old	7	7%
31 to 35 years old	8	8%
> 36 Years	12	1 2%
Total	100	100%
Last education	Amount	Percentage
SMA/SMK	44	44%
D1/D2/D3	10	10%
S1/S2/S3	22	22%
Total	100	100%
Years of service	Amount	Percentage
0 to 5 years	63	63%
6 to 10 years	5	5%
10 to 15 years	4	4%
>16 years	4	4%
Total	76	76%

Based on Table 1 above, it can be seen that the gender percentage of male respondents is 42 people with a percentage of 42% and female respondents are 34 people with a percentage of 34%.

It can be seen that the percentage of respondents aged <20 years is 5 people with a percentage value of 5%, respondents with an age range of 21-25 years are 44 people with a percentage value of 44%, respondents aged 26-30 years are 7 people with a percentage value amounting to 7%, respondents aged 31-35 years amounted to 8 people with a percentage value of 8%, and respondents with an age range of >36 years amounted to 1-2 people with a percentage value of 1-2 %.

It can be seen that the final educational percentage of respondents who were SMA/SMK was 44 people with a percentage value of 44% and respondents who were D1-D3 were 10 people with a percentage value of 10%. Respondents who were S1/Master/S3 were 22 people with a percentage value of 22%.

to 5 years of work is 63 people with a percentage value of 63%, respondents with 6 to 10 years are 5 people with a percentage value of 5%, respondents who are 10 to 15 years are 4 people with a percentage value of 4%, and there were 4 respondents who were >16 years old with a percentage value of 4%.

b. Descriptive Analysis of Research Variables

Descriptive analysis aims to understand the results of respondents' responses to the variables used through the items in the questionnaire. Several indicators contained in the variables will be measured using a Likert scale with a score of 1 - 5. The answers from the questionnaire are used as a data source, the results of the answers are then processed using *Descriptive Statistics* from SPSS which will be explained based on percentages, frequency values and *mean values* from the respondents' answers.

Table 4. 2 Results of *Self-efficacy Analysis*

X	Leadership Style Variable Statement	Average
1	I Certain that self I capablefinish task certain	4.20
2	I'm sure I'll be more motivated if I can finish task with results the maximum	4.47
3	I am sure that I can try hard to finishtask.	4.50
4	I Certain that capable face Barriers to work.	4.33
5	I Certain can finish task Whichown *range* Which wide	4.20
Total Average		**4.34**

In Table 2, the overall data for each indicator obtained on this *self-efficacy variable* can be stated that the average respondent's answer is 4.34, which means that the *self-efficacy variable* according to respondents is in the Strongly Agree assessment interval.

Table 4. 3 Results of Job Satisfaction Analysis

Z	Job Satisfaction Variable Statement	Average
1	I believe with superior Whichappreciate work hard I	4.22
2	I Certain accept wages Which in accordancewith ability I	4.09
3	I feel happy because it is opportunities open For progress career I	4.34
4	I believe I can give orders or instructions in carrying out work to my co-workers	4.16
5	I believe intertwine communication Which Goodwith each other colleague Work	4.26
Total Average		**4.34**

In table 3, the overall data for each indicator obtained on this job satisfaction variable can be stated that the average respondent's answer is 4.34, which means that the job satisfaction variable according to respondents is in the Strongly Agree assessment interval.

Table 4. 4 Results of employee performance analysis

X1	Employee Performance Variable Statement	Average
1	I am confident that I can be responsible for my work	4.20
2	I sure you can do it work Whichgiven superior to I	4.47
3	I'm sure I've complied all regulation Which There is	4.50
4	I believe I can do it work with appropriate time	4.33
5	I am confident that I can work together with my colleagues	4.20
Total Average		**4.3 3**

In Table 4, the overall data for each indicator obtained on this employee performance variable can be stated that the average respondent's answer is 4.33, which means that according to the respondent, the employee performance variable is in the Strongly Agree assessment interval.

Validity test

Validity testing is carried out to measure the validity/legitimacy of a questionnaire. The validity test is carried out by comparing the calculated r value with the table r value with *degree of freedom* (df) = n-2 with alpha 0.05. If the room r value > table r value , then the statement in the questionnaire is declared valid, but if the room r value < table r value , then it is declared invalid.

Table 4. 5 Validity Tests

Variable	Question Items	r Count	r Table	Sig.	Information	Conclusion
Self-Efficacy (X1)	X1.1	0,769	0.2227	0,000	r count > r table	Valid
	X1.2	0.781	0.2227	0,000	r count > r table	Valid
	X1.3	0.772	0.2227	0,000	r count > r table	Valid
	X1.4	0.679	0.2227	0,000	r count > r table	Valid
	X1.5	0.806	0.2227	0,000	r count > r table	Valid
Variable	**Question Items**	**r Count**	**r Table**	**Sig.**	**Information**	**Conclusion**
Job Satisfaction (Z)	Z1	0.749	0.2227	0,000	r count > r table	Valid
	Z2	0.726	0.2227	0,000	r count > r table	Valid
	Z3	0.738	0.2227	0,000	r count > r table	Valid
	Z4	0.744	0.2227	0,000	r count > r table	Valid
	Z5	0.829	0.2227	0,000	r count > r table	Valid
Variable	**Question Items**	**r Count**	**r Table**	**Sig.**	**Information**	**Conclusion**
	Y1	0.773	0.2227	0,000	r count > r table	Valid

Employee Performance (Y)	Y2	0.790	0.2227	0,000	r count > r table	Valid
	Y3	0.690	0.2227	0,000	r count > r table	Valid
	Y4	0.687	0.2227	0,000	r count > r table	Valid
	Y5	0.675	0.2227	0,000	r count > r table	Valid

Source: *Data processed by SPSS 25, (2024)*

Based on the results of SPSS, it shows that all variable question items can be said to be valid, because each variable question item has a calculated r value greater than r table (0.2227).

Reliability Test

Reliability testing is a tool used to test or measure questionnaires which are indicators of a variable. A questionnaire is said to be reliable if a person's answers to statements are consistent over time. The reliability test was carried out using the SPSS 25 program with the Cronbach's Alpha (α) statistical test. A variable is said to be reliable if the Cronbach Alpha value is > 0.60.

Table 4. 6 Reliability Tests

Variable	Cronbach's Alpha value calculated	Cronbach's Alpha value	Information
Self-Efficacy (X)	0.800	0.6	Reliable
Job Satisfaction (Z)	0.812	0.6	Reliable
Employee Performance (Y)	0.773	0.6	Reliable

Source: *Data processed by SPSS 25, (2024)*

From the reliability test above, it can be seen that the item value is on the *self-efficacy variable* (X) is 0.800, job satisfaction (Z) is 0.812, and employee performance (Y) is 0.773 based on The criteria for the Cronbach's alpha value of a variable are declared consistent because the Cronbach's alpha value is > 0.6 so that the variables of *self-efficacy* , job satisfaction and employee performance can be declared reliable or consistent.

Normality test

According to Ghozali, (2018 :45) the aim of the normality test is to analyze whether the residual variables in a model are normally distributed or not. The Kolmogorov-Smirnov test was used to carry out the normality test.

Table 4. 7. Normality Test Results

One-Sample Kolmogorov-Smirnov Test			Unstandardized Residuals
N			76
Normal Parameters [a, b]	Mean		,0000000
	Std. Deviation		1.52896718
Most Extreme Differences	Absolute		,063
	Positive		,055
	Negative		-,063
Statistical Tests			,063
Asymp. Sig. (2-tailed) [c]			,200 [d]
Monte Carlo Sig. (2-tailed) [e]	Sig.		,636
	99% Confidence Interval	Lower Bound	,623
		Upper Bound	,648
a. Test distribution is Normal.			
b. Calculated from data.			
c. Lilliefors Significance Correction.			
d. This is a lower bound of the true significance.			
e. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 475497203.			

Source: *Data processed by SPSS 25, (2024)*

Based on table 7 above, the results of the normality test *of self-efficacy,* job satisfaction and employee performance with a sample size of 76, the significance value or Asymo value. Sig. (2-tailed) is 0.200 where the significance value is greater than 0.05. So it can be concluded that with a sample of 76 data, the residual data is normally distributed. For this reason, the next classical assumption test is continued.

Multicollinearity Test

To detect multicollinearity problems in a regression model, testing can be carried out by referring to the tolerance value and variance inflation factor (VIF) value. Both values indicate multicollinearity if the tolerance is >0.10 and the VIF value is <10/100 .

Table 4. 8 Multicollinearity Test Results

Coefficients [a]		
Model	**Collinearity Statistics**	
	Tolerance	**VIF**
Self Efficacy	0.652	1,534
Employee Satisfaction	0.652	1,534
a. Dependent Variable: Employee Performance		

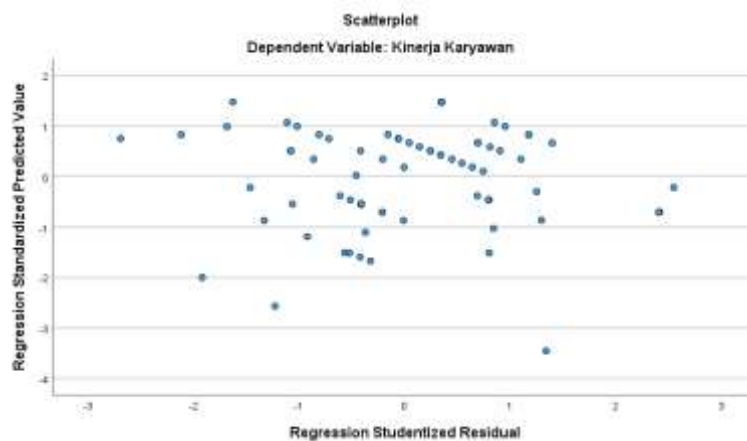Source: *Data processed by SPSS 25, (2024)*

From table 4.14, it is known that the VIF value for the *self-efficacy variable* is (1.534) and the employee satisfaction variable (1.534). Thus, it can be concluded that the VIF value is <10. Apart from that, the tolerance value for the *self-efficacy variable is (0.652),* employee

satisfaction variables and variables (0.652). This means that *the tolerance* value is > 0.10, so it can be concluded that there is no multicollinearity in this research.

Heteroskedasticity Test

The heteroscedasticity test aims to test whether the regression model has unequal variance from the residuals of one observation to another. This test is carried out on a regression model to see whether there are differences in variance or residuals from one observation to another other observations.

Figure 4. 1 Heteroskedasticity Test Results

Source: *Data processed by SPSS 25, (2024)*

In the figure above, the scatterplot graph shows that the data is spread above and below the number 0 (zero) on the Y axis and there is no clear pattern in the distribution of the data. This means that there is no heteroscedasticity in the regression equation model, so the regression model is suitable for use to predict employee performance based on the variables that influence it, namely *self-efficacy* and job satisfaction.

Correlation test

Table 4. 9 Correlation tests

Correlations				
		Self-Efficacy	Job Satisfaction	Employee performance
Self-Efficacy	Pearson Correlation	1	,582 **	,640 **
	Sig. (2-tailed)		,000	,000
	N	76	76	76
Job Satisfaction	Pearson Correlation	,582 **	1	,732 **
	Sig. (2-tailed)	,000		,000
	N	76	76	76
Employee performance	Pearson Correlation	,640 **	,732 **	1
	Sig. (2-tailed)	,000	,000	
	N	76	76	76
**. Correlation is significant at the 0.01 level (2-tailed).				

Source: *Data processed by SPSS 25, (2024)*

From the results obtained from the statistical tests above, it can be explained that the Pearson Correlation value 0<r<1 has a positive correlation and -1<r<0 has a negative correlation. The results show that there is a fairly strong relationship between the existing variables and is significant.

Analysis of the Coefficient of Determination (R^2)

Coefficient of determination analysis is used to find out how much influence the independent variables together have on the dependent variable. Following are the results of the coefficient of determination test.

Table 4. 10 Determination Test Results (R^2)

Model Summary [b]				
l	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,779 [a]	,606	,595	1,550
a. Predictors: (Constant), Employee Satisfaction, Self Efficacy				
b. Dependent Variable: Employee Performance				

Source: *Data processed by SPSS 25, (2024)*

Based on the table above, the *Adjusted R Square value* is 0.595 or 59.5%, this value shows that the employee performance variable can be explained by 59.5% by the *self-efficacy* and job satisfaction variables of the independent variable, namely employee performance, while 40.5 % explained by other factors not included in this study.

Partial test (T)

The t test aims to determine whether or not there is an influence of each independent variable individually on the dependent variable which is tested at a significance level of 0.05 .

Table 4. 11 T Test Results

Coefficients [a]						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	5,287	1,600		3,305	,001
	Self Efficacy	,308	,085	,330	3,625	,001
	Employee Satisfaction	,459	,078	,537	5,903	,000
a. Dependent Variable: Employee Performance						

Source: *Data processed by SPSS 25, (2024)*

Based on the calculations that have been carried out in the substructure path analysis, it can be seen that the path coefficient of the *self-efficacy variable* (X) and the job satisfaction variable (Z) is significant with a significance level of 0.05, so it is explained as follows :

1. Testing the Self-efficacy variable (X1) on Employee Performance

   Based on the results of the t test, the calculated t value for the Self-efficacy variable

(X1) was 3.625 . Thus the calculated t value is more than the t table value (3.625 > 1.665) with a significance level of 0.001 < 0.05 as shown in the table. So it can be concluded that there is a significant positive influence of self-efficacy on employee performance . So H0 is rejected and H1 is accepted.

2. Testing the Job Satisfaction variable (X2) on Employee Performance

Based on the results of the t test, the calculated t value for the *Self-efficacy variable* (X1) was 5.903. Thus the calculated t value is more than the t table value (5.903 > 1.665) with a significance level of 0.000 < 0.05 as seen in the table. So it can be concluded that there is a significant positive influence of job satisfaction on employee performance . So H0 is rejected and H1 is accepted

Simultaneous Test (F)

Conducted to prove whether the independent variables simultaneously have an influence on the dependent variable. Following are the test results using IBM SPSS 25.

Table 4. 12 Test Results (F)

ANOVA ᵃ						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	269,775	2	134,887	56,161	,000 ᵇ
	Residual	175,331	73	2,402		
	Total	445,105	75			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Employee Satisfaction, Self Efficacy						

Source: *Data processed by SPSS 25, (2024)*

Refers to test calculations simultaneous significance (F statistical test), can be formulated test F substructure , that is F-count = 56,161. With α = 0.05, obtained F-count value = 56.161 > F-table = 3, 124 (obtained from df calculation 1 = k - 1 = 3 - 1 = 2, df 2 = n - k = 76 - 4 = 72).

5.   DISCUSSION

a. The Influence of *Self-efficacy* On Performance Employee

Refer on table results calculation, is known The level of significance for the variable Self-Efficacy (X) on Performance (Y) is 0.001 with t-count = 3. 625 . This shows that Hα is accepted, because the significance value is less than 0.05 (0.000 <0.05) and the calculated t value is greater than the table (3,625 > 1.666). Based on these results, it is concluded that *Self-Efficacy* (X) has a significant and positive influence on Performance (Y). Self-efficacy, or belief in one's abilities, has a big influence on employee performance. Employees with high

self-efficacy tend to be more motivated, proactive, and able to deal with stress well. They have strong confidence in their own ability to complete assigned tasks, which makes them more efficient and productive in their daily work. These types of employees usually produce better quality work because they not only focus on completing tasks, but also on how to perform those tasks in the most effective and efficient way. Increasing employee self-efficacy through training, support, and constructive feedback can significantly improve individual and overall organizational performance. Proper training can help employees develop the skills necessary to overcome challenges in their jobs, while support and constructive feedback can help them feel valued and motivated to continue learning and developing.

b. The Influence of *Self-efficacy* To Satisfaction Work

Refer on table results calculation , is known The level of significance for the variable Self-Efficacy (X) on Job Satisfaction (Z) is 0,000 with t-count = 5,093. This shows that Hα is accepted, because the significance value is less than 0.05 (0.000 <0.05) and the calculated t value is greater than the table (5.093 > 1.666). Based on these results , it is concluded that *Self-Efficacy* (X) has a significant and positive influence on Job Satisfaction (Z). Self-efficacy, or belief in one's abilities, has a significant effect on job satisfaction. Employees with high self-efficacy tend to be more confident in facing tasks and challenges, which in turn increases their sense of accomplishment and happiness in their work. They have strong confidence in their ability to complete certain tasks, so they are more motivated and have high initiative. Such employees are also able to handle stress better because they see every obstacle as an opportunity to learn and grow, not as a burden that gets in the way. This high self-confidence not only affects individual performance, but also has a positive impact on team dynamics and relationships with colleagues and superiors. Employees with strong *self-efficacy* tend to have more positive and constructive relationships at work. They are more open to feedback and more ready to collaborate, which strengthens their sense of engagement and commitment to the organization.

c. The Effect of Satisfaction Work To Performance Employee

Refer on table results calculation 4.20, is known The level of significance for the variable job satisfaction (Z) on employee performance (Y) is 0,000 with t-count = 9,231. This shows that Hα is accepted, because the significance value is less than 0.05 (0.000 <0.05) and the calculated t value is greater than the table (9.231 > 1.666). Based on these results , it was concluded that job satisfaction (Z) has a significant and positive influence on employee performance (Y). Employees who are satisfied with their jobs tend to be more motivated,

committed and productive. Job satisfaction increases enthusiasm and enthusiasm in completing tasks, which in turn reduces absenteeism and turnover rates. Employees who are satisfied with their work have an intrinsic drive to give their best in every task they undertake, thus encouraging them to make maximum contributions to the organization. Apart from that, job satisfaction also encourages employees to collaborate more and interact positively with coworkers, creating a positive and supportive work environment.

d. Influence of *Self-efficacy* , Satisfaction Work with Performance Employee

Based on the calculation results in table 4.19 simultaneously on the ANOVA diagram, the variable significance level was obtained *Self-Efficacy* (X), And Performance (Y) on Job Satisfaction (Z) of 0.000 F count of 56.161 is greater than F table = 3.124. This shows that *Ha* is accepted, because the significance value is less than 0.05 (0.000< 0.05) and the calculated F value is greater than the F table (56.161> 3.124). Based on these results, it is concluded that *Self-Efficacy* (X) and Employee performance (Y) has a simultaneous influence on Job Satisfaction (Z). Employees with high self-efficacy tend to be more confident and effective in completing their tasks, which has a positive impact on their performance. Good performance, in turn, increases job satisfaction because employees feel their achievements and contributions are valued by the organization. Thus, improving employee self-efficacy and performance simultaneously can significantly increase job satisfaction, which is important for employee productivity and well-being in the long term.

6. CLOSING

a. Conclusion

This research aims to find out how strong the influence of *self-efficacy* is on employee performance job satisfaction as an *intervening variable* in the IT Services section at PT Wahana Andika Mandiri. Based on the results of the research that has been carried out, the following conclusions can be drawn:

1. *Self-efficacy* (X) has a significant and positive influence on performance (Y). Self-efficacy, or belief in one's abilities, has a big influence on employee performance. Employees with high self-efficacy tend to be more motivated, proactive, and able to deal with stress well, employees of PT Wahana Andika Mandiri in the IT Services department.

2. *Self-Efficacy* (X) has a significant and positive influence on Job Satisfaction (Z). Self-efficacy, or belief in one's abilities, has a significant influence on job satisfaction.

Employees with high self-efficacy tend to be more confident in facing tasks and challenges, at PT Wahana Andika Mandiri employees in the IT Services section.

3. Job satisfaction (Z) has a significant and positive influence on employee performance (Y). Employees who are satisfied with their jobs tend to be more motivated, committed and productive. Job satisfaction increases enthusiasm and enthusiasm in completing tasks for employees of PT Wahana Andika Mandiri in the IT Serivices section.

4. *Self-Efficacy* (X) and Employee performance (Y) has a simultaneous and significant influence on Job Satisfaction (Z), for employees of PT Wahana Andika Mandiri in the IT Services department.

   b. Suggestion

Based on the results of the research and conclusions in this study, the following suggestions can be given:

1. For the Company PT Wahana Andika Mandiri

PT Wahana Andika Mandiri is expected to be able to maintain and improve the quality of its employees' performance, of course the company can also increase *the self-efficacy* of its employees in order to create a sense of satisfaction in doing their work so that employee performance can improve well.

2. For academics

In the future, researchers can add more variables to examine what factors can influence employee performance outside of the variables used in this research. Additionally, by conducting research on different companies and comparing the results of previous research, you can increase the number of variables, gain insight into the company you are researching, and open up a new picture of your findings.

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