

## ABSTRACT

*The purpose of this research is to test the influences of authority delegation and self efficacy on work motivation to impact organizational citizenship behavior. Using these variables, the usage of these variables are able to solve the arising problem within officer PT. PELNI. Statement of this problem is how to increase organizational citizenship behavior?.*

*The samples size of this research is 192 officers of PT. PELNI. Using the Structural Equation Modeling (SEM), the results show that authority delegation and self efficacy on work motivation to impact organizational citizenship behavior.*

*The effect of authority delegation on work motivation are significant; the effect of self efficacy on work motivation are significant; the effect of work motivation on organizational citizenship behavior are significant; the effect of authority delegation on organizational citizenship behavior are insignificant; the effect of self efficacy on organizational citizenship behavior are significant.*

*Keywords: authority delegation, self efficacy, work motivation and organizational citizenship behavior.*