

ABSTRACT

Amid global uncertainty in the post-pandemic and BANI (Brittle, Anxious, Nonlinear, Incomprehensible) era, organizations require adaptive and high-performing employees. This study investigates the influence of Organizational Commitment and Work-Life Balance on Employee Performance, with Organizational Citizenship Behavior (OCB) as a mediating variable. A survey was conducted at PT PLN (Persero) Pusdiklat involving 150 employees, and the data were analyzed using Structural Equation Modeling with Partial Least Squares (SEM-PLS). Results indicate that both Organizational Commitment and Work-Life Balance positively and significantly affect Employee Performance. OCB also plays a partial mediating role in these relationships. The findings highlight the critical function of voluntary behaviors in enhancing collaboration, adaptability, and overall performance. The AKHLAK core values promoted within the organization act as behavioral enablers, fostering a supportive work culture. This study contributes to organizational behavior literature by positioning OCB as a strategic pathway to strengthen performance outcomes through commitment and well-being initiatives.

Keywords: *Employee Performance, Organizational Citizenship Behavior , Organizational Commitment, Work-Life Balance.*

