

ABSTRACT

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Effects of Job Characteristics and Power Distance on Organizational Citizenship Behavior among Back Office Banking Employee;

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Organizational citizenship behavior (OCB) is an effective behaviour for both employee and organizational performance. OCB is determined by work environments, like task characteristics and cultural context (*power distance*). This study aims to investigate the effects of job characteristics and *power distance* on OCB among employee. The participants of this study are 124 back office employees in banks in Bangka. This study is a non-experimental research with quantitative method. Data was gathered using survey method by questionnaire. Results showed that job characteristic and power distance, simultaneously affect OCB. Job characteristics positively affect OCB ($t=6,049; p<0,05$), while power distance negatively affect OCB ($t=-2,293; p<0,05$). This study implicates that management must be focus on improving effective job characteristics to reduce the negative effect from power distance. Discussion and suggestion can be found in this report.

Keywords: organizational citizenship behavior, OCB, job characteristic, power distance, bank employee, back office