

ABSTRACT

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Role of Quality of Work Life Of Organizational Citizenship Behavior with Personality Traits As Moderator; Dr. Rostiana, M.Si., Psi dan Kiky Dwi Hapsari Saraswati, M. Si.; Undergraduate Program in Psychology, Tarumanagara University, (i-xv; 62 pages; R1-R5; Appdx 1-78).

The purpose of this study to determine the role of Quality of Work Life (QWL) against Organizational Citizenship Behavior (OCB) with personality traits as a moderator variable. The research instrument used 234 participants bookstore employees at XYZ company. This study uses a quantitative non experimental type of research influence and analyzed using multiple regression with Moderated Regression Analysis (MRA). The results showed that personality traits are not shown to act as a moderating the relationship between the QWL against OCB. In this analysis, interaction indicates that personality traits are not proven to strengthen or weaken PKO, $p > 0.05$. However, QWL with simultaneous personality traits may affect OCB.

Key Words: Quality of Work Life, Organizational Citizenship Behavior, Personality Traits