

ABSTRACT

Name : Putriani Pradipta U.S.
Study Program : Administrasi Niaga
Title : Relationship between Job Characteristics and
Organizational Citizenship Behavior (Case Study on
Team Assistant at Pertamina Hulu Energi Offshore North
West Java Ltd.)

This study explained 2 (two) variables, the variables were job characteristics and organizational citizenship behaviour. The aim of this study was to investigate the relationship between job characteristics and organizational citizenship behavior. The participants of this study were team assistants or admin staffs working at Pertamina Hulu Energi ONWJ Ltd (PHE ONWJ). Variables of Job characteristic were assessed using 5 dimensions created by Hackman and Oldham. Variables of Organizational Citizenship Behaviour were assessed using 5 dimensions created by Morrison Scale. Researched Method of this study was quantitative research, questionnaires were sent to 32 team assistants or admin staffs. The data analysis was made by Rank Spearman Correlation. The result of this study was Job Characteristics had a positive or significance relationship with Organizational Citizenship Behavior.

Key Words:

Job Characteristic and Organizational Citizenship Behavior.

ABSTRAK

Nama : Putriani Pradipta U.S.
Program Studi : Administrasi Niaga
Judul : **Hubungan antara *Job Characteristic* dengan
Organizational Citizenship Behaviour
(Studi Kasus pada *Team Assistant* di Pertamina Hulu
Energi Offshore North West Java Ltd.)**

Penelitian ini menjelaskan mengenai dua variabel, yaitu *Job Characteristic* dan *Organizational Citizenship Behavior*. Tujuan dari penelitian ini adalah mengetahui bagaimana hubungan antara *job characteristic* dengan *organizational citizenship behaviour*. Studi kasus penelitian ini dilakukan pada *team assistants* atau *admin staffs* di Pertamina Hulu Energi ONWJ Ltd (PHE ONWJ). Variabel *job characteristic* diuji dengan menggunakan 5 dimensi dari Hackman and Oldman. Variabel *organizational citizenship behavior* diuji dengan menggunakan 5 dimensi dari Skala Morrison. Metode penelitian yang digunakan adalah penelitian kuantitatif, dilakukan dengan membagikan kuisioner kepada 32 *team assistants* atau *admin staffs* di PHE ONWJ. Analisis data yang digunakan adalah korelasi Rank Spearman. Hasil yang didapatkan adalah bahwa *Job Characteristic* memiliki hubungan yang positif atau signifikan dengan *Organizational Citizenship Behavior*.

Kata kunci:

Job Characteristic dan *Organizational Citizenship Behavior*