

**HUBUNGAN ANTARA *PROFESSIONAL QUALITY OF LIFE (ProQOL)* DAN  
*ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB)* DENGAN  
KARAKTERISTIK PEKERJAAN SEBAGAI VARIABEL MODERATOR  
PADA PEGAWAI DI KANTOR CABANG PT.BRI KATAMSO DI  
YOGYAKARTA**

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**ABSTRAK**

Penelitian ini bertujuan untuk mengetahui hubungan *professional quality of life (ProQOL)* dan *organizational citizenship behavior (OCB)* dengan karakteristik pekerjaan sebagai variabel moderator. Hipotesis yang diajukan yaitu karakteristik pekerjaan signifikan sebagai variabel moderator terhadap hubungan antara ProQOL (*compassion satisfaction, burnout, compassion fatigue*) dengan OCB (*altruism, conscientiousness, sportsmanship, courtesy, civic virtue*). Subyek penelitian adalah pegawai di kantor cabang PT. BRI Katamso di Yogyakarta yang berjumlah 42 orang. Pengumpulan data dilakukan melalui penyebaran skala OCB, skala Karakteristik Pekerjaan, dan skala ProQOL. Setelah uji coba, skala OCB menghasilkan koefisien reliabilitas yaitu: *altruism* = 0.838; *conscientiousness* = 0.829; *sportsmanship* = 0.854 ; *courtesy* = 0.830; *civic virtue* = 0.827. Berikutnya skala ProQOL menghasilkan koefisien reliabilitas yaitu : *compassion satisfaction* = 0.738 ; *burnout* = 0.705 ; *compassion fatigue* = 0.717. Sedangkan skala Karakteristik Pekerjaan memiliki koefisien reliabilitas sebesar 0.856. Penelitian ini menggunakan teknik *moderated regression analysis (MRA)*. Hasil analisis data menunjukkan bahwa karakteristik pekerjaan tidak signifikan sebagai variabel moderator terhadap hubungan antara *professional quality of life / ProQOL (compassion satisfaction, burnout, compassion fatigue)* dan *organizational citizenship behavior / OCB (altruism, conscientiousness, sportsmanship, courtesy, civic virtue)*. Hal ini ditunjukkan melalui hasil koefisien regresi pada signifikansi  $\geq 0.05$ .

Kata kunci : karakteristik pekerjaan, *professional quality of life (ProQOL)*, *organizational citizenship behavior (OCB)*

**THE RELATION OF PROFESSIONAL QUALITY OF LIFE (ProQOL) AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) WITH JOB CHARACTERISTIC AS A MODERATOR VARIABLE TO THE EMPLOYEES IN PT.BRI KATAMSO BRANCH IN YOGYAKARTA**

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**ABSTRACT**

*This research is aimed to find out about the relation of professional quality of life (ProQOL) and organizational citizenship behavior (OCB) with job characteristic as a moderator variable. The Hypothesis is that significance of job characteristic as a moderator variable toward the relation of professional quality of life / ProQOL (compassion satisfaction, burnout, compassion fatigue) and organizational citizenship behavior /OCB (altruism, conscientiousness, sportmanship, courtesy, civic virtue). The subject of this research were the employees in office of PT. BRI Katamso branch in Yogyakarta amount 42 people. The data collecting by giving OCB's scale, ProQOL's scale and also Job Characteristic's scale. The realibility coeficient scale of OCB after the try out were shown : altruism = 0.838 ; concientiousness = 0.829; sportmanship = 0.854 ; courtesy = 0.830; civic virtue = 0.827. And then coeficient reliability of compassion satisfaction = 0.738 ; burnout = 0.705 ; compassion fatigue = 0.717. While the coeficient reliability of job characteristic was 0.856. Moderated Regression Analysis (MRA) technique was used to measure the relation of professional quality of life (ProQOL) and organizational citizenship behavior (OCB) with job characteristic as a moderator. The result shows the job characteristic is not significant as a moderator variable toward the relation of professional quality of life / ProQOL (compassion satisfaction, burnout, compassion fatigue) and organizational citizenship behavior /OCB (altruism, concientiousness, sportmanship, courtesy, civic virtue). This shown by the result of coefficient regression of  $p \geq 0.05$ .*

Keywords : job characteristic, professional quality of life (ProQOL), organizational citizenship behavior (OCB)