

**PENGARUH KARAKTERISITIK PEKERJAAN TERHADAP
HUBUNGAN ANTARA *PROFESSIONAL QUALITY OF LIFE* (ProQOL)
DENGAN *COUNTERPRODUCTIVE WORK BEHAVIOR* (CWB)
PADA PEGAWAI PT. BRI CABANG KATAMSO
YOGYAKARTA**

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh karakteristik pekerjaan pada hubungan *Professional Quality Of Life* (ProQOL) dan *Counterproductive Work Behavior* (CWB). Hipotesis yang diajukan adalah karakteristik pekerjaan berpengaruh terhadap ProQOL dan CWB. Subyek penelitian adalah 42 pegawai kantor cabang PT. BRI Katamso di Yogyakarta. Pengumpulan data dilakukan dengan skala adaptasi ProQOL, skala adaptasi Karakteristik Pekerjaan dan skala adaptasi CWB. Koefisien reliabilitas adaptasi CWB adalah sebesar 0,989, skala adaptasi ProQOL dengan aspek *compassion satisfaction* 0,738, skala *burnout* 0.705, skala *compassion fatigue* 0,717. Sedangkan koefisien reliabilitas skala adaptasi Karakteristik Pekerjaan adalah sebesar 0,856. Hasil analisis data menyatakan bahwa sebaran data normal dan memenuhi persyaratan model regresi. Teknik analisis menggunakan *Moderated Regression Analysis* (MRA) dengan hasil pada ProQOL aspek *Compassion satisfaction* senilai $p: 0,007$ signifikan dengan $p \leq 0,05$, maka karakteristik pekerjaan berpengaruh signifikan sebagai moderator. Aspek *Burnout* senilai $p: 0,898$, tidak signifikan dengan $p \geq 0,05$ sehingga karakteristik pekerjaan tidak signifikan sebagai moderator terhadap hubungan antara ProQOL pada aspek *Burnout* dan CWB. Pada aspek *compassion fatigue* senilai $p: 0,022$ signifikan dengan $p \leq 0,05$. Maka karakteristik pekerjaan berpengaruh signifikan sebagai moderator terhadap hubungan antara ProQOL pada aspek *compassion fatigue* dan CWB.

Kata kunci : professional quality of life (ProQOL), job characteristic, counterproductive work behavior (CWB)

**THE EFFECT OF JOB CHARACTERISTIC TOWARD THE RELATION
OF PROFESSIONAL QUALITY OF LIFE (PROQOL) AND
COUNTERPRODUCTIVE WORK BEHAVIOR (CWB) TO THE
EMPLOYEES IN PT. BRI KATAMSO BRANCH IN YOGYAKARTA**

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ABSTRACT

This research is aimed to find out about the effect of job characteristics toward the relation of Professional Quality of Life (ProQOL) and Counterproductive Work Behavior (CWB). The hypothesis says that job characteristic has the significant effect on the relation of ProQOL and CWB. The subjects of this research were 42 the employees in office of branch PT. BRI Katamso in Yogyakarta. The data collecting by giving CWB 's scale, ProQOL's scale and also Job Characteristic's scale. The reliability coefficient scale of CWB was 0.989, adaptation scale of compassion satisfaction was 0.738, scale adaptation of burnout was 0.705, and scale adaptation of compassion fatigue was 0.717. The reliability coefficient adaptation scale of job characteristic was 0.856. The results of data analysis was shown that normal data distribution met the requirements of the regression model. The Moderated Regression Analysis (MRA) was used as an analysis technique. The results of this technique were shown on ProQOL aspects; Compassion Satisfaction ($p: 0,007$) significant at $p \leq 0.05$ it means job characteristic was significant as a moderator. While the Burnout ($p: 0.898$) was not significant at $p \leq 0.05$ it means job characteristic was not significant as a moderator toward the relation of ProQOL aspect (Burnout) and CWB. Compassion Fatigue ($p: 0.022$) significant at $p \leq 0.05$ it means job characteristic was significant as a moderator.

Key words : professional quality of life (ProQOL), job characteristic, counterproductive work behavior (CWB)