

ABSTRACT

THE EFFECT OF INDIVIDUAL CHARACTERISTICS AND WORK MOTIVATION ON *ORGANIZATIONAL CITIZENSHIP BEHAVIOUR* OF EMPLOYEES IN PRIMA HUSADA INPATIENT CLINIC OF TULANG BAWANG

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The purpose of this study was to analyze effect of individual characteristics and work motivation on the Organizational Citizenship Behavior of the employees at Prima Husada inpatient clinic Tulang Bawang. This study used a quantitative research. The population in this study was the permanent employees at Prima Husada inpatient as many as 35 employees. The sample used in this study was all of the employees, as many as 35 the employees determined by using the saturated sampling technique. The data collecting technique used the questionnaire. The data analysis method in the study used the independent test sample t-test. The result of the hypothesis testing showed that the individual characteristics had a positive effect on the OCB, the work motivation had a positive effect on the OCB, while the simultaneous test showed that the individual characteristics and the work motivation affected the OCB.

Keywords: Individual Characteristics, Work Motivation, and OCB