

## ABSTRACT

### THE INFLUENCE OF FIVE FACTOR MODEL OF PERSONALITY TO ORGANIZATIONAL CITIZENSHIP BEHAVIOUR WITH PERCEIVED ORGANIZATIONL SUPPORRT AS MODERATOR

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OCB (Organizational Citizenship Behavior) are discretionary behaviour on the part of the worker, which are neither expected nor required, and therefore cannot be formally rewarded or punished but give positive impact to the organization. OCB put increase team work effectively, service quality and decrease employee turnover. OCB antecedents are one of the important topic in research. OCB is discretionary behaviour so can be assumed that influenced by internal factor, especially Five Factor Model of Personality (FFM). OCB are behaviour in organizational context, so Perceived Organizational Support (POS) can be assumed as moderator in view of FFM influence towards OCB. Population in this research is taken at Kantor Walikota Administrasi Jakarta Barat with N=111. PLS used for analysis data. The result indicates that three trait of FFM have effect to OCB. POS has no significant role as moderator. POS has moderator roles when extraversion influences civic virtue and neuroticism influences altruism.

*Keyword:* Organizational Citizenship Behaviour (OCB), Five Factor Model of Personality (FFM), Perceived Organizational Suppor (POS), moderator.