

Experienced States and Intraindividual Patterns of Citizen Behavior - The Cross-Level Moderating Effects of Personal Trait

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ABSTRACT

This study investigating the dynamic process through which traits from the five-factor model of personality (the Big Five) and affective and attitudinal states experienced at work influence intraindividual patterns of OCB over time generally supported hypotheses. A survey research was conducted using a sample of elementary school's teachers in ten days (twice per day) in Chang Hwa county. Hierarchical linear modeling (HLM) was used to test the experience sampling hypotheses. First, at the intraindividual level, experience-sampled positive affect, negative affect and job satisfaction predicted experience-sampled reports of OCB over time. Second, four major findings are as follows: (1) cross-level interaction between neuroticism and positive affect predicted OCB; (2) cross-level interaction between neuroticism and job satisfaction predicted OCB; (3) cross-level interaction between Openness to Experience and job satisfaction predicted OCB; (4) cross-level interaction between conscientiousness and job satisfaction predicted OCB.

Keywords : organizational citizenship behavior, OCB, Big Five, positive affect, negative affect, job satisfaction, HLM

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