

ABSTRACT

This study aims at examining empirical antecedent model that influence Organizational Citizenship Behaviour (OCB) appearance of employee in hospital. Whereas antecedent variables of OCB are Perceived Organizational Support, Leader-Member Exchange, and Impression Management. While the mediation variable is Felt Obligation

Objects of this study are nurses as employees, and room heads as supervisor in General Centre Hospital Dr.Kariadi Semarang. Sample taken by randomly sampling technique to 120 respondents. This study were analyzed using Partial Least Square method in Warp PLS 4.0 software.

An empirical antecedent model of OCB were accepted. Perceived Organizational Support(POS)variable and Leader-Member Exchange(LMX) variable were proved positively significant influencing both toward OCB through mediation variable, Felt Obligation (FO), and positively significant influencing independent variable, OCB. Thus variable Impression Management (IM) only well influencing directly towards OCB, and not positively influence toward FO as mediation variable.

Keywords : Organizational Citizenship Behaviour, Impression Management, Leader-Member Exchange, Perceived Organizational Support, Felt Obligation, WarpPLS.