

## **The Effects of Work Design Characteristics on Organizational Citizenship Behaviour: An Empirical Investigation**

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*This study was aimed to examine the effect of work design characteristics on employee engagement in Organizational Citizenship Behaviour (OCB). Drawing upon the Expanded Work Design Model (Humphrey, Nahrgang, & Morgeson, 2007) and the Job Characteristics Theory (Hackman & Oldham 1975), this study specifically examined the direct effect of seven dimensions of work design characteristics on OCB. A total of 646 nursing and clinical employees holding non-supervisory jobs in 3 public hospitals in Malaysia participated in this study. Hierarchical multiple regression results indicated a statistically significant positive relationship between work design characteristics (feedback, task significance, psychological demand, autonomy and social support) and OCB. Managerial implications, theoretical implications, limitations of the study and the directions for future research were discussed.*

**Keywords:** job characteristics, skill variety, task significance, social support  
organizational citizenship behaviour