Abstract

EFFECTS OF JOB TYPE AND CULTURE ON RELATIONSHIPS BETWEEN JOB CHARACTERISTICS AND WORKER OUTCOMES: A MULTILEVEL ANALYSIS

by

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There has been a great deal of research regarding how job characteristics affect workers’ perceptions, yet there are very few studies examining how job type (white-, pink-, or blue-collar) and culture impact these relationships. Through the use of data from over 11,000 employees in 24 countries, this project remedies the lack of multilevel study designs to determine how job type and culture each play independent roles in relationships between job characteristics (autonomy, task significance, and skill variety) and the worker outcomes of job satisfaction, organizational commitment, turnover intentions, and perceptions of the job as stressful and exhausting, as well as how they interact. Job type moderated these relationships, such that white- and pink-collar jobs had stronger relationships between skill variety and satisfaction as well as between task significance and perceptions of the job as stressful than did blue-collar jobs. Additionally, culture moderated these relationships, such that for institutional collectivism, power distance, and uncertainty avoidance, many of these relationships were weaker for cultures higher compared to those lower on these dimensions. Lastly, at times, job type did have a stronger effect in certain cultures more than others, indicating the importance of examining job type and culture in conjunction within work design research. This implies it may not be appropriate for multinational companies to utilize a single job design strategy.

Keywords: Job characteristics model, work design, job type, culture, multilevel modeling