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THE EFFECT OF RELATIONAL JOB CHARACTERISTICS ON DISAGREEMENT OF CONTEXTUAL PERFORMANCE

Abstract:

The purpose of this current study is to investigate the role of relational job characteristics as a job-relevant situational factor on subordinate-supervisor rating agreement on job performance. Past research has focused chiefly on individual characteristics such as leniency and self-enhancement bias regarding the reasons behind the low correlations between subordinate-ratings and ratings made by supervisor. However, recent research on relational job design indicates that a relationship exists between employees' perceived social worth and rating disagreements. Therefore, research hypotheses were tested using a sample of 252 matched pairs of service workers and their immediate supervisors from a nursing home in Japan. The results showed that the self-ratings of subordinates who were higher in perceived social worth were associated with greater disagreement of contextual performance ratings provided by their supervisors. Implications and future research directions are discussed, particularly regarding the need to establish the generalizability of the theoretical framework and use a variety of methods.

Keywords:

Rating agreement, Perceived social worth, Contextual performance, Self-esteem