JOB CHARACTERISTICS MODEL

Implementing Concepts → **Core Job Dimensions** → **Critical Psychological States** → **Personal & Work Outcomes**

Implementing Concepts:
- Combining Tasks
- Forming Natural Work Units
- Establishing Client Relationships
- Vertical Loading
- Opening Feedback Channels

Core Job Dimensions:
- Skill Variety
- Task Identity
- Task Significance
- Autonomy
- Feedback

Critical Psychological States:
- Experienced Meaningfulness
- Experienced Responsibility for Outcomes of the Work
- Knowledge of the Actual Results of Work Activities

Personal & Work Outcomes:
- High Internal Work Motivation
- High-Quality Work Performance
- High Satisfaction with the Work
- Low Absenteeism and Turnover

Strength of Employee's Growth Needs