

Pengaruh job crafting terhadap organizational citizenship behavior dengan organizational trust dan person job fit sebagai variabel mediasi pada karyawan tetap Kantor Pusat BPJS Ketenagakerjaan = Influence of job crafting on organizational citizenship behavior with organizational trust and person job fit as mediation variables on permanent employees of BPJS Ketenagakerjaan Center Office

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Abstrak

Penelitian ini bertujuan untuk menjelaskan pengaruh *Job Crafting* terhadap *Organizational Citizenship Behavior* dengan *Organizational Trust* dan *Person Job Fit* sebagai Variabel Mediasi. *Organizational Citizenship Behavior* sangat penting dimiliki karyawan demi peningkatan kinerja BPJS Ketenagakerjaan khususnya dalam menghadapi bonus demografi. Jumlah responden adalah sebanyak 137 karyawan tetap Kantor Pusat BPJS Ketenagakerjaan yang didapatkan dengan teknik *non probability*. Analisis data menggunakan analisis deskriptif dan inferensial. Analisis inferensial menggunakan *simple linier regression* dan *hierarchical multiple regression*. Hasil penelitian menemukan bahwa *Job Crafting* berpengaruh kuat menuju sangat kuat terhadap *Organizational Citizenship Behavior*. *Job Crafting* berpengaruh sedang menuju kuat terhadap *Organizational Trust*. *Job Crafting* berpengaruh sedang menuju kuat terhadap *Person Job Fit*. *Job Crafting* berpengaruh kuat menuju sangat kuat terhadap *Organizational Citizenship Behavior* dengan *Organizational Trust* sebagai variabel mediasi. *Job Crafting* berpengaruh sangat kuat terhadap *Organizational Citizenship Behavior* dengan *Person Job Fit* sebagai variabel mediasi.

The aim of this study is to explain the influence of Job Crafting on Organizational Citizenship Behavior with Organizational Trust and Person Job Fit as Mediation Variable. Organizational Citizenship Behavior is very important for employees to improve the performance of BPJS Ketenagakerjaan, especially in the face of demographic bonuses. Total of respondents were 137 permanent employees of the Central Office of BPJS Ketenagakerjaan obtained with non-probability techniques. Data analysis uses descriptive and inferential analysis. Inferential analysis uses simple linier regression and hierarchical multiple regression. This results of the study found that Job Crafting has a strong towards very strong influence on Organizational Citizenship Behavior. Job Crafting has a moderate influence on Organizational Trust. Job Crafting has a moderate influence on Person Job Fit. Job Crafting has a strong towards very strong influence on Organizational Citizenship Behavior with Organizational Trust as mediation variable. Job Crafting has a very strong influence on Organizational Citizenship Behavior with Person Job Fit as mediation variable.