

# Organizational Citizenship Behavior di Tengah Pandemi: Peran Praktik Manajemen Keselamatan Kerja, Resiliensi, Ketidak Pastian Kerja, dan Persepsi Risiko (Studi Kasus Pada Industri Perhotelan Indonesia) = Organizational Citizenship Behavior in The Mist of Covid 19 Pandemic in Indonesian Hotel Sectors: Examining the Role of Safety Management Practices, Resilience, Job Insecurity, and Perceived Risk

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## Abstrak

Penelitian ini bertujuan untuk menyelidiki pengaruh praktik manajemen keselamatan kerja dan resiliensi terhadap organizational citizenship behavior (OCB), serta peran persepsi risiko dan ketidak pastian kerja sebagai mediator dalam relasi tersebut, pada konteks industri perhotelan di Indonesia. Untuk pengambilan data, peneliti melakukan survei dengan menggunakan self-report questionnaire. Sebanyak 295 responden yang terdiri dari karyawan hotel di berbagai daerah di Indonesia terlibat dalam penelitian ini. Hasil analisis data dengan Structural Equation Modeling (SEM) menunjukkan bahwa praktik manajemen keselamatan kerja tidak memiliki pengaruh secara langsung terhadap OCB, sedangkan resiliensi berpengaruh positif secara langsung terhadap OCB. Pengujian efek mediasi menemukan bahwa praktik manajemen keselamatan kerja berpengaruh secara negatif terhadap persepsi risiko, sedangkan persepsi risiko berpengaruh secara positif terhadap OCB, dengan demikian persepsi risiko memediasi relasi antara praktik keselamatan kerja dengan OCB. Selanjutnya, praktik keselamatan kerja memiliki pengaruh negatif terhadap ketidak pastian kerja, namun ketidak pastian kerja tidak memiliki pengaruh signifikan terhadap OCB, dengan demikian ketidak pastian kerja tidak dapat memediasi relasi antara praktik manajemen kesehatan kerja dengan OCB. Sementara itu, resiliensi juga ditemukan berpengaruh secara negatif terhadap ketidak pastian kerja, namun ketidak pastian kerja tidak memiliki pengaruh terhadap OCB. Peneliti menduga hasil tersebut turut dipengaruhi oleh konteks penelitian di mana penelitian ini dilakukan. Penyelidikan lebih lanjut perlu dilakukan untuk memperdalam pemahaman terhadap hasil temuan dan mengujikan kembali model dari penelitian ini.

.....This study aims to investigate the effect of workplace safety management practices (WSP) and resilience on organizational citizenship behavior (OCB), as well as the role of perceived risk and job insecurity as mediators in this relationship, in the context of Indonesia hotel sectors. For data collection, the researcher conducted a survey using a self-report questionnaire. A total of 295 respondents consisting of hotel employees in various provinces in Indonesia were involved in this study. The results of data analysis using Structural Equation Modeling (SEM) show that workplace safety management practices did not have a direct effect on OCB, while resilience has a direct positive effect on OCB. Mediating effect analysis found that workplace safety management practices have a negative effect on risk perception, while risk perception has a positive effect on OCB, thus risk perception mediates the relationship between workplace safety management practices and OCB. Furthermore, workplace safety management practices have a negative effect on job insecurity, but job insecurity did not have a significant effect on OCB, thus job insecurity cannot mediate the relationship between workplace safety management practices and OCB. Meanwhile, resilience was also found to have a negative effect on job insecurity, but job insecurity had no effect on

OCB. Researchers suspect that the results are also influenced by the research context in which this research is conducted. Further investigations need to be carried out to deepen the understanding about the findings and re-examine the model from this study