**HUBUNGAN ANTARA *JOB CRAFTING* DAN**

***ORGANIZATIONAL CITIZENSHIP BEHAVIOR***

**PADA KARYAWAN PT TELKOM AKSES BANDUNG**

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**Abstrak**

Peningkatan yang signifikan terhadap penggunaan internet pada Pandemi COVID-19, membuat perusahaan di bidang pelayanan jaringan internet perlu memiliki karyawan yang melakukan *extra-role behavior* salah satunya yaitu *organizational citizenship behavior* agar optimalisasi kinerja SDM tetap terjaga. Selain itu pada masa pandemi, karyawan juga perlu memperbaharui cara kerja mereka agar lebih efektif dan efisien salah satunya dengan *job crafting*. Tujuan dari studi ini guna melihat korelasi antara *job crafting* dan *organizational citizenship behavior* pada karyawan PT Telkom Akses Bandung. Populasi studi ini berjumlah 120 karyawan PT Telkom Akses yang jumlah sampelnya 90 karyawan (21,11% perempuan; rentang usia 20 - 43 tahun), yang diperoleh menggunakan sampling jenuh. Data dikumpulkan menggunakan Skala *Job Crafting* (27 aitem, α = 0,910), dan Skala *Organizational Citizenship Behavior* (30 aitem, α = 0,922). Analisis non-parametrik *Spearman Rho* menunjukkan nilai koefisien rxy = 0,648 yang nilai signifikansinya 0,000 (p<0,05), yang memberikan gambaran bahwa ada korelasi positif signifikan antara *job crafting* dan *organizational citizenship behavior*. Hal ini mengindikasikan bahwasannya makin tinggi *job crafting*, maka makin tinggi pula *organizational citizenship behavior*.

Kata Kunci: *Job crafting*; *organizational citizenship behavior*; produktivitas; kinerja; karyawan; Telkom; PT Telkom Akses

**THE CORRELATION BETWEEN JOB CRAFTING AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR ON EMPLOYEES OF PT TELKOM AKSES BANDUNG**

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**Abstract**

A significant increase in internet use during the COVID-19 pandemic, makes companies in the field of internet network services need to have employees who perform extra-role behavior, one of which is organizational citizenship behavior so that the optimization of HR performance is maintained. In addition, during the pandemic, employees also need to update their ways of working to be more effective and efficient, one of which is job crafting. The purpose of this study is to see the correlation between job crafting and organizational citizenship behavior on employees of PT Telkom Access Bandung. The population of this study amounted to 120 employees of PT Telkom Access with a total sample of 90 employees (21.11% female; age range 20 - 43 years), which was obtained using saturated sampling. Data were collected using the Job Crafting Scale (27 items, = 0.910), and the Organizational Citizenship Behavior Scale (30 items, = 0.922). Spearman Rho's non-parametric analysis showed a coefficient of rxy = 0.648 with a significance value of 0.000 (p <0.05), which illustrates that there is a significant positive correlation between job crafting and organizational citizenship behavior. This indicates that the higher the job crafting, the higher the organizational citizenship behavior.

Keywords: Job crafting, organizational citizenship behavior, productivity, employee performance, employee, telkom, pt telkom akses