

HUBUNGAN ANTARA *JOB CRAFTING* DENGAN *SERVICE-ORIENTED ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PADA PERAWAT RUMAH SAKIT UMUM DAERAH SALATIGA

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ABSTRAK

Service-Oriented Organizational Citizenship Behavior (SOOCB) (variable Y) merupakan tindakan sukarela pegawai dalam bidang pelayanan yang meliputi *loyalty*, *participation*, dan *service delivery*. Perilaku SOOCB berperan dalam pemaksimalan pelayanan perawat agar dapat mewujudkan pelayanan rumah sakit yang optimal. *Job crafting* (variable X) dapat dijadikan variable yang mendorong adanya perilaku SOOCB pada perawat dalam melaksanakan tugasnya. Penelitian ini bertujuan untuk mengetahui hubungan antara *job crafting* dan SOOCB pada perawat Rumah Sakit Umum Daerah Salatiga. Populasi penelitian ini adalah 200 Perawat. Sampel penelitian terdiri dari 133 Perawat yang diperoleh melalui *convenience sampling*. Metode pengumpulan data menggunakan Skala *Job Crafting* (24 aitem, $\alpha=0,914$) dan Skala SOOCB (20 aitem, $\alpha=0,896$). Analisis *Spearman-Rho* menunjukkan bahwa terdapat hubungan positif yang signifikan antara *job crafting* dan SOOCB ($r_s = 0,367$; $p < 0,05$). Artinya semakin tinggi *job crafting*, maka semakin tinggi SOOCB perawat pada Rumah Sakit Umum Daerah Salatiga.

Kata kunci: *job crafting*, *service-oriented organizational citizenship behaviour*, perawat

RELATIONSHIP BETWEEN JOB CRAFTING AND SERVICE-ORIENTED ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN NURSES OF SALATIGA REGIONAL GENERAL HOSPITAL

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ABSTRACT

Service-Oriented Organizational Citizenship Behavior (SOOCB) (variable Y) is an employee voluntary action in the service sector which includes loyalty, participation, and service delivery. SOOCB behavior plays a role in maximizing nurse services in order to realize optimal hospital services. Job crafting (variable X) can be used as a variable that encourages SOOCB behavior in nurses in carrying out their duties. This study aims to determine the relationship between job crafting and SOOCB on nurses at the Salatiga Regional General Hospital. The population of this study was 200 nurses. The research sample consisted of 133 nurses who were obtained through convenience sampling. The data collection method used the Job Crafting Scale (24 items, = 0.914) and the SOOCB Scale (20 items, = 0.896). Spearman-Rho analysis showed that there was a significant positive relationship between job crafting and SOOCB ($r_s = 0.367$; $p < 0.05$). This means that the higher the job crafting, the higher the SOOCB of nurses at the Salatiga Regional General Hospital.

Keywords: job crafting, service-oriented organizational citizenship behavior, nurses