THE INFLUENCE OF PERSON ORGANIZATION FIT AND JOB CRAFTING ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR WITH WORK ENGAGEMENT AS AN INTERVENING VARIABLE AT BANK INDONESIA REPRESENTATIVE OFFICE OF SUMATERA UTARA

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ABSTRACT

Purpose: The goals of this study were: the effect of individual organization on organizational citizenship behavior, the effect of job crafting on organizational citizenship behavior.

Theoretical Framework: The effect of individual organization on work engagement, the effect of work crafting on work engagement, the effect of work engagement on organizational citizenship behavior, the effect of individual organization on organizational citizenship behavior during work engagement, the effect of job crafting on work engagement.

Method: This study used a quantitative approach with a sample of 84 respondents as employees of bank Indonesia’s representative office, Sumtera Utara Province. Data collection techniques use interviews and lists of statements; As such, questionnaires and data analysis techniques using partial least squares (SMARTPLS) to test the seven hypotheses proposed in this study.

Results and Conclusions: The results show that the fit of the individual organization has a significant effect on organizational citizenship behavior, job crafting has a significant effect on organizational citizenship behavior, the fit of the individual organization has significant effect on work engagement (or acts as a mediator of work engagement), Job crafting has an important effect on organizational citizenship behavior during work engagement (or acts as a work engagement mediator).

Research Implications: The findings of this research concern the adequacy of theory, opinion, and predetermined analysis, as well as the behavioral models needed to overcome them.

Originality/ Value: Where workers make the best contribution to participate in institutional activities, with the aim of contributing to the achievement of the best results of the activity.

Keywords: person organization, job, crafting, organizational citizenship behavior, work engagement.
A INFLUÊNCIA DA ORGANIZAÇÃO PESSOAL FIT AND JOB CRAFTING NO COMPORTAMENTO DE CIDADANIA ORGANIZACIONAL COM ENGAJAMENTO NO TRABALHO COMO UMA VARIÁVEL INTERVENIENTE NO ESCRITÓRIO DE REPRESENTAÇÃO DO BANK INDONESIA DE SUMATERA UTARA

RESUMO

Propósito: Os objetivos deste estudo foram: o efeito da organização individual sobre o comportamento da cidadania organizacional, o efeito da elaboração do trabalho sobre o comportamento da cidadania organizacional.

Estrutura Teórica: O efeito da organização individual sobre o envolvimento no trabalho, o efeito da elaboração do trabalho sobre o envolvimento no trabalho, o efeito do envolvimento no trabalho sobre o comportamento de cidadania organizacional, o efeito da organização individual sobre o comportamento de cidadania organizacional durante o envolvimento no trabalho, o efeito da elaboração do trabalho sobre o envolvimento no trabalho.

Método: Este estudo utilizou uma abordagem quantitativa com uma amostra de 84 inquiridos como empregados do escritório de representação do banco Indonésia, na província de Sumtera Utara. As técnicas de coleta de dados usam entrevistas e listas de declarações; como tal, questionários e técnicas de análise de dados usando mínimos quadrados parciais (SMARTPLS) para testar as sete hipóteses propostas neste estudo.

Resultados e Conclusões: Os resultados mostram que a adequação da organização individual tem um efeito significativo no comportamento da cidadania organizacional, a elaboração do trabalho tem um efeito significativo no comportamento da cidadania organizacional, a adequação da organização individual tem um efeito significativo no envolvimento no trabalho (ou atua como mediador do envolvimento no trabalho), a elaboração do trabalho tem um efeito importante no comportamento da cidadania organizacional durante o envolvimento no trabalho (ou atua como mediador do envolvimento no trabalho).

Implicações da pesquisa: Os resultados desta pesquisa dizem respeito à adequação da teoria, opinião e análise predeterminada, bem como os modelos comportamentais necessários para superá-los.

Originalidade/valor: onde os trabalhadores dão o melhor contributo para participar em atividades institucionais, com o objetivo de contribuir para a obtenção dos melhores resultados da atividade.

Palavras-chave: organização pessoal, trabalho, elaboração, comportamento de cidadania organizacional, engajamento no trabalho.

1 INTRODUCTION

Human Resources (HR) is the most important part of an organization's sustainability to carry out its duties and authorities as part of an organization or agency. High-level and competitive human resources are assets of each entity to carry out all its activities in accordance with the procedures and policies that are carried out within the
Sabrina, R., Harahap, M. S. D., Datuk, B. (2023). The Influence of Person Organization Fit and Job Crafting on Organizational Citizenship Behavior with Work Engagement as an Intervening Variable at Bank Indonesia Representative Office of Sumatera Utara

An organization or company analyzes the issues that can influence the quality of human resources to achieve greater and competitive human resources.

Human resources faithful to the work assigned by the institutions or entities will become assets of great value. You have to build and maintain it so that each individual's performance remains impossible. Among these positions are the Citizen Behavior of the Organization or, in general, the loyalty of workers to the organization. This feeling arises when you can help more in your organization or in your work. Robbins, (2013) stated that "the behavior of the citizens of the organization is a voluntary behavior and is not part of the formal demands of the job, but promotes the effectiveness of organizational functions." This means that the conduct of the associates goes beyond what the group demands.

The behavior of the citizens of the organization can be considered as an attempt to empathize and help a worker, with other conditions, or even as behaviors in the workplace, based on personal judgments that go beyond elementary effort. It can also be explained as comportment that exceeds job demands, and workers must voluntarily perform work that exceeds assigned standards and support others who have difficulty performing their duties.

The importance of the behavior of organizational citizens for institutions can improve organizational activity, since it is a "lubricant" of the engine of society within the organization. In other words, this behavior mitigates social interaction among members of the organization, reduces debates, and increases effectiveness. The organizational behavior of workers increases the productivity of these workers.

The behavior of organizational citizens influences the fit of the organization, the work and the work commitment of the person. According to the organizers, Organization Fit is an individual adaptation of people on thinking in vision and mission. Institutions play an important role in the individual values they affect at the institutional level. Therefore, if there is no individual compatibility with the institution or they are not the same purposes; A worker will not feel sympathy for his colleagues. The agreement among the worker and the objectives of his organization will increase concern and generate a high level of behavior from citizens.

Hartini (2021) noted that "Person Organization Fit is a suitability of staff, with a working climate and harmony among individual people and organizational characteristics. The fit of the person's organization can be interpreted as a match among
workers and organizational attributes. It is an institution capable of finding human resources with the right characteristics of its organization and, at the same time, of creating experiences that reinforce that suitability. The reconciliation of values and workers for a better use of the entity; can improve the positive connection with organizational engagement; Positive adhesion among workers and the organization. Individual values can be further worked on the needs that workers want for their organization. Chatman in Pudjiarti & Hutomo (2020) is the suitability of the norms and values of the company "Person Organization Fit", with the values of the workers. According to a study conducted by Abdurachman & Siswati (2017), the connection among the fit of the organization of the person and the behavior of the citizens of the organization establishes that the fit of the organization of the person has a positive and important effect on the behavior of the citizens of the organization. The greater the alignment among the institution and individual values, the more the behavior of the organization's citizens will increase.

In addition, working is an important factor that determines the life of the organization. It is the experience of workers that can reorganize their work on their own initiative; Balance work demands and resources with other workers or without management involvement, as well as one's own skills or needs. It also introduces complex changes in working conditions that start in working conditions and affect work outcomes.

The importance of working for the behavior of the citizens of the organization is the development of personnel who give creative ideas, suggestions/opinions, motivation/evaluations that affect self-confidence; and depending on the objectives of the organization (Desi Fatsiyah, 2021), jobs can complete jobs effectively and effectively, according to a study on Job Crafting, which has a positive and important effect on the behavior of the organization's citizens.

Job Crafting can be compared to the words innovation and creativity, as self-motivation allows you to do new things. And don't go to the environment or the administration. The truth is that it comes from within, don't worry about the existing system; But to alleviate boredom, they do something new.

According to the union Tims & Bakker (2012), the increase in labor resources and the mobilization of workers reduce the demand for employment. And the rise of challenging labor aspects will bring conscientious labor relations. Through Job Crafting, workers will be able to simplify work that can be done more simply and practically,
without reducing work results, or without increasing worker productivity and without obtaining better results (Bizhan et al., 2023).

The study conducted (Desi Fatsiyah, 2021) noted that the end of jobs has a positive and important effect on the behavior of organizers, which gives creative freedom to workers and allows workers to share their ideas and receive opinions/opinions of workers, offering motivation / evaluation to workers. To develop initiative and build self-confidence, leaders must also get used to the work environment so that workers can develop and optimize their potential.

Another factor that can influence the behavior of the citizens of the organization is the work commitment of a worker or their involvement with their work. Yudiani (2017) said that work engagement is a condition for workers to be connected, satisfied and satisfied with their work. Engaged workers will feel passionate and very connected to their work.

Rahmadani and Sebayang (2017) stated that Person Organization Fit has a important effect on workers' work engagement. the greater the compatibility among the characteristics of the workers and the characteristics of the company (Person Organization Fit), the greater the work commitment (Utomo et al., 2023).

Kahn explained to Kustyan (2020) that work engagement is very important. Work commitment is a condition, the members of the organization are all about work and workers will offer what they have to complete their work in the best possible way. Schaufeli et al en (Wardani, 2020) said that work engagement is a positive motivation and a fulfillment of opinions on working conditions. When a worker feels linked to his work, he feels linked to his work. The organization Muhammad Sofyan Hadi (2017) said that the research hypothesis is acceptable, meaning that there is a positive and important connection among work engagement and the behavior of citizens who organize workers. The greater the labor commitment, the greater the attitude of citizens to organize workers.

Bank Indonesia is an independent state organization, based on Bank Indonesia Law 23/1999, and has functions, obligations and powers until intervention by the government or other parties; that, if the law does not expressly establish, it needs human resources, with the best integrity and contribution, to develop the country through policies in accordance with the provisions of the law. Bank Indonesia has only one objective, namely to achieve and maintain stability in the value of the rupiah. To achieve this goal, you need to manage three areas; that is, monetary stability, payment system and financial
system. These three areas of work need to be integrated to achieve a single, effective, effective and governance (E2G) objective.

2 THEORETICAL FRAMEWORK

The Representative Office of Bank Indonesia, in the province of Utara Sumatera, needs more urgent and competitive human resources to make the best contribution to the State for the performance of Bank Indonesia's functions. Researchers are analyzing the behavior of citizens in the Delegate Office of the Provincial Bank of Utara Sumatera and are still analyzing how the entity works. Only a few workers work, to the extent that employers assign them.

Through the phenomenon of citizen organization behavior, the researchers also observe a phenomenon occurring at Fit, where staff from the Representative Office of Bank Indonesia, in the province of Utara Sumatera, will adapt the transformation of cultural values of work at Bank Indonesia. It has 4 columns, i.e. DOS Religion, BI Innovation, Achievement BI and Digital BI. However, some workers have not been able to participate in various activities to show these values.

The researchers also looked at work done at Bank Indonesia in Utara Sumatera province, where they looked at line managers who did not support workers' innovation and creativity to make work more efficient, efficient and governed (E2G).

The researcher also saw the phenomenon of work engagement at the Representative Office of Bank Indonesia, in the province of Sumatera Utara. where some workers had not yet participated in the exchange of ideas and information on decisions and policies for the proper functioning of work.

Therefore, as part of Bank Indonesia, the representative office of the provincial bank, Utara Sumatera, should pay attention to workers' organization, work and labor commitment to create good behavior of workers.

3 METHODOLOGY

This study used a survey study and showed a population. A research methodology was used to explain the causal link between variables and test hypotheses; From a quantitative perspective, causal research should be included in the section.

According to (Juliandi et al., 2018), causal research is an investigation to see if variables acting as independent variables can affect other variables acting as subordinate
variables. This study used a survey study and showed a population. A research approach was used to explain the causal connection among the variables and the test hypothesis; be included in the category of causal research from a quantitative point of view.

According to (Juliandi et al., 2014), causal research is an investigation to see if variables acting as independent variables can affect other variables acting as subordinate variables. Juliandi et al., (2014) stated that quantitative research is not done initially, but researchers enter the field and have new problems, so these problems are reviewed until all problems are answered. It stated that quantitative research is not done initially, but researchers enter the field and have new problems, so these problems are reviewed until all problems are answered.

4 RESULTS AND DISCUSSION

Based on the questionnaire obtained, the results to be maintained and improved by the staff of the Representative Office of the Bank of Indonesia, in the province of Sumatera Utara, are as follows:

1. By the behavior of the citizens of the organization; "I get additional work goals, I am willing to increase working time," he added. He has said that most workers are willing to work or work to achieve the goals given to them by their leaders. They responded with "complete agreement" and "agreement," as did 76%.

2. Declare in the number 10 of the Fit Organization, that is: "Leadership helps me at work". It showed that the workers have received the support of the boss. They answered "with full agreement" and "agreement," as did 74%.

3. Declaration of the variable Job Crafting in number 6, that is, "Changes and proactive advances in the way of working". He stressed that workers are trying to make changes and advances.

4. Variable work commitment 8: "I'm happy when I'm working." It showed that most workers feel happy when they work with enthusiasm. 74% had a "total agreement" and an "agreement".

Based on the above results, it is expected that the heads of the Representative Office of Bank Indonesia, for the province of Utara Sumatera, will continue to promote, support and appreciate the workers. To create a friendly work environment it is easier to achieve the expected objectives. In case the work climate becomes accustomed, the workers will make the best contribution to the institution, such as loyalty, idea, innovation...
and creativity, supporting the expected institutional values.

The findings of this research concern the adequacy of theory, opinion, and predetermined analysis, as well as the behavioral models needed to overcome them. The analysis of the results consists of seven main sections that will be discussed as follows:

4.1 THE EFFECT OF PERSON ORGANIZATION FIT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR

Based on the results of the analysis of hypothesis tests; We know that the organizational adjustment of the person has a positive and important effect on the behavior of organizational citizens, as evaluated by a route coefficient 0.207. The probability value obtained is 0.024 <0.05 euros and has a value of 2.265 euros for the value of table T-Estadística (|O/STDEV| (t) and 1.96 euros for the value of table t, higher than table t (2.265>1.96); H0 is rejected (has accepted). This means that Person Organization Fit has a positive and important effect on the behavior of the entity's citizens at the Representative Office of Bank Indonesia, in the province of Sumatera Utara.

The connection among the organisation of the person and the behaviour of the organisers; The concordance among the objectives of the workers and the objectives of the company will influence the behavior of the citizens of the organization. If a worker agrees with the values and intentions in which he works; Subsequently, you will create a job to protect the sustainability of the organization to achieve the goal.

It did not coincide with a study conducted by Alfani & Hadini (2018), entitled "The execution of the works and the effect of the organization of the person on the behavior of citizens and the activity of the workers of the University of Calimantán", and said that the adjustment of the organization of the person will not importantly affect the behavior of the citizens of the institution. Coinciding with the study of Fitria Rokhmah Nurfadilah, Irfan Helmy (2019) said that "the adjustment of the organization of the person, the emotional intelligence and the commitment of the workers in the behavior of the citizens of the organization (Madrasah Tsanawiyah Negeri 7) importantly influence the behavior of the citizens of the organization". In the framework of a study conducted by Jonathan Bramantya Rema (2018), entitled "The effect of the organization of the person on the behavior of workers of state enterprises", he pointed out that the adjustment of the organization of the person has a positive and important effect on the behavioral variables of the citizens of the organization. It can be concluded; The larger the
organization of the employee, the greater the behavior of the citizens of the organization. The lower the situation of the Workers' Organization, the lower the behavior of the citizens of the workers' organization. The results of this research indicated that the adjustment of the organization of the person or the suitability of the values and objectives of the Representative Office of the Bank of Indonesia, in the province of Utara, contribute to improving the behavior of the citizens of the entity. Where workers make the best contribution to participate in institutional activities, with the aim of contributing to the achievement of the best results of the activity.

4.2 THE EFFECT OF JOB CRAFTING ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR

Based on the results of the analysis of hypothesis tests; it is known that Job Crafting is evaluated with the route coefficient of 0.507. The probability value obtained is 0.000 < 0.05 euros, 3.901 euros of 7.901 euros and the t of the table of 1.96, and the count t is higher than that of table t(7.901> 1.96). H0 is discarded (accepted). This means that the completion of the work has a positive and important effect on the behaviour of the organisers of the Representative Office of Bank Indonesia, in the province of Sumatera Utara.

A form of personnel change that serves to compensate for human demands and resources during job development or, in another sense, self-initiative, will further improve the behavior of an organization's citizens. It is described that workers have a lot of enthusiasm, energy, creativity and loyalty, as well as great pride in the organization. Job Crafters will work hard to make changes. Promote the behavior of the citizens of the organization among the workers.

Coinciding with the previous study carried out by Fatsiyah (2019), he has stated that he is "satisfied" with the effect of work, labor and job satisfaction loyalty on the awards, work studies and behaviors of the citizens of the Civil Service Police Unit of Écija. He pointed out that the execution of the works has a positive and important effect on the behavior of the citizens of the institution. and fuji Anugrah Emily (2017), "The Role of Job Crafting on Organizational Citizenship Behavior in Employees of PT. Pertamina Trans Continental," he said, adding that the end of the work has positive significance.
4.3 THE EFFECT OF WORK ENGAGEMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR

Coinciding with the previous research carried out by the company Fatsiyah (2019), he has been "satisfied" with his work in the awards, in the work studies and in the activity of the Police Unit of the Civil Service of Écija. He pointed out that the execution of the works has a positive and important effect on the behavior of the citizens of the institution. and fuji Anugrah Emily (2017), "working on the behavior of PT Pertamina Trans Continental workers," he said, adding that the end of the work has positive significance. It showed that participation at work can improve organizational behavior among workers. Improved labour participation among workers can lead to organisational behaviour among staff doing additional voluntary work and staff caring for people with work problems. Labor participation or labor commitment continue to advance in the objectives of the entity. The staff involved will work enthusiastically and maintain close connetions, which will encourage voluntary behaviour or support from the organisation.

In line with the previous study conducted by Muhammad Sofyan Hadi Mustofa (2017), "the connetion among labor commitment and the behavior of citizens of the organization (OCB) suryajaya Abadiperkasa was a connetion among workers of the CTT", said that labor commitment did not have a important effect on the behavior of the organizers (OCB). However, it has joined the study conducted by Dyah Ayu Handayani (2016), entitled "Connetion among work commitment and the behavior of organizational citizens of contracted personnel", which showed a positive connetion among work commitment and the behavior of citizens of the organization.

4.4 THE EFFECT OF PERSON ORGANIZATION FIT ON WORK ENGAGEMENT

Based on the results of the analysis of hypothesis tests; It is known that the adjustment of the organization of the person has a positive and important effect on work commitment, evaluating the trajectory coefficients of 0.260. The probability value obtained is 0.016 < 0.05, with a value of 2.428 T-Statistics(0/STDEV), and the value of table t is 1.96, so it is higher than the count table t(2.428>1.96); Therefore, H0 has discarded it (accepted it). This means that Person Organization Fit has a positive and important effect on labor participation in the Representative Office of Bank Indonesia, in the province of Sumatera Utara.
Person Organization Fit is able to increase work commitment among workers, since self-esteem and goals will affect work commitment. The values and organizational objectives in line with the workers will generate a sense of responsibility so that they feel integrated in the work. The values established in the pillars established by Bank Indonesia (BI Religion, BI Innovation, BI Achievement and BI Digital) can promote the participation of workers to achieve the objectives of organizations.

Coinciding with the previous study by researchers Vivi Gusriini Rahmadani and Indah Rasulinta Sebayang (2017), under the title "The adaptation of the organization of the person and its effect on the work commitment among the officers of the Sumatera Utara Police", he pointed out that the adaptation of the organization of the person has a positive effect on the work commitment. Siti Norasyikin, Singloan Abdul Hamid y Khulida Kirana Yahya (2011), "Connection among person-job fit and person-organization fit on employees' Work Engagement: a study among engineers in erdi-inductor companies in Malaysia"; Person Organization Fit proved to have a positive effect on work engagement.

4.5 EFFECT OF JOB CRAFTING ON WORK ENGAGEMENT

Based on the results of the analysis of hypothesis tests; It is known that work has a positive and important effect on work commitment, according to the evaluation of the trajectory coefficient of 0.688. The probable value obtained is 0.000 <0.05, the value of the lligo is 6.393 and the value of table t is 1.96, so it is higher than table t (6.393>1.96) and H0 (which has been accepted). This means that job creation has a positive and important effect on labour participation at the Representative Office of Bank Indonesia in Sumatera Utara province.

In the workers' initiative it was shown that the changes are capable of increasing the participation of workers, since the better the Job Crafting carried out by the workers, the greater the labor participation. A labor commitment shall be understood as the initiative to modify the worker's employment. Workers who work with the initiative will show an attitude that can help achieve the goals of the organization to work harder than expected. Job Crafting is a strategy of workers to adapt the characteristics of work, both physically and cognitively, according to their priorities, skills and needs; to make the work done more meaningful.
What does not correspond to the previous discussion Nur Fatti Fazriati (2017) entitled "Berlian Jasa, from Terminal Indonesia, has assured that the effect of the work on labor commitment "does not affect labor commitment". However, they agree Annisa Erladestami and Dian Yudhawati (2021) in "The Effect of Job Crafting on Work Engagement in Generation Y Workers at Pabrik Gula Krebet Baru" job Craftingek Work Engagement-en eragin esanguratsua duela erakutsi zuen.

4.6 THE EFFECT OF PERSON ORGANIZATION FIT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR MEDIATED BY WORK ENGAGEMENT

Based on the results of the analysis of hypothesis tests; We know that the Adaptation of the Organization of the Person has a positive and important effect on the Behavior of the Citizens of the Organization and is evaluated with a trajectory coefficient of 0.075 through work commitment. The probability value obtained is 0.035 <0.05, with a value of 2.119, and the value of table t is 1.96 and is higher than that of table t (2.119 >1.96), but exceeded the total effect of the statistical effect T, with a value of 3.051 > 2.119. Therefore, the labor commitment should not affect the Representative Office of Bank Indonesia, in the province of Sumatera Utara. It can be concluded that the organizational adaptation of the person has a positive and important effect on the behavior of the citizens of the organization through work commitment, but that it directly affects the workers.

Through the labor commitment of workers, it demonstrated that it is capable of increasing the behavior of citizens to organize important people. It is really difficult for an employee to adhere to your entity if the values and characteristics of the employee do not conform to the values and characteristics of the entity. Organizations with a high organizational fit will increase worker engagement, which, in turn, will increase worker initiative and help workers work and work to the fullest. The harmonization among the person's adaptation to the organization and commitment to work should be further improved; The staff of Bank Indonesia's representative office in Sumatera Utara province is increasing its staff. It can be concluded that the organizational adjustment of the person has a positive and important effect on the behavior of organizational citizens during work commitment. It is understandable that the better the level of person for workers, the better the labor commitment to citizenship.
No previous analysis has been carried out based on the effect of the entity on the behavior of the citizens of the organization, through their commitment to work. However, Jonathan Bramantya can be linked during a study entitled "The Effect of Person Organization Fit on Organizational Citizenship Behavior in SOE Employees", conducted by Dyah Ayu Handayani (2016), under the title "The connection among work commitment and the behavior of citizens who organize contract workers". Important positive connection among work commitment and the behavior of organizational citizenship. Therefore, it can be concluded that the attitude of work commitment among the Organizing Agency and citizens has a connection based on the training of all workers.

4.7 THE EFFECT OF JOB CRAFTING ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN MEDIATION BY WORK ENGAGEMENT

Based on the results of the analysis of hypothesis tests; It is known that job creation has a positive and important effect on the behavior of the citizens of the organization through the work commitment that is evaluated with the coefficient of 0.192 itineraries. The probable value obtained is 0.022 <0.05, 2.297 registered and 1.96 of table t, and the cento t is higher than that of table t(2.297>1.96), but as for the effect is higher, with a value of 2.297> 4.112; Therefore, the labor commitment should not affect the Representative Office of Bank Indonesia, in the province of Utara Sumatera. It can be concluded that job creation has a positive and important effect on the behavior of the citizens of the entity during labor commitment, but that it has little influence on the staff of the representative office of the Sumatra Utara Provincial Bank.

It has been demonstrated that it is capable of increasing the behavior of company citizens during work commitments; Workers will be able to participate in work while performing high-level work. The worker works to make changes (job crafting) on his own initiative, which can create a sense of participation. In terms of commitment to work, employees will also encourage citizens' behavior toward others; For example, when a worker has trouble doing his or her job, other workers will help. Job performance, in general, contributes to the behavior of organizational citizens, as distinct behavior, which goes beyond the need for an office role. If workers feel that they can create or create a sense of entrepreneurship with the change in their work, they will do their best to get the job done. Then, other factors that influence organizational citizens' behavior are job
commitment; One way to increase workers’ commitment to the organization is to provide employees with seats and welfare.

(Riyanto and Helmy, 2020) An analysis titled "Effects of Individual Job Fit and Job Crafting on Organizational Citizenship Behavior with Work Engagement as an Evening Variable" concluded that (1) job crafting has a positive and significant effect on employees’ behavior, (2) has a positive and significant effect on work engagement, and (3) average work engagement affects work engagement.

5 CONCLUSION AND SUGGESTION

According to the data obtained in this study, 84 people have been analyzed as follows:

Person Organization Fit has a positive and important effect for the staff of the Representative Office of Bank Indonesia, in the province of Utara Sumatera, on the behavior of the citizens of the organization. The end of work has a positive and important effect on the behavior of citizens of the Bank Indonesia branch, in the province of Utara Sumatera. Work engagement has a positive and important effect on citizen behavior at Bank Indonesia branch in Sumatera Utara province. Person Organization Fit has a positive and important effect on the labor participation of the staff of the Representative Office of Bank Indonesia, in the province of Sumatera Utara. The provision of employment has a positive and important effect on the employment of the workers of the branch of the Food Bank of the province of Utara Sumera. Person Organization Fit has a positive effect on the behavior of the citizens of the entity through the work commitment for the staff of the Representative Office of the Bank of Indonesia, in the province of Utara Sumatera. The provision of employment has a positive and important effect on the behavior of the bank's citizens through the labor commitment for the staff of the Provincial Bank's Delegate Office, Utara Sumatera. In other words, the work commitment acts as a mediator.
REFERENCES


