

HUBUNGAN *PROCEDURAL JUSTICE* DENGAN MEDIATOR *TRUST IN ORGANIZATION* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PADA PEGAWAI RADIO *BROADCASTING* “X”

Nama : Bima Wicaksana Krisbyant

NRP: 150115011

Jurusan/Program Studi : Psikologi/Strata 1

Pembimbing : Drs. V. Heru Hariyanto, M.Si. dan Taufik Akbar Rizqi Yunanto, S.Psi., M.Psi., Psikolog

ABSTRAK

Skripsi ini dilakukan untuk mengetahui peran mediator *trust in organization* terhadap hubungan antara *procedural justice* dengan OCB. Penelitian ini adalah penelitian kuantitatif dengan desain korelasional deskriptif. Dilakukan pada perusahaan radio *broadcasting* “X” di Surabaya, sampel penelitian sebanyak 77 responden dari 90 populasi pegawai perusahaan radio *broadcasting* “X”.

Analisis data penelitian ini menggunakan uji validitas reliabilitas, uji asumsi, uji hipotesis (analisis regresi linier berganda dan *path analysis*) dan uji tabulasi silang. Ditemukan bahwa mediator berkorelasi terhadap kedua variabel ($sig.p = 0,000 < 0,05$), berpengaruh positif (nilai $t_{hitung} > 1,96$), namun hanya saja mediator bersifat parsial ($t_{hitung} 3,439 < 3,942 t_{tabel}$). Dikarenakan beberapa aspek dimensi *trust in organization* tidak dapat menjadi perantara antara *procedural justice* dengan OCB. Selain itu, pegawai lebih merasakan bahwa OCB muncul dikarenakan persepsi pegawai telah diberlakukan secara adil perihal pengambilan keputusan di perusahaan. OCB menjadikan perusahaan lebih efektif sehingga pegawai akan memberikan timbal balik kepada perusahaan (Novliadi, 2006). Pengukuran variabel penelitian *procedural justice* dengan *8point-scale* oleh Colquitt (2001), *trust in organization* dengan *3point-scale* oleh Cummings & Bromiley (1996), dan *organizational citizenship behavior* dengan *5point-scale* oleh Organ (1988).

Kata Kunci : *Procedural Justice, Trust In Organization, Organizational Citizenship Behavior (OCB)*

*PROCEDURAL JUSTICE RELATIONSHIP WITH TRUST IN ORGANIZATION
MEDIATORS TO ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN RADIO
BROADCASTING EMPLOYEES "X"*

Name : Bima Wicaksana Krisbyant

NRP : 150115011

Dicipline/Study Programme : Psychology/Bachelor Degree

Contributor : Drs. V. Heru Hariyanto, M.Si. dan Taufik Akbar Rizqi Yunanto,
S.Psi., M.Psi., Psikolog

ABSTRACT

This thesis was conducted to study the role of mediators of trust in organizations on the relationship between procedural justice and OCB. This research is quantitative research with descriptive correlational design. Conducted on radio broadcasting company "X" in Surabaya, the study sample was 77 respondents from 90 population employees of the radio broadcasting company "X".

Analysis of this research data using reliability validity test, assumption test, hypothesis test (multiple linear regression analysis and path analysis) and cross tabulation test. It was found that the mediator correlated with the two variables ($\text{sig. } p = 0,000 < 0,05$), had a positive effect ($t_{\text{count}} > 1,96$), but only the mediator was partial ($t_{\text{count}} 3,439 < 3,942$ ttable). Because some dimensions of trust in organization cannot be intermediaries between procedural justice and OCB. In addition, employees felt that OCB arose because employee's perceptions had been applied fairly regarding decision making in the company. OCB makes the company more effective so that employees will give reciprocity to the company (Novliadi, 2006). Measurement of procedural justice research variables with 8-scale by Colquitt (2001), trust in organization with 3point-scale by Cummings & Bromiley (1996), and organizational citizenship behavior with 5point-scale by Organ (1988).

**Keywords : Procedural Justice, Trust In Organization, Organizational
Citizenship Behavior (OCB)**