

ABSTRAK

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Program Studi : Magister Manajemen, *Global Business Management*
Judul : Pengaruh Keadilan Organisasional, *Organizational Trust*, dan Komitmen Organisasional Terhadap Kinerja Organisasi dengan *Organizational Citizenship Behavior* sebagai Variabel *Intervening* di RSUD XYZ
Pembimbing : Dr. Hendra Achmadi, S.Kom.,M.M.,M.Acc
Jumlah halaman : 143

Penelitian ini bertujuan untuk menganalisis pengaruh keadilan organisasional, kepercayaan dan komitmen organisasional terhadap *organizational citizenship behavior* serta implikasinya pada kinerja organisasi pada Tenaga Kesehatan Bagian Keperawatan RSUD XYZ. Metode penelitian yang digunakan dalam penelitian ini adalah metode penelitian deskriptif dengan pendekatan kuantitatif, dengan jumlah sampel 231 responden yang terdiri dari dokter, perawat dan administrasi. Analisis data menggunakan *Structural Equation Model* (SEM) dengan menggunakan SmartPLS (*Partial Least Square*) V.3.0. Hasil penelitian menunjukkan bahwa secara parsial keadilan organisasional, kepercayaan dan komitmen organisasional berpengaruh positif signifikan terhadap *organizational citizenship behavior* dan kinerja organisasi RSUD XYZ. *Organizational citizenship behavior* berpengaruh positif signifikan terhadap kinerja organisasi RSUD XYZ. *Organizational citizenship behavior* dapat memediasi secara parsial hubungan antara keadilan organisasional, *trust* dan komitmen organisasional dengan kinerja organisasi RSUD XYZ.

Kata Kunci: keadilan organisasional, *organizational trust*, komitmen organisasional, *organizational citizenship behavior*; kinerja organisasi

Jumlah referensi: 109

ABSTRACT

Name : Hanifa Adani

Study Program : *Master of Management*

Title : *The Impact of Organizational Justice, Organizational Trust, and Organizational Commitment on Organizational Performance with Organizational Citizenship Behavior as an Intervening Variable in RSU XYZ*

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This study aims to analyze the effect of organizational justice, trust and organizational commitment on organizational citizenship behavior and its implications for organizational performance of the XYZ Public Hospital. The research method used in this study is a descriptive research method with a quantitative approach, with a total sample of 231 respondents consisting of doctors, nurses and administrators. Data analysis used Structural Equation Model (SEM) using SmartPLS (Partial Least Square) V.3.0. The results showed that partially organizational justice, trust and organizational commitment had a significant positive effect on organizational citizenship behavior and organizational performance at XYZ General Hospital. Organizational citizenship behavior has a significant positive effect on the organizational performance of XYZ General Hospital. Organizational citizenship behavior can partially mediate the relationship between organizational justice, trust and organizational commitment with the organizational performance of XYZ Hospital.

Keyword: organizational justice, trust, organizational commitment, organizational citizenship behavior, organizational performance