

ABSTRACT

Lois Felicia (01120110023)

THE EFFECT OF EMPLOYEES' INJUSTICE PERCEPTION TO COUNTERPRODUCTIVE WORK BEHAVIOR AT UD SOPRO, MOJOKERTO

(xiv + 68 pages; 8 figures; 16 tables; 7 appendices)

Employees are one of the most important resources of a company, thus, human resources management (HRM) will determine company's success. A great problem of HRM is Counterproductive Work Behavior (CWB). The biggest antecedent of CWB is Injustice Perception. Based on preliminary research at a sole proprietorship in Mojokerto, UD SOPRO, with only one person handling HRM of fifty employees, it is so hard to be perceived fairly in treating all employees distributively, procedurally, and interactionally. Previous researches confirmed that employees' Distributive Injustice Perception, Procedural Injustice Perception, and Interactional Injustice Perception had a significant effect on CWB.

Fifty employees fulfilled self-administered questionnaires from September to October 2014. Four hypotheses were analyzed using Multiple Regression Analysis with the software SPSS 22 in this cross sectional study. Results showed that Distributive Injustice Perception, Procedural Injustice Perception, and Interactional Injustice Perception had no significant effect on CWB either partially or simultaneously. This finding is contradictive with previous researches and it may be caused by external variables like Leader-Member Exchange (LMX), personal value and religion.

Author recommends the owner to maintain or increase the LMX by holding bonding events in form of an hour once-in-a-month meeting with all the employees discussing about anything dealing with UD SOPRO. The owner may also hold once in a while lunch treat for all of employees at workplace. These events will nurture employees' loyalty and sense of belonging. The owner may also fix the reward system so that the employees will be more passionate in working.

Keywords: Sole Proprietorship, Injustice Perception, Distributive, Procedural, Interactional, Counterproductive Work Behavior

References: 94 (1961 – 2013)