

ABSTRAK

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PENGARUH *ORGANIZATIONAL JUSTICE* TERHADAP *WORK ENGAGEMENT* YANG PADA AKHIRNYA MEMBENTUK *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* PADA KARYAWAN PT. BANK X WILAYAH KOTAWARINGIN & KUALA KURUN DI KALIMANTAN TENGAH

Beberapa tahun terakhir industri perbankan di Indonesia terus mengalami pertumbuhan yang pesat. Banyak bank-bank besar Indonesia mengalami peningkatan kinerja dan semakin berkembang baik dari sisi jumlah cabang, produk dan layanan, teknologi, dan pelayanan nasabah. Salah satu bank yang tengah berkembang saat ini adalah PT. Bank X di Kalimantan Tengah yang merupakan salah satu bank daerah yang berada di Kalimantan Tengah. Pada Bank X tersebut diketahui terdapat fenomena terkait manajemen sumber daya manusia. Tujuan penelitian ini adalah untuk meneliti untuk mengetahui pengaruh dari *Distributive Justice*, *Procedural Justice*, *Interpersonal Justice*, *Informational Justice*, dan *Work Engagement* terhadap *Organizational Citizenship Behavior* (OCB) karyawan PT. Bank X di Kalimantan Tengah wilayah Kotawaringin dan Kuala Kurun. Penelitian ini menggunakan pendekatan kuantitatif yang datanya diambil dari sumber primer menggunakan kuesioner dan sekunder dari dokumentasi. Populasi penelitian ini adalah seluruh karyawan pada PT. Bank X di Kalimantan Tengah wilayah Kotawaringin yang berjumlah 81 orang dan Wilayah Kuala Kurun yang berjumlah 35 orang. Sampel penelitian diambil menggunakan *purposive sampling* sehingga menghasilkan total 84 orang karyawan tetap yang telah bekerja selama minimal dua tahun. Teknik analisis data yang digunakan adalah analisis regresi sederhana dan berganda karena model penelitian ini terdiri atas dua model regresi. Hasil penelitian menunjukkan bahwa pada wilayah Kotawaringin hanya variabel *Informational Justice* yang berpengaruh signifikan terhadap *Work Engagement*, sedangkan *Distributive Justice*, *Procedural Justice*, dan *Interpersonal Justice* tidak berpengaruh. Adapun pada wilayah Kotawaringin *Work Engagement* berpengaruh signifikan terhadap *Organizational Citizenship Behavior* (OCB). Pada wilayah Kurun variabel *Distributive Justice*, *Interpersonal Justice*, dan *Informational Justice* berpengaruh signifikan terhadap *Work Engagement*, sedangkan *Procedural Justice* tidak berpengaruh. Adapun pada wilayah Kurun *Work Engagement* juga berpengaruh signifikan terhadap *Organizational Citizenship Behavior* (OCB).

Kata Kunci - *Distributive Justice*, *Procedural Justice*, *Interpersonal Justice*, *Informational Justice*, *Work Engagement*, *Organizational Citizenship Behavior*

ABSTRACT

MONICA OCTAVERA (02619220005)

THE INFLUENCE OF *ORGANIZATIONAL JUSTICE* ON *WORK ENGAGEMENT* WHICH ULTIMATELY SHAPES *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* IN PT EMPLOYEES. BANK

In recent years, the banking industry in Indonesia has continued to experience rapid growth. Many large Indonesian banks have experienced increased performance and are increasingly developing in terms of number of branches, products and services, technology and customer service. One of the banks currently developing is PT. Bank X in Central Kalimantan which is one of the regional banks in Central Kalimantan. At Bank X it is known that there are phenomena related to human resource management. The purpose of this research is to investigate the influence of *Distributive Justice*, *Procedural Justice*, *Interpersonal Justice*, *Informational Justice*, and *Work Engagement* on *Organizational Citizenship Behavior* (OCB) of PT employees. Bank X in Central Kalimantan, Kotawaringin and Kuala Kurun areas. This research uses a quantitative approach where data is taken from primary sources using questionnaires and secondary from documentation. The population of this research is all employees at PT. Bank The research sample was taken using *purposive sampling*, resulting in a total of 84 permanent employees who had worked for a minimum of two years. The data analysis technique used is simple and multiple regression analysis because this research model consists of two regression models. The research results show that

In the Kotawaringin area, only the *Informational Justice* variable has a significant effect on *Work Engagement*, while *Distributive Justice*, *Procedural Justice* and *Interpersonal Justice* have no effect. Meanwhile, in the Kotawaringin area, *Work Engagement* has a significant influence on *Organizational Citizenship Behavior* (OCB). In the Kurun area, the variables *Distributive Justice*, *Interpersonal Justice*, and *Informational Justice* have a significant effect on *Work Engagement*, while *Procedural Justice* has no effect. Meanwhile, the *Work Engagement* Period area also has a significant influence on *Organizational Citizenship Behavior* (OCB).

Keywords - Distributive Justice, Procedural Justice, Interpersonal Justice, Informational Justice, Work Engagement, Organizational Citizenship Behavior