

ABSTRAK

Penelitian ini mengkaji pengaruh kepuasan kerja, komitmen organisasional, keadilan organisasional (keadilan prosedural dan distributif), dan umpan balik terhadap perilaku kewargaan organisasional (PKO) dari pegawai negeri sipil (PNS). Tujuan dari penelitian ini adalah untuk menguji apakah kepuasan kerja, komitmen organisasional, keadilan prosedural, keadilan distributif, dan umpan balik berpengaruh positif terhadap PKO PNS. Penelitian ini dilakukan terhadap 80 responden yang merupakan PNS yang bekerja di kecamatan yang berada di Surakarta.

Hasil penelitian ini menunjukkan bahwa kepuasan kerja, komitmen organisasional, keadilan prosedural, keadilan distributif dan umpan balik berpengaruh positif terhadap PKO PNS. Semua hipotesis terbukti.

Kata kunci : pegawai negeri sipil, perilaku kewargaan organisasional, kepuasan kerja, komitmen organisasional, keadilan organisasional, keadilan prosedural, keadilan distributif, umpan balik.

ABSTRACT

This study examined the effect of job satisfaction, organizational commitment, organizational justice (procedural and distributive justice), and feedback on organizational citizenship behavior (OCB) among civil servants. The aim of this study was to test whether the job satisfaction, organizational commitment, procedural justice, distributive justice, and feedback has positive effect on civil servants' OCB. The research was conducted on 80 civil servants as respondents that worked in sub-district (kecamatan) of Surakarta.

The result of this study indicated that the job satisfaction, organizational commitment, procedural justice, distributive justice, and feedback have a positive effect on civil servants' OCB. All hypotheses were supported.

Keywords: civil servant, organizational citizenship behavior, job satisfaction, organizational commitment, organizational justice, procedural justice, distributive justice, feedback.