

Penelitian ini menguji pengaruh iklim keadilan prosedural dan interaksional pada perilaku kewargaan organisasional orientasi-pelayanan (PKO O-P) melalui hubungan pertukaran sosial yang berbeda. Studi lintas-level pada 425 karyawan lini depan dari 56 hotel di Provinsi Daerah Istimewa Yogyakarta menunjukkan bahwa, iklim keadilan prosedural mempengaruhi PKO O-P baik secara langsung maupun melalui pemediasian dukungan organisasional persepsian dan pertukaran pemimpin-anggota. Hubungan antara iklim keadilan prosedural dengan PKO O-P dimediasi penuh oleh dukungan organisasional persepsian, dan dimediasi sebagian oleh pertukaran pemimpin-anggota. Penelitian juga menemukan bahwa, pengaruh langsung iklim keadilan interaksional pada PKO O-P tidak terdukung.

Kata kunci: perilaku kewargaan organisasional orientasi-pelayanan, iklim keadilan prosedural, iklim keadilan interaksional, dukungan organisasional persepsian, dan pertukaran pemimpin-anggota.

ABSTRACT

This research investigates whether procedural and interactional justice climates affect service-oriented organizational citizenship behavior (S-O OCB) through different social exchange relationships. This cross-level study of 425 employees from 56 hotels in the Daerah Istimewa Yogyakarta Province demonstrates that procedural justice climates affect S-O OCB directly and via the mediating variable of perceived organizational support and leader-member exchange. The relationship between procedural justice climates and S-O OCB is fully mediated by perceived organizational support and partially mediated by leader-member exchange. The research also find that interactional justice climates influence S-O OCB directly is not supported.

Keywords: *service-oriented organizational citizenship behavior, procedural justice climates, interactional justice climates, perceived organizational support, and leader-member exchange.*