

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh keadilan prosedural, komunikasi organisasi, kepemimpinan transformasional terhadap *organizational citizenship behavior* dan kinerja karyawan. Populasi dalam penelitian ini adalah seluruh karyawan Indomobil Nissan Datsun Bintaro. Metode penarikan sampel yang digunakan yaitu sampel jenuh dengan mengambil seluruh karyawan yang bekerja di Indomobil Nissan Datsun Bintaro. Metode pengumpulan data menggunakan metode survei, dengan instrumen penelitian adalah kuesioner. Metode analisis data menggunakan *Structural Equation Model-Partial Least Square*. Penelitian ini membuktikan bahwa keadilan prosedural berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Komunikasi organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Kepemimpinan transformasional berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Keadilan prosedural berpengaruh positif dan signifikan terhadap kinerja karyawan. Komunikasi organisasi tidak berpengaruh signifikan terhadap kinerja karyawan. Kepemimpinan transformasional berpengaruh positif dan signifikan terhadap kinerja karyawan. *Organizational citizenship behavior* berpengaruh positif dan signifikan terhadap kinerja karyawan.

Kata kunci : Keadilan Prosedural, Komunikasi Organisasi, Kepemimpinan Transformasional, *Organizational Citizenship Behavior*, Kinerja Karyawan, Indomobil Nissan Datsun.

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ABSTRACT

This study aims to analyze the effect of procedural justice, organizational communication, transformational leadership on organizational citizenship behavior and employee performance. The population in this study were all employees of Indomobil Nissan Datsun Bintaro. The sampling method used is saturated samples by taking all employees who work at Indomobil Nissan Datsun Bintaro. Data collection methods using survey methods, the research instrument is a questionnaire. The data analysis method uses Structural Equation Model-Partial Least Square. This research proves that procedural justice has a positive and significant effect on organizational citizenship behavior. Organizational communication has a positive and significant effect on organizational citizenship behavior. Transformational leadership has a positive and significant effect on organizational citizenship behavior. Procedural justice has a positive and significant effect on employee performance. Organizational communication has no significant effect on employee performance. Transformational leadership has a positive and significant effect on employee performance. Organizational citizenship behavior has a positive and significant effect on employee performance.

Keywords: Procedural Justice, Organizational Communication, Transformational Leadership, Organizational Citizenship Behavior, Employee Performance, Indomobil Nissan Datsun.



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