

ABSTRAK

Penelitian ini bertujuan untuk menganalisis Peran Komunikasi Organisasi dan Keadilan Distributif terhadap *Organizational Citizenship Behavior* yang Dimediasi oleh Komitmen Organisasi pada PT. City Neonindo Indah Murni. Desain Penelitian: menggunakan sampel jenuh dengan jumlah 161 karyawan, analisis dilakukan secara kuantitatif dengan metode pengumpulan kuesioner. Structural Equation Model (SEM) digunakan sebagai metode analisis dan Smart – PLS digunakan sebagai alat analisis. Penelitian ini membuktikan bahwa komunikasi organisasi berpengaruh signifikan terhadap *organizational citizenship behavior*. Keadilan distributif tidak berpengaruh terhadap *organizational citizenship behavior*. Komunikasi organisasi dan keadilan distributif berpengaruh signifikan terhadap komitmen organisasi, komitmen organisasi berpengaruh signifikan terhadap *organizational citizenship behavior*. Komitmen organisasi mampu memediasi komunikasi organisasi pada *organizational citizenship behavior* dan komitmen organisasi mampu memediasi keadilan distributif pada *organizational citizenship behavior*.

Kata Kunci: Komunikasi Organisasi, Keadilan Distributif, *Organizational Citizenship Behavior*, Komitmen Organisasi



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ABSTRACT

This study purpose to analyze the Role of Organizational Communication and Distributive Justice on Organizational Citizenship Behavior Mediated on Organizational Commitment at PT. City Neonindo Indah Murni. Research Design: using a saturated sample with a total of 161 employees, the analysis was carried out quantitatively with the method of collecting questionnaires. Structural Equation Model (SEM) is used as an analytical method and Smart – PLS is used as an analytical tool. This study proves that organizational communication has a significant effect on organizational citizenship behavior. Distributive justice has no effect on organizational citizenship behavior. Organizational communication and distributive justice have a significant effect on organizational commitment, organizational commitment has a significant effect on organizational citizenship behavior. Organizational commitment is able to mediate organizational communication on organizational citizenship behavior and organizational commitment is able to mediate distributive justice on organizational citizenship behavior.

Keywords: Organizational communication, Distributive Justice, Organizational Citizenship Behavior ,Organizational Commitment

