

ABSTRACT

The function of an institution or organization is very important for the improvement of any country, including companies operating in the oil sector. This research was conducted on employees of an oil processing company, namely PT-Trans-Pacific Petrochemical Indotama Tuban (PT. TPPI). This research aims to determine the factors that influence organizational citizenship behavior (OCB). The existence of inconsistencies in the results of previous research is the main reason in this research regarding the relationship between organizational justice and OCB. Apart from that, there is a work engagement variable as a mediation to determine its indirect role in its relationship to the influence of organizational justice on OCB. The population in this study were all employees at PT. TPPI Tuban. The sample used was permanent employees, involving respondents using a purposive sampling technique. Data analysis used structural equation modeling (SEM) with the SmartPLS 3 analysis tool. Data was distributed via written questionnaires to respondents and then entered manually into Microsoft Excel for analysis. The research results show that organizational justice has a positive effect on organizational citizenship behavior and employee engagement. Then employee engagement has a positive effect on organizational citizenship behavior. The research results show that good implementation and improvement of organizational justice can increase organizational citizenship behavior and employee engagement. Then increasing employee engagement can increase employee organizational citizenship behavior which has a positive impact on the company. In addition, the role of employee engagement can be an indirect factor or can mediate the relationship between organizational justice and OCB.

Keywords : Organizational Justice, Employee Engagement, Organizational Citizenship Behaviour

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