

Peningkatan persepsi keadilan interaksional terhadap kepuasan kerja melalui kegiatan community of practice pada teknisi construction PT XYZ = The enhancement of interactional justice perception to improve job satisfaction through community of practice activity among construction technicians at PT XYZ

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Abstrak

[ABSTRAK

Kepuasan kerja karyawan dipengaruhi oleh persepsi mengenai keadilan yang mereka terima dari organisasi. Keadilan Organisasi terdiri dari tiga dimensi utama yakni keadilan distributif, keadilan prosedural, dan keadilan interaksional. Tesis ini berupaya untuk mengetahui hubungan antara dimensi-dimensi dari keadilan interaksional, yaitu persepsi keadilan interpersonal dan keadilan informasional dengan kepuasan kerja karyawan. Partisipan dalam penelitian ini adalah Teknisi Construction pada perusahaan yang bergerak di bidang solusi ketenagalistrikan. Kuesioner persepsi keadilan yang dipergunakan dalam penelitian ini diadaptasi dari Niehoff & Moorman (1993). Berdasarkan hasil uji reliabilitas diperoleh nilai = 0.80 dan 0.85 pada kedua dimensinya. Sedangkan kepuasan kerja diukur melalui kuesioner yang telah diadaptasi dari Al-Zu'bi (2010) dengan nilai = 0.90. Berdasarkan uji korelasi Kendall's Tau, diperoleh bahwa persepsi keadilan interpersonal maupun keadilan informasional berhubungan secara signifikan dengan kepuasan kerja karyawan ($r = 0,445$, $p < 0.05$; $r = 0,623$, $p < 0.01$). Ditemukan pula bahwa keadilan informasional memiliki hubungan yang lebih signifikan dengan kepuasan kerja. Berdasarkan hal tersebut, dilakukan sebuah intervensi berupa kegiatan Community of Practice (CoP) untuk meningkatkan persepsi keadilan informasional dengan harapan turut meningkatkan kepuasan kerja. Melalui uji Wilcoxon signed rank test diperoleh hasil bahwa terdapat peningkatan keadilan informasional maupun kepuasan kerja yang signifikan pada Teknisi Construction setelah diberikan intervensi CoP ($Z = -2.032$, $p < 0,05$; $Z = -2.032$, $p < 0,05$).

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ABSTRACT

Employee job satisfaction is influenced by fairness perception about the organization. Organizational justice consist of three dimensions: distributive justice, procedural justice, and interactional justice. This thesis attempts to determine the relationship between dimensions of interactional justice: interpersonal justice and informational justice with employee job satisfaction. Participants of this study are Construction Technicians at an electric solution provider company. The interactional justice perception questionnaire in this study

adapted from Niehoff & Moorman (1993). Based on reliability analysis, the instrument has $\alpha = 0.80$ and 0.85 in the two dimensions. Meanwhile, job satisfaction is measured by questionnaire adapted from Al-Zu'bi (2010) that has $\alpha = 0.90$. Kendall's Tau test result reveals that interpersonal justice and informational justice perception is significantly correlated with job satisfaction ($r = 0.445$, $p < 0.05$; $r = 0.623$, $p < 0.01$). It was also found that informational justice has more significant correlation with job satisfaction. Based on that result, an intervention conducted in the form of Community of Practice (CoP) activity to improve informational justice perception and job satisfaction. Through the Wilcoxon signed rank test, it is found a significant increase of informational justice perception and job satisfaction after CoP held to the Construction Technicians ($Z = -2.032$, $p < 0,05$; $Z = -2.032$, $p < 0,05$).; Employee job satisfaction is influenced by fairness perception about the organization. Organizational justice consist of three dimensions: distributive justice, procedural justice, and interactional justice. This thesis attempts to determine the relationship between dimensions of interactional justice: interpersonal justice and informational justice with employee job satisfaction. Participants of this study are Construction Technicians at an electric solution provider company. The interactional justice perception questionnaire in this study adapted from Niehoff & Moorman (1993). Based on reliability analysis, the instrument has $\alpha = 0.80$ and 0.85 in the two dimensions. Meanwhile, job satisfaction is measured by questionnaire adapted from Al-Zu'bi (2010) that has $\alpha = 0.90$. Kendall's Tau test result reveals that interpersonal justice and informational justice perception is significantly correlated with job satisfaction ($r = 0.445$, $p < 0.05$; $r = 0.623$, $p < 0.01$). It was also found that informational justice has more significant correlation with job satisfaction. Based on that result, an intervention conducted in the form of Community of Practice (CoP) activity to improve informational justice perception and job satisfaction. Through the Wilcoxon signed rank test, it is found a significant increase of informational justice perception and job satisfaction after CoP held to the Construction Technicians ($Z = -2.032$, $p < 0,05$; $Z = -2.032$, $p < 0,05$)., Employee job satisfaction is influenced by fairness perception about the organization. Organizational justice consist of three dimensions: distributive justice, procedural justice, and interactional justice. This thesis attempts to determine the relationship between dimensions of interactional justice: interpersonal justice and informational justice with employee job satisfaction. Participants of this study are Construction Technicians at an electric solution provider company. The interactional justice perception questionnaire in this study adapted from Niehoff & Moorman (1993). Based on reliability analysis, the instrument has $\alpha = 0.80$ and 0.85 in the two dimensions. Meanwhile, job satisfaction is measured by questionnaire adapted from Al-Zu'bi (2010) that has $\alpha = 0.90$. Kendall's Tau test result reveals that interpersonal justice and

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