

ABSTRAK

Penelitian terkait dengan sikap ekstra peran atau Organizational Citizenship Behavior (OCB). Menarik untuk dilakukan penelitian. Oleh karena itu, pembentukan faktor atau ateseden faktor dari OCB. Perlu diungkap dalam penelitian, khususnya terkait dengan kualitas hubungan kerja, persepsi keadilan dan dukungan dari atasan. Penelitian ini bertujuan untuk menganalisis pengaruh kualitas hubungan kerja, persepsi keadilan dan dukungan dari atasan dengan OCB. Data penelitian diambil dengan kuesioner dan disebarikan kepada 130 Distributor Pertamina di Semarang. Analisis data menggunakan SmartPLS untuk mengetahui hubungan antar variable.

Hasil analisis data menemukan bahwa human relationship quality dan perceived organizational justice memiliki pengaruh signifikan terhadap trust in supervisor. Artinya kualitas hubungan kerja dan persepsi keadilan yang dirasakan oleh karyawan memiliki peran membentuk OCB. Disisi lain, variable trust in supervisor tidak signifikan dengan human relationship quality dan perceived organizational justice terhadap OCB. Artinya, pengaruh langsung dari human relation quality dan perceived organizational justice lebih significant dibandingkan melalui trust supervisor dalam membentuk OCB.

Kata kunci : *Perceived Organizational Justice, Human Relationship Quality, Supervisor Trust, Organizational Citizenship Behavior*

ABSTRACT

Research related to the extra role attitude or Organizational Citizenship Behavior (OCB) is interesting for among HRM practitioner. Causal factors or antecedents of OCB need to be known in further research, especially those related to the quality of human relationships, perceive organizational justice and trust in supervisor. This study aims to analyze the effect of quality of human relationships, perceive of equality and trust in supervisor toward OCB. The research data were collected through questionnaire which is distributed to 130 respondents of Pertamina Distributor employees in Semarang. Data analysis using SmartPLS to find out the relationship between variables. The results of the data analysis found that the quality of human relations and perceived organizational justice has a significant effect on trust in supervisors. This means that the quality of human relationships and perceived organizational justice that are have more significant role in causing of OCB. On the other hand, the variable trust in supervisors was found unable with the quality of human relations and perceived organizational justice for OCB. That is, the direct path of the quality of human relations and organizational justice that is felt is more significant than through the trust of supervisors in forming OCB.

Keyword : *Perceived Organizational Justice, Human Relationship Quality, Supervisor Trust, Organizational Citizenship Behavior*