

ABSTRACT

This study aims to analyze the influence of work stress, procedural justice, and organizational climate on organizational citizenship behavior with employee engagement as a mediation variable in PD BPR Bank Sleman.

Overall population in PD BPR Bank Sleman as many as 130 people, sampling method in this study using total sampling. Data collection technique used is survey method by using questionnaire. Data analysis technique used is Structural Equation Modeling.

The results showed that work stress had a negative and significant effect on employee engagement and organizational citizenship behavior, organizational climate and employee engagement had a positive and significant effect on organizational citizenship behavior, procedural justice and organizational climate had a positive and significant effect on employee engagement, whereas procedural justice did not have significant influence on organizational citizenship behavior, which means rejecting the hypothesis in this study. Organizational climate and employee engagement are dominant or greatest variables in influencing organizational citizenship behavior so special attention and improvement needs to be made by the management of PD BPR Bank Sleman.

Keywords: work stress, procedural justice, organizational climate, employee engagement, organizational citizenship behavior

ABSTRAK

Penelitian ini bertujuan menganalisis pengaruh stres kerja, keadilan prosedural, dan iklim organisasional terhadap *organizational citizenship behavior* dengan *employee engagement* sebagai variabel mediasi di PD BPR Bank Sleman.

Keseluruhan populasi di PD BPR Bank Sleman sebanyak 130 orang, metode pengambilan sampel dalam penelitian ini menggunakan *total sampling*. Teknik pengumpulan data yang digunakan adalah metode survei dengan menggunakan kuesioner. Teknik analisis data yang digunakan adalah *Structural Equation Modeling*.

Hasil penelitian menunjukkan bahwa stres kerja berpengaruh negatif dan signifikan terhadap *employee engagement* dan *organizational citizenship behavior*, iklim organisasional dan *employee engagement* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, keadilan prosedural dan iklim organisasional berpengaruh positif dan signifikan terhadap *employee engagement*, sedangkan keadilan prosedural tidak memiliki pengaruh signifikan terhadap *organizational citizenship behavior*, yang berarti menolak hipotesis dalam penelitian ini. Iklim organisasional dan *employee engagement* merupakan variabel yang dominan atau paling besar dalam mempengaruhi *organizational citizenship behavior* sehingga perlu dilakukan perhatian khusus dan peningkatan oleh manajemen PD BPR Bank Sleman.

Kata kunci : stres kerja, keadilan prosedural, iklim organisasional, *employee engagement*, *organizational citizenship behavior*