

RINGKASAN

Penelitian ini merupakan penelitian survei pada Petugas Pemeriksa (Wasrik) dan Kepesertaan BPJAMSOSTEK Wilayah Jawa Tengah dan Daerah Istimewa Yogyakarta (DIY). Penelitian ini mengambil judul: “Analisis Peran Kepercayaan (*Trust*) dan Komitmen dalam Pengaruh Keadilan Organisasional terhadap *Job Performance* (Studi pada Petugas Pemeriksa dan Kepesertaan BPJAMSOSTEK)”.

Tujuan umum penelitian ini adalah untuk menganalisis penyebab *job performance* Wasrik dan Kepesertaan BPJAMSOSTEK berada di bawah target yang telah ditetapkan. Tujuan khusus penelitian ini adalah untuk menganalisis pengaruh keadilan distributif, prosedural, dan interaksional terhadap *job performance* dengan *affect* dan *cognition based trust* serta komitmen afektif dan normatif sebagai variabel mediasi.

Populasi dalam penelitian ini adalah pegawai tetap dan aktif yang berada di lingkungan pegawai BPJAMSOSTEK berkaitan dengan deskripsi tugas Wasrik dan Kepesertaan. Jumlah responden yang diambil dalam penelitian adalah 152 responden. Metode *proportionate stratified random sampling* digunakan dalam penentuan responden.

Berdasarkan hasil penelitian dan analisis data dengan menggunakan *Partial Least Square* (PLS) menunjukkan bahwa (1a) Keadilan distributif berpengaruh positif terhadap *affect based trust*, (1b) Keadilan distributif berpengaruh positif terhadap *cognition based trust*, (2a) Keadilan prosedural berpengaruh positif terhadap *affect based trust*, (2b) Keadilan prosedural berpengaruh positif terhadap *cognition based trust*, (3a) Keadilan interaksional berpengaruh positif terhadap *affect based trust*, (3b) Keadilan interaksional berpengaruh positif terhadap *cognition based trust*, (4a) *Affect based trust* berpengaruh positif terhadap komitmen afektif, (4b) *Cognition based trust* berpengaruh positif terhadap komitmen afektif, (5) Komitmen afektif berpengaruh positif terhadap *job performance*, (6a) *Affect based trust* berpengaruh positif terhadap komitmen normatif, (6b) *Cognition based trust* tidak berpengaruh terhadap komitmen normatif, (7) Komitmen normatif berpengaruh positif terhadap *job performance*, (8a) Keadilan distributif tidak berpengaruh terhadap *job performance*, (8b) Keadilan prosedural berpengaruh positif terhadap *job performance*, (8c) Keadilan interaksional berpengaruh positif terhadap *job performance*, (9a) *Affect based trust* dan komitmen afektif tidak mampu memediasi pengaruh keadilan distributif terhadap *job performance*, (9b) *Affect based trust* dan komitmen afektif memediasi pengaruh keadilan prosedural terhadap *job performance*, (9c) *Affect based trust* dan komitmen afektif memediasi pengaruh keadilan interaksional terhadap *job performance*, (9d) *Cognition based trust* dan komitmen normatif tidak mampu memediasi pengaruh keadilan distributif terhadap *job performance*, (9e) *Cognition based trust* dan komitmen normatif memediasi pengaruh keadilan prosedural terhadap *job performance*, (9f) *Cognition based trust* dan komitmen normatif memediasi pengaruh keadilan interaksional terhadap *job performance*.

Implikasi dari kesimpulan di atas yaitu dalam upaya meningkatkan *job performance* Wasrik dan Kepesertaan, BPJAMSOSTEK sebaiknya memperhatikan penerapan keadilan di dalam organisasi karena sangat memengaruhi tindakan, perilaku, hasil yang dapat diukur, serta kontribusi pegawai. Hal yang dapat dilakukan adalah dengan penerapan keadilan distributif agar selalu memperhatikan kesesuaian antara upaya yang telah dilakukan dengan *outcomes* yang diterima pegawai. Perlu adanya pemberian kesempatan untuk banding, memberikan masukan, dan saran yang nantinya dapat memengaruhi keputusan final yang diambil. Hubungan yang baik antara atasan dan bawahan harus senantiasa terjalin demi kelancaran pelaksanaan tugas dan akan meningkatkan *affect based trust*. Atasan juga perlu selalu memberikan perhatian terhadap kinerja sehingga apabila terjadi kendala dapat segera ditemukan jalan keluarnya. Keadilan dan kepercayaan yang diterima, diharapkan akan meningkatkan komitmen pegawai dengan ikut merasakan permasalahan organisasi. Hal ini akan menimbulkan keinginan kuat pegawai untuk tetap bekerja di BPJAMSOSTEK. Keadilan, kepercayaan, dan komitmen yang ada diharapkan akan membantu meningkatkan *performance* Wasrik dan Kepesertaan BPJAMSOSTEK dengan munculnya perasaan bangga dan puas saat melakukan pekerjaan serta perasaan senang ketika memenuhi standar kinerja.

Kata kunci: Keadilan Distributif, Keadilan Prosedural, Keadilan Interaksional, *Affect Based Trust*, *Cognition Based Trust*, Komitmen Afektif, Komitmen Normatif, *Job Performance*



SUMMARY

This research is survey research on Examining Officers (Wasrik) and Kepesertaan BPJAMSOSTEK in Central Java and Special Region of Yogyakarta (DIY). This research takes the title: "Analysis of the Role of Trust and Commitment in the Effect of Organizational Justice on Job Performance (Study on Examining Officers and Kepesertaan's BPJAMSOSTEK)".

The general purpose of this study was to analyze the causes of Wasrik and Kepesertaan's BPJAMSOSTEK job performance being below the set target. The specific purpose of this study was to analyze the effect of distributive, procedural, and interactional justice on job performance with affect and cognition-based trust and affective and normative commitment as mediating variables.

The population in this study was permanent and active employees in BPJAMSOSTEK employees related to Wasrik and Kepesertaan's job desc. The number of respondents taken in this study was 152 respondents. Proportionate stratified random sampling method was used in determining respondents.

Based on the results of research and data analysis using Partial Least Square (PLS) shows that (1a) Distributive justice has a positive effect on affect-based trust, (1b) Distributive justice has a positive impact on cognition-based trust, (2a) Procedural justice has a positive impact in affect-based trust, (2b) Procedural justice has a positive effect on cognition based trust, (3a) Interactional justice has a positive effect on affect based trust, (3b) Interactional justice has a positive effect on cognition based trust, (4a) Affect based trust has a positive impact on affective commitment, (4b) Cognition based trust has a positive effect on affective commitment, (5) Affective commitment has a positive effect on job performance, (6a) Affect based trust has a positive effect on normative commitment, (6b) Cognition based trust has no effect on normative commitment, (7) Normative commitment has a positive impact on job performance, (8a) Distributive justice has no impact on job performance, (8b) Procedural justice has a positive effect on job performance, (8c) Interactional justice has a positive impact on job performance, (9a) Affect based trust and affective commitment are unable to mediate the effect of distributive justice on job performance , (9b) Affect based trust and affective commitment mediate the impact of procedural justice on job performance, (9c) Affect based trust and affective commitment mediate the effect of interactional justice on job performance, (9d) Cognition based trust and normative commitment are unable to mediate the effect between distributive justice on job performance, (9e) Cognition based trust and normative commitment mediate the effect of procedural justice on job performance, (9f) Cognition based trust and normative commitment mediate the impact of interactional justice on job performance.

The conclusion above implies that to improve Wasrik and Kepesertaan's job performance, BPJAMSOSTEK should pay attention to the application of justice in the organization because it dramatically influences actions and behaviour, measurable

results, and employee contributions. Efforts that can make are applying distributive justice to always pay attention to the suitability between the steps that have been made and the outcomes they receive. There needs to be an opportunity to appeal and provide input and suggestions that can later influence the final decision. Must permanently establish a good relationship between superiors and subordinates to smooth implementation of tasks and increase affect-based trust. Leaders also need always to pay attention to performance to find a solution if there are problems. The fairness and trust received are expected to increase employee commitment by sharing the issues of the organization. Justice and faith will create a strong desire for employees to continue working at BPJAMSOSTEK. It is hoped that fairness, confidence, and commitment will help improve Wasrik's performance and BPJAMSOSTEK's participation by creating feelings of pride and satisfaction when doing work and feeling happy when meeting performance standards.

Keywords: Distributive Justice, Procedural Justice, Interactional Justice, Affect Based Trust, Cognition Based Trust, Affective Commitment, Normative Commitment, Job Performance

