

DAFTAR ISI

JUDUL	i
SKRIPSI	ii
PERNYATAAN ORISINALITAS SKRIPSI	iii
KATA PENGANTAR	v
ABSTRAK	viii
ABSTRAC	ix
DAFTAR ISI	x
DAFTAR TABEL	xiv
DAFTAR GAMBAR	xv
DAFTAR LAMPIRAN	xvi
BAB I	1
PENDAHULUAN	1
1.1 Latar Belakang.....	1
1.2 Rumusan Masalah	5
1.3 Tujuan Penelitian.....	6
1.4 Manfaat Penelitian.....	7
1.5 Sistematika Penulisan.....	7
BAB II	11
TINJAUAN PUSTAKA	11
2.1. <i>Organizational Justice</i>	11
2.1.1. Definisi <i>Organizational Justice</i>	11
2.1.2. Dimensi <i>Organizational Justice</i>	13
2.1.3. Pentingnya Keadilan Organizational.....	16
2.1.4. Dampak Adanya <i>Organizational Justice</i>	18
2.2. <i>Work Engagement</i>	22
2.2.1 Definisi <i>Work Engagement</i>	22
2.2.2. Dimensi Work Engagement	24
2.2.3. Faktor-Faktor yang Mempengaruhi <i>Work Engagement</i>	24

2.2.4.	Ciri-ciri <i>Work Engagement</i>	27
2.3.	<i>Employee Performance</i>	27
2.3.1	Definisi <i>Employee Performance</i>	27
2.3.2.	Faktor yang Mempengaruhi <i>Employee Performance</i>	28
2.3.3.	Penilaian dan Evaluasi <i>Employee Performance</i>	29
2.4.	Penelitian Terdahulu.....	31
2.5.	Hubungan Antar Variabel.....	33
2.5.1	Pengaruh <i>Distributive Justice</i> Terhadap <i>Work Engagement</i>	33
2.5.2	Pengaruh <i>Procedural Justice</i> Terhadap <i>Work Engagement</i>	35
2.5.3	Pengaruh <i>Interactional Justice</i> Terhadap <i>Work Engagement</i>	36
2.5.4	Pengaruh <i>Distributive Justice</i> Terhadap <i>Employee Performance</i> ...	37
2.5.5	Pengaruh <i>Procedural Justice</i> Terhadap <i>Employee Performance</i>	38
2.5.6	Pengaruh <i>Interactional Justice</i> Terhadap <i>Employee Performance</i> .	39
2.5.7	Pengaruh <i>Work Engagement</i> Terhadap <i>Employee Performance</i>	40
2.6.	Kerangka Berpikir dan Hipotesis	42
BAB III	43
METODE PENELITIAN	43
3.1	Pendekatan Penelitian.....	43
3.2	Identifikasi Variabel	43
3.3	Definisi Operasional Variabel	44
3.4	Jenis dan Sumber Data	48
3.4.1	Data Primer	48
3.4.2	Data Sekunder	48
3.5	Prosedur Pengumpulan Data	49
3.6	Subyek Penelitian	50
3.7	Teknik Analisis.....	52
3.7.1	Analisis <i>Partial Least Square</i> (PLS).....	52
BAB IV	53
HASIL ANALISIS DAN PEMBAHASAN	53
4.1	Visi Misi PT. Telekomunikasi Indonesia, Tbk Witel Jatim Tengah Timur (Sidoarjo).....	53

4.1.1	Visi	53
4.1.2	Misi	53
4.1.3	Struktur Organisasi PT. Telekomunikasi Indonesia, Tbk Witel Jatim Tengah Timur (Sidoarjo)	53
4.2	Uji Instrumen Penelitian	54
4.2.1	Uji Validitas Instrumen	54
4.2.2	Uji Reliabilitas Instrumen	54
4.3	Karakteristik Responden	55
4.4	Deskripsi Variabel Penelitian	58
4.5	Deskripsi Hasil Jawaban Responden	59
4.5.1	Variabel <i>Distributive Justice</i>	59
4.5.2	Variabel <i>Procedural Justice</i>	60
4.5.3	Variabel <i>Interactional Justice</i>	61
4.5.4	Variabel <i>Work Engagement</i>	62
4.5.5	Variabel <i>Employee Performance</i>	63
4.6	Evaluasi Outer Model	63
4.6.1	Uji Convergen Validity	64
4.6.2	Uji Validitas Discriminant Validity	66
4.6.3	Uji Validitas <i>Average Variance Extracted (AVE)</i>	68
4.6.4	<i>Composite Reliability</i>	68
4.7	Evaluasi Inner Model	69
4.7.1	Koefisien Determinasi (R^2)	69
4.7.2	<i>Predictive Relevance (Q²)</i>	70
4.7.3	Pengujian Hipotesis	71
4.8	Pembahasan	78
4.8.1	Pengaruh <i>Distributive Justice</i> Terhadap <i>Work Engagement</i>	78
4.8.2	Pengaruh <i>Distributive Justice</i> Terhadap <i>Employee Performance</i>	79
4.8.3	Pengaruh <i>Procedural Justice</i> Terhadap <i>Work Engagement</i>	80
4.8.4	Pengaruh <i>Procedural Justice</i> Terhadap <i>Employee Performance</i>	82
4.8.5	Pengaruh <i>Interactional Justice</i> Terhadap <i>Work Engagement</i>	83
4.8.6	Pengaruh <i>Interactional Justice</i> Terhadap <i>Employee Performance</i>	84

4.8.7	Pengaruh Work Engagement Terhadap Employee Performance....	85
BAB V	88
KESIMPULAN DAN SARAN	88
5.1	Kesimpulan.....	88
5.2	Saran.....	89
DAFTAR PUSTAKA	90
LAMPIRAN – LAMPIRAN	93