

ABSTRAK

Studi ini menguji pengaruh *organizational climate* terhadap *destructive deviance* dan *constructive deviance* yang dimoderasi menggunakan *individualism* dan *collectivism* di Rumah Sakit Umum Haji Surabaya. Pendekatan yang digunakan dalam penelitian ini menggunakan pendekatan kuantitatif dengan menggunakan sample sebanyak 352 responden yang disebar di semua departemen di Rumah Sakit Umum Haji Surabaya. Hubungan antar variabel yang memoderasi *organizational climate* terhadap *destructive deviance* dan *constructive deviance* dianalisis dengan menggunakan metode analisa Partial Least Square (PLS) dengan software Smart PLS, karena semua variabel penelitian merupakan variabel laten yang dapat diukur dengan indikator-indikator. PLS berguna untuk memprediksi pengaruh variabel X terhadap Y dan menjelaskan hubungan teoritikal di antara kedua variabel.

Hasil penelitian ini menunjukkan bahwa *organizational climate* berpengaruh negatif signifikan terhadap *destructive deviance* dan *constructive deviance*, sedangkan variabel moderasi *collectivism* berpengaruh positif signifikan terhadap hubungan *organizational climate* pada *destructive deviance* dan *organizational climate* pada *constructive deviance*. Tidak ada efek moderasi *individualism* terhadap hubungan *organizational climate* pada *destructive deviance* dan *individualism* terhadap hubungan *organizational climate* pada *constructive deviance* dikarenakan hubungan yang tidak signifikan pada variabel tersebut.

Kata kunci: *Organizational climate, destructive deviance, constructive deviance, individualism, collectivism*

ABSTRACT

This study examines the effect of organizational climate on destructive deviance and constructive deviance which is moderated using individualism and collectivism at the Haji General Hospital in Surabaya. The approach used in this study uses a quantitative approach by using a sample of 352 respondents distributed in all departments at the Surabaya Hajj General Hospital. The relationship between variables that moderate organizational climate against destructive deviance and constructive deviance was analyzed using the Partial Least Square (PLS) analysis method with Smart PLS software, because all research variables are latent variables that can be measured by indicators. PLS is useful for predicting the effect of variable X on Y and explaining the theoretical relationship between the two variables.

The results of this study indicate that organizational climate has a significant negative effect on destructive deviance and constructive deviance, while the moderating variable collectivism has a significant positive effect on organizational climate relations on destructive deviance and organizational climate on constructive deviance. There is no moderating effect of individualism on organizational climate relations on destructive deviance and individualism on organizational climate relations on constructive deviance due to insignificant relationships on these variables.

Keyword: *Organizational climate, destructive deviance, constructive deviance, individualism, collectivism*