

## ABSTRACT

The research aims to understand whether the job satisfaction mediates the causal relationship of procedural justice with organizational citizenship behaviour, whether the organizational commitment mediates the causal relationship of organizational citizenship behaviour, whether the job satisfaction mediates the causal relationship of distributive justice with the organizational citizenship behaviour, and whether the organizational commitment mediates the causal relationship of distributive justice with the organizational citizenship behaviour.

The results of the research show that the procedural justice has a positive and significant influence toward the job satisfaction and the organizational citizenship behaviour. The job satisfaction mediates the causal relationship between the procedural justice and the organizational citizenship behaviour. The procedural justice has a positive and significant influence toward the organizational commitment and the organizational citizenship behaviour. The organizational commitment mediates the causal relationship between the procedural justice and the organizational citizenship behaviour. The distributive justice has a positive and significant influence toward the job satisfaction and the organizational citizenship behaviour. The job satisfaction mediates the causal relationship between the distributive justice and the organizational citizenship behaviour. The distributive justice has a positive and significant influence toward the organizational commitment and the organizational citizenship behaviour. The organizational commitment mediates the causal relationship between the distributive justice and the organizational citizenship behaviour.

From the results of the research, it is expected that the research may be used as a matter of suggestion for the management within the consideration in order to improve the employees' job satisfaction and the organizational citizenship behaviour.

**Keyword:** Procedural justice, distributive justice, job satisfaction, organizational commitment, organizational citizenship behaviour.