

ANALISIS *DISTRIBUTIVE JUSTICE*, *PROCEDURAL JUSTICE*, *INTERACTIONAL JUSTICE* PADA HORAIOS MALIOBORO HOTEL

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Abstrak

Penelitian ini bertujuan untuk mengetahui bagaimana analisis *distributive justice*, *procedural justice*, *interactional justice* pada Horaios Malioboro Hotel. *Distributive justice* adalah suatu hasil keputusan atau alokasi, *procedural justice* adalah prosedur atau sistem yang digunakan untuk menentukan hasil, *interactional justice* adalah perlakuan interpersonal yang diterima individu dari perusahaan penyedia jasa. Populasi dalam penelitian ini adalah tamu Horaios Malioboro Hotel yang melakukan komplain berjumlah 184 orang. Sampel dalam penelitian ini berjumlah 30 orang. Teknik pengambilan sampel dalam penelitian ini menggunakan teknik *cluster random sampling*. Teknik *cluster random sampling* adalah teknik sampling berkelompok. Pengambilan sampel jenis ini dilakukan berdasarkan kelompok atau area tertentu. Adapun teknik pengumpulan data dilakukan melalui kuesioner. Pengujian statistik yang digunakan adalah analisis uji validitas, uji reliabilitas, dan uji *mean aritmatik*. Dari hasil uji validitas r hitung $>$ r tabel atau r hitung $>$ 0,361. Sehingga seluruh instrument yang digunakan dalam penelitian ini valid dan dari uji reliabilitas adalah *distributive justice* 0,641, *procedural justice* 0,771, *interactional justice* 0,739 lebih besar dari r tabel 0,60. Bahwa instrument penelitian yang digunakan untuk mengukur variabel penelitian ini dapat dikatakan reliabel. Kesimpulan dari penelitian ini: bahwa analisis *distributive justice*, *procedural justice*, *interactional justice* pada Horaios Malioboro Hotel secara keseluruhan memiliki nilai rata-rata per variabel sebesar *distributive justice* 3,26, *procedural justice* 3,13, *interactional justice* 3,13. Artinya Horaios Malioboro Hotel dalam menangani komplain dari tamu sudah sesuai dengan apa yang dibutuhkan dan diharapkan oleh tamu.

Kata Kunci: *Distributive Justice, Procedural Justice, Interactional Justice*

THE ANALYSIS OF DISTRIBUTIVE JUSTICE, PROCEDURAL JUSTICE, INTERACTIONAL JUSTICE IN HORAIOS MALIOBORO HOTEL

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Abstract

This study aims to know how the analysis of distributive justice, procedural justice, interactional justice in Horaios Malioboro Hotel. Distributive justice is a result of a decision or allocation, procedural justice is a procedure or system used to determine outcomes, interactional justice is an interpersonal treatment received by an individual from a service provider company. The population in this study were guests of Horaios Malioboro Hotel, which made 184 complaints. The sample in this study is amounting to 30 people. The sampling technique in this study used a cluster random sampling technique. Cluster random sampling technique is a group sampling technique. Intake of this type of sample is done based on certain groups or areas. The data collection technique is done through a questionnaire. The statistical tests used are validity test analysis, reliability test, and arithmetic mean test. From the results of the validity test $r_{count} > r_{table}$ or $r_{count} > 0.361$. So that all instruments used in this study are valid and the reliability test that generates distributive justice 0.641, procedural justice 0.771, and interactional justice 0.739 is greater than r_{table} 0.60. Then the research instrument used to measure this research variable can be said to be reliable. The conclusion of this study: that the analysis of distributive justice, procedural justice, interactional justice in Horaios Malioboro Hotel as a whole has an average value per variable are distributive justice 3.26, procedural justice 3.13, and interactional justice 3.13. This means that in handling complaints from guests Horaios Malioboro Hotel is in accordance with what is needed and expected by guests.

Keywords: *Distributive Justice, Procedural Justice, Interactional Justice*