

PENGARUH *LEADER MEMBER EXCHANGE* DAN *PERCEIVED ORGANISATIONAL SUPPORT* TERHADAP *ORGANIZATION CITIZENSHIP BEHAVIOR* DENGAN *JOB SATISFACTION* SEBAGAI VARIABEL MEDIASI STUDI PADA KANTOR CABANG PT BANK NEGARA INDONESIA (PERSERO) Tbk SUMATERA BARAT

TESIS



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**Diajukan Sebagai Salah Satu Syarat Untuk Mencapai Gelar Magister
Manajemen Pada Program Studi Magister
Manajemen Fakultas Ekonomi Universitas Andalas**



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Pengaruh *Leader Member Exchange* dan *Perceived Organisational Support* terhadap *Organization Citizenship Behavior* dengan *Job Satisfaction* sebagai Variabel Mediasi Studi Pada Kantor Cabang PT Bank Negara Indonesia (Persero) Tbk Sumatera Barat

Tesis Oleh Agnes Lovita Monna
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Pembimbing II : Donard Games, SE, M.Bus (Adv), PhD

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui dan menganalisis Pengaruh *Leader Member Exchange* dan *Perceived Organisational Support* terhadap *Organization Citizenship Behavior* dengan *Job Satisfaction* sebagai Variabel Mediasi Studi Pada Kantor Cabang PT Bank Negara Indonesia (Persero) Tbk Sumatera Barat. Dalam penelitian ini populasi terdiri dari seluruh seluruh karyawan Bank BNI di kantor cabang Solok, Payakumbuh, dan Bukittinggi dengan jumlah 198 orang dengan metode penarikan sampelnya adalah *purposive sampling* dengan jumlah sampel adalah 103 orang. Metode analisis yang digunakan adalah analisis statistic deskriptif dan analisis deskripsi factor menggunakan software SmartPLS 3.0. Hasil penelitian menunjukkan bahwa *Leader Member Exchange* (LMX) berpengaruh positif terhadap *Organizational Citizenship Behavior* (OCB) karyawan, dukungan organisasi berpengaruh positif dan signifikan terhadap perilaku OCB karyawan, *Leader member exchange* berpengaruh positif dan signifikan terhadap kepuasankerjakaryawan, Persepsikaryawan atas dukungan organisasi berpengaruh positif tetapi tidak signifikan terhadap kepuasankerjakaryawan, Kepuasankerjakaryawan berpengaruh positif namun tidak signifikan pada perilaku OCB karyawan, Kepuasankerjaitidak memediasi hubungan antar *leader member exchange* terhadap OCB karyawan dan Kepuasankerjaitidak memediasi hubungan antar persepsikaryawan atas dukungan organisasi terhadap OCB karyawan kantor cabang Bank BNI Solok, Payakumbuh, dan Bukittinggi.

Kata kunci: *Leader Member Exchange, Perceived Organisational Support, Job Satisfaction, Organization Citizenship Behavior*

The Influence of Leader Member Exchange and Perceived Organizational Support on Organizational Citizenship Behavior with Job Satisfaction as a Study Mediation Variable at the Branch Office of PT Bank Negara Indonesia (Persero) Tbk West Sumatra

Thesis By Agnes Lovita Monna
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Advisor II : Donard Games, SE, M.Bus (Adv), PhD

ABSTRACT

The purpose of this study was to determine and analyze the influence of Leader Member Exchange and Perceived Organizational Support on Organizational Citizenship Behavior with Job Satisfaction as a Study Mediation Variable at the Branch Office of PT Bank Negara Indonesia (Persero) Tbk West Sumatra. In this study, the population consisted of all employees of Bank BNI at the Solok, Payakumbuh, and Bukittinggi branch offices with a total of 198 people. The sampling method was purposive sampling with a total sample of 103 people. The analytical method used is descriptive statistical analysis and factor description analysis using SmartPLS 3.0 software. The results showed that Leader Member Exchange (LMX) had a positive and significant effect on employee Organizational Citizenship Behavior (OCB), organizational support had a positive and significant effect on employee OCB behavior, Leader member exchange had a positive and significant effect on employee job satisfaction, Employee perceptions of organizational support had an effect on positive but not significant on employee job satisfaction, employee job satisfaction has a positive but not significant effect on employee OCB behavior, job satisfaction does not mediate the relationship between leader member exchange on employee OCB and job satisfaction does not mediate the relationship between employee perceptions of organizational support on office employee OCB BNI Solok, Payakumbuh, and Bukittinggi branches.

Keywords: Leader Member Exchange, Perceived Organizational Support, Job Satisfaction, Organization Citizenship Behavior