

Pengaruh leader-member exchange terhadap organizational citizenship behavior yang dimediasi psychological capital dan job satisfaction: studi empiris pada karyawan swasta dan BUMN di Jakarta = The influence of leader-member exchange towards organizational citizenship behavior mediated by psychological capital and job satisfaction: empirical study of private and BUMN employees in Jakarta

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Abstrak

Penelitian ini bertujuan untuk mengetahui peran mediasi psychological capital dan job satisfaction pada pengaruh leader-member exchange terhadap organizational citizenship behavior, yang merupakan salah satu ciri dari sumber daya manusia yang dibutuhkan perusahaan, termasuk swasta dan BUMN, untuk mencapai tujuan dan kelangsungan perusahaan di era ekonomi disruptif dan MEA. Penelitian ini termasuk penelitian kuantitatif. Data penelitian didapatkan melalui kuesioner online yang diisi oleh 193 karyawan swasta dan BUMN di Jakarta dan kemudian diolah dengan menggunakan metode Structural Equation Modeling (SEM).

Hasil penelitian menunjukkan bahwa leader-member exchange tidak memiliki pengaruh langsung yang positif terhadap organizational citizenship behavior. Meskipun demikian, leader-member exchange akan mempengaruhi organizational citizenship behavior secara positif apabila dimediasi penuh oleh psychological capital atau kepuasan kerja.

.....This research aims to determine the mediating role of psychological capital and job satisfaction on leader-member exchange influence in promoting organizational citizenship behavior, which is one of the characteristics of human resources needed by a company, including private and BUMN, to achieve goals and sustainability in disruptive economy and MEA era. Research data was gathered through an online questionnaire filled by 193 private and BUMN employees in Jakarta and then analyzed using Structural Equation Modeling (SEM).

The results showed that leader-member exchange do not have any positive impact on organizational citizenship behavior. However, leader-member exchange will positively affect organizational citizenship behavior if it is fully mediated by psychological capital or job satisfaction.