

Abstrak

Organizational citizenship behavior merupakan perilaku yang sangat diperlukan untuk meningkatkan pelayanan perusahaan jasa. Penelitian ini bertujuan untuk mengetahui hubungan antara *leader member exchange* dengan *organizational citizenship behavior* pada karyawan Kantor Pos Yogyakarta. Subjek penelitian ini berjumlah 62 orang dengan karakteristik minimal pendidikan Sekolah Lanjut Tingkat Atas (SLTA) dan masa kerja satu tahun. Pengambilan data penelitian ini menggunakan Skala *Leader Member Exchange* dan Skala *Organizational Citizenship Behavior*. Teknik analisis data yang digunakan adalah korelasi *product moment* dari Karl Pearson. Berdasarkan hasil analisis data diperoleh koefisien korelasi (r) sebesar 0,362 ($p < 0,050$). Hasil tersebut menunjukkan bahwa terdapat hubungan positif antara variabel *leader member exchange* dengan *organizational citizenship behavior* pada karyawan. Diterimanya hipotesis dalam penelitian ini menunjukkan koefisien determinan (R^2) sebesar 0,131 yang artinya variabel *leader member exchange* memberikan kontribusi terhadap *organizational citizenship behavior* sebesar 13,1%, sedangkan 86,9% dipengaruhi oleh faktor lain yang tidak dilibatkan dalam penelitian ini.

Kata kunci: *organizational citizenship behavior, leader member exchange*

Abstract

Organizational citizenship behavior is a behavior that is indispensable for improving service company services. This study aims to determine the relationship between member exchange members with organizational citizenship behavior in Yogyakarta Post Office employees. The subjects of this study amounted to 62 people with a minimum characteristic of high school education (SLTA) and one-year work period. The data collection of this study uses the Exchange Member Leader Scale and the Organizational Citizenship Behavior Scale. The data analysis technique used is product moment correlation from Karl Pearson. Based on the results of data analysis, the correlation coefficient (r) was 0.362 ($p < 0.050$). These results indicate that there is a positive relationship between member exchange leader variables with organizational citizenship behavior on employees. The acceptance of the hypothesis in this study shows the determinant coefficient (R^2) of 0.131, which means that the member exchange leader variable contributes to organizational citizenship behavior by 13.1%, while 86.9% is influenced by other factors not included in this study.

Keywords: organizational citizenship behavior, leader member exchange