

## ABSTRAK

Penelitian ini bertujuan untuk menguji Pengaruh *Leader Member Exchange* (LMX), Budaya Organisasi terhadap Kinerja Karyawan dengan *Organizational Citizenship Behavior* (OCB) sebagai Variabel Intervening pada JNE Kantor Cabang Utama Sumatera Barat. Metode pengumpulan data melalui survei dan mengedarkan kuesioner, dengan sampel 55 responden. Metode analisis yang digunakan adalah analisis regresi linear berganda dan analisis jalur menggunakan SPSS 25.

Hasil analisis data menyimpulkan, (1) Didapatkan pengaruh positif dan signifikan antara *Leader Member Exchange* (LMX) terhadap *Organizational Citizenship Behavior* (OCB), (2) Didapatkan pengaruh positif dan signifikan antara Budaya Organisasi terhadap *Organizational Citizenship Behavior* (OCB), (3) Didapatkan pengaruh positif dan tidak signifikan antara *Leader Member Exchange* (LMX) terhadap Kinerja Karyawan, (4) Didapatkan pengaruh positif dan signifikan antara Budaya Organisasi terhadap Kinerja Karyawan, (5) Didapatkan pengaruh positif dan signifikan antara *Organizational Citizenship Behavior* (OCB) terhadap Kinerja Karyawan, (6) *Organizational Citizenship Behavior* (OCB) tidak mampu memediasi *Leader Member Exchange* (LMX) terhadap Kinerja Karyawan, (7) *Organizational Citizenship Behavior* (OCB) tidak mampu memediasi Budaya Organisasi terhadap Kinerja Karyawan.

Kata Kunci : ***Leader Member Exchange, Budaya Organisasi, Kinerja Karyawan, dan Organizational Citizenship Behavior.***

## **ABSTRACT**

*This study aims to examine the effect of Leader Member Exchange (LMX), Organizational Culture on Employee Performance with Organizational Citizenship Behavior (OCB) as an Intervening Variable in JNE West Sumatra Main Branch Office. The Method of collecting data through surveys and distributing questionnaires, with a sample of 55 respondents. The analytical method used is multiple linear regression analysis and path analysis using Statistical Product and Service Solutions version 25.*

*The results of the data analysis concluded, (1) There was a positive and significant influence between Leader Member Exchange (LMX) on Organizational Citizenship Behavior (OCB), (2) There was a positive and significant influence between Organizational Culture on Organizational Citizenship Behavior (OCB), (3) Obtained positive and insignificant influence between Leader Member Exchange (LMX) on Employee Performance, (4) Obtained positive and significant influence between Organizational Culture on Employee Performance, (5) Obtained positive and significant influence between Organizational Citizenship Behavior (OCB) on Employee Performance, (6) Organizational Citizenship Behavior (OCB) is unable to mediate Leader Member Exchange (LMX) on Employee Performance, (7) Organizational Citizenship Behavior (OCB) is unable to mediate Organizational Culture on Employee Performance.*

**Keywords:** *Leader Member Exchange, Organizational Culture, Employee Performance, and Organizational Citizenship Behavior.*