

ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar, Pengaruh *Leader Member Exchange (LMX)*, Komunikasi Terhadap Kinerja Pegawai dengan *Organizational Citizenship Behavior (OCB)* sebagai Variabel Intervening Pada Dinas Pendidikan dan Kebudayaan Kota Padang. Metode pengumpulan data melalui survei dan mengedarkan kuesioner, dengan Sampel 56 responden yang didapat dengan rumus *slovin* pada populasi pegawai Dinas Pendidikan dan Kebudayaan Kota Padang sebanyak 129 Orang. Metode analisis yang digunakan adalah analisis korelasi dan regresi linear berganda menggunakan SPSS 21

Hasil analisis data menyimpulkan, (1) *leader member exchange (LMX)* tidak berpengaruh signifikan terhadap *organizational citizenship behavior (OCB)*, (2) komunikasi berpengaruh signifikan terhadap *organizational citizenship behavior (OCB)*, (3) *leader member exchange (LMX)* tidak berpengaruh signifikan terhadap kinerja pegawai, (4) komunikasi berpengaruh signifikan terhadap kinerja pegawai, (5) *organizational citizenship behavior (OCB)* berpengaruh signifikan terhadap kinerja, (6) *leader member exchange (LMX)* berpengaruh terhadap kinerja tidak melalui *organizational citizenship behavior (OCB)*, (7) komunikasi berpengaruh terhadap kinerja tidak melalui *organizational citizenship behavior (OCB)*

Kata Kunci : ***Leader Member Exchange, Komunikasi, kinerja pegawai dan Organizational Citizenship Behavior.***

ABSTRACT

This research aims to test how much, The Influence of Member Exchange Leaders (LMX), Communication On Employee Performance with Organizational Citizenship Behavior (OCB) as an Intervening Variable in the Department of Education and Culture of Padang City. The method of collecting data through surveys and distributing questionnaires, with a sample of 56 respondents obtained with the formula slovin in the employee population of the Padang City Education and Culture Office as many as 129 people. The method used is Statistical Product and Service Solutions version 21.

The results of the data analysis concluded, (1) leader member exchange (LMX) has no significant effect on organizational citizenship behavior (OCB), (2) communication has a significant effect on organizational citizenship behavior (OCB), (3) leader member exchange (LMX) does not have a significant effect on employee performance, (4) communication has a significant effect on employee performance, (5) organizational citizenship behavior (OCB) has a significant effect on performance, (6) leader member exchange (LMX) has effect on performance no through organizational citizenship behavior (OCB), (7) communication has effect on performance no through organizational citizenship behavior (OCB).

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