

### **ABSTRACT**

*Rias Indriani, No.Bp 16101155310543, Faculty of Economics and Business, Management (2020), The Effect of Leader Member Exchange and Work Loyalty on Organizational Citizenship Behavior (OCB) through Job Satisfaction as an intervening variable at PT. Incasi Raya Pangian, Dharmasraya Regency, West Sumatra. Under the guidance of Mrs. Marta Widian Sari, SE.MM and Mr. Rio Andhika Putra, SH.MM.*

*This study aims to determine how much influence the leader member exchange and work loyalty on organizational citizenship behavior (OCB) through job satisfaction as an intervening variable at PT. Incasi Raya Pangian, Dharmasraya Regency, West Sumatra. The analysis used is Multiple Regression Analysis and Path Analysis. This research data collection method is through survey and questionnaires filled out by respondents, with a sample of 76 employees working at PT. Incasi Raya Pangian, Dharmasraya Regency, West Sumatra. Based on the results of the hypothesis that there is no significant effect between leader member exchange on organizational citizenship behavior (OCB). There is no significant effect between work loyalty on organizational citizenship behavior (OCB) and there is a positive and significant effect between job satisfaction on organizational citizenship behavior (OCB). And there is a positive and significant influence between leader member exchange, work loyalty and job satisfaction on organizational citizenship behavior (OCB) at PT. Incasi Raya Pangian, Dharmasraya Regency, West Sumatra.*

**Keywords: Exchange Member Leader, Work Loyalty, Organizational Citizenship Behavior and Job Satisfaction.**

## ABSTRAK

Rias Indriani, No.Bp 16101155310543, Fakultas Ekonomi dan Bisnis, Manajemen (2020), Pengaruh *Leader Member Exchange* dan *Work Loyalty* terhadap *Organizational Citizenship Behavior* (OCB) melalui Kepuasan Kerja sebagai variabel intervening di PT. Incasi Raya Pangian, Kabupaten Dharmasraya, Sumatera Barat. Dibawah bimbingan Ibu Marta Widian Sari, SE.MM dan Bapak Rio Andhika Putra, SH.MM.

Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh *leader member exchange* dan *work loyalty* terhadap *organizational citizenship behavior* (OCB) melalui kepuasan kerja sebagai variabel intervening di PT. Incasi Raya Pangian, Kabupaten Dharmasraya, Sumatera Barat. Analisis yang digunakan adalah Analisis Regresi Berganda dan Analisis Jalur. Metode pengumpulan data penelitian ini melalui survei dan penyebaran Kuesioner yang diisi oleh responden, dengan sampel 76 karyawan yang bekerja di PT. Incasi Raya Pangian, Kabupaten Dharmasraya, Sumatera Barat. Berdasarkan hasil hipotesis yang didapatkan bahwa tidak terdapat pengaruh yang signifikan antara *leader member exchange* terhadap *organizational citizenship behavior* (OCB). Tidak terdapat pengaruh yang signifikan antara *work loyalty* terhadap *organizational citizenship behavior* (OCB) dan terdapat pengaruh yang positif dan signifikan antara kepuasan kerja terhadap *organizational citizenship behavior* (OCB). Dan terdapat pengaruh yang positif dan signifikan antara *leader member exchange*, *work loyalty* dan kepuasan kerja terhadap *organizational citizenship behavior* (OCB) di PT. Incasi Raya Pangian, Kabupaten Dharmasraya, Sumatera Barat.

**Kata Kunci :** *Leader Member Exchange, Work Loyalty, Organizational Citizenship Behavior* dan Kepuasan Kerja.