

Analisis pengaruh leader member exchange dan role stressor terhadap organizational citizenship behavior (OCB) di lingkungan kementerian energi dan sumber daya mineral = Analysis the effect of leader member exchange and role stressor to organizational citizenship behavior at ministry of energy and mineral resources

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Abstrak

Penelitian ini dilakukan untuk melihat apakah terdapat pengaruh dari Leader Member Exchange (LMX) dan Role Stressor (Role Conflict, Role Ambiguity dan Role Overload) terhadap Organizational Citizenship Behavior (OCB) pegawai di lingkungan Kementerian Energi dan Sumber Daya Mineral (KESDM).

Penelitian ini adalah penelitian kuantitatif dengan desain survei menggunakan instrumen kuesioner kepada seluruh pegawai (jabatan administrasi dan jabatan fungsional) di seluruh unit di lingkungan KESDM. Teknik analisis data yang digunakan adalah analisis deskriptif dan General Linear Model - Multivariate (GLM-Multivariate) terhadap 177 orang responden.

Hasil penelitian menunjukkan bahwa Leader Member Exchange (LMX) berpengaruh positif dan signifikan terhadap 2 dimensi Organizational Citizenship Behavior (OCB) yaitu Organizational Citizenship Behavior - Individual (OCBI) dan Organizational Citizenship Behavior - Organizational (OCBO), sedangkan 3 dimensi dari Role Stressor (Role Conflict, Role Ambiguity, dan Role Overload) berpengaruh negatif dan signifikan terhadap OCBI dan hanya 1 dimensi dari Role Stressor (Role Ambiguity) yang berpengaruh negatif dan signifikan terhadap OCBO pegawai di lingkungan KESDM. Oleh karena itu, untuk dapat meningkatkan tingkat OCB di lingkungan KESDM harus diikuti dengan peningkatan dari tingkat LMX dan mengurangi tingkat role stressor pegawai.

.....This study was conducted to analyze the effect of leader member exchange and role stressor (role conflict, role ambiguity dan role overload) on organizational citizenship behavior at Ministry of Energy and Mineral Resources (MEMR). This research is quantitative research design using questionnaire survey approach towards all employees (administration and functional official) at all units in MEMR. The technical analysis methods used in this study are descriptive analysis and General Linear Model ? Multivariate (GLM-Multivariate) towards 177 respondents.

The study found that Leader Member Exchange (LMX) may significant and positively affect 2 dimensions of Organizational Citizenship Behavior (OCB) that is Organizational Citizenship Behavior - Individual (OCBI) and Organizational Citizenship Behavior - Organizational (OCBO). And 3 dimensions of Role Stressor (Role Conflict, Role Ambiguity, and Role Overload) may significant and negatively affect servant OCBI and only 1 dimension of Role Stressor (Role Ambiguity) may significant and negatively affect servant OCBO at MEMR. In consequence, to increase the level of servant OCB at MEMR must be followed by an increase of the level of LMX and reduce the level of role stressors servant.