

# Pengaruh perilaku kepemimpinan pada dua tingkat yang berbeda terhadap kepercayaan anggota dan organizational citizenship behavior = Influence of dual level leadership behavior to members trust and organizational citizenship behavior / Aji Agus Permadi

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Abstrak

## **ABSTRAK**

Penelitian ini bertujuan untuk mengetahui bagaimana tingkat organizational citizenship behavior, kepercayaan anggota, perceived organizational support, leader member exchange, dan perilaku kepemimpinan pada dua tingkat kepemimpinan yang berbeda. Penelitian ini juga ingin mengetahui apakah perceived organizational support memediasi hubungan antara perilaku kepemimpinan top management team dan kepercayaan anggota terhadap top management team dan apakah leader member exchange memediasi hubungan antara kepemimpinan supervisor dengan kepercayaan anggota terhadap supervisor. Serta apakah ada perbedaan antara pengaruh kepercayaan anggota terhadap top management team dan pengaruh kepercayaan anggota terhadap supervisor ke organizational citizenship behavior. Responden penelitian adalah 330 staff Badan Eksekutif Mahasiswa (BEM) di Universitas Indonesia. Hasil penelitian menunjukkan hampir semua variabel laten yang ada termasuk kategori tinggi dan hanya variabel kepercayaan anggota terhadap top management team dan perceived organizational support yang termasuk kategori sedang. Hasil penelitian ini juga menunjukkan ada perbedaan antara pengaruh kepercayaan anggota terhadap top management team dan pengaruh kepercayaan anggota terhadap supervisor ke organizational citizenship behavior.

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## **ABSTRACT**

This study aims to determine the level of organizational citizenship behavior, member trust to top management team and supervisor, perceived organizational support, leader-member exchange, and dual level leadership behavior. This research also want to know whether perceived organizational support mediates the relationship between the top management leadership behavior and members trust to top management team and whether leader member exchange mediates the relationship between supervisor leadership behavior and member trust to supervisor. Furthermore, this reserach want to know whether there is an evidence that the effect of member trust to supervisor to organizational citizenship behaviour is difference with the effect of member trust to top management team to organizational citizenship behavior. The respondents were 330 staffs of Badan Eksekutif Mahasiswa (BEM) in University of Indonesia. The results showed that all variables are in high category except the top management team leadership behavior and perceived organizational support variables which in middle category. The result also showed that there is an evidence that there is a difference between the effect of member trust to supervisor to organizational citizenship behavior and the effect of member trust to top management team to organizational citizenship behavior.