Leader Member Exchange in Organizational Context: Study in Telecommunication Company

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The objective of this research is to identify the correlation between perception of leader member exchange and organizational citizenship behavior. There are two variables, independent and dependent variable. The independent variable in this research is leader member exchange and the dependent variable is organizational citizenship behavior or OCB. Hypothesis in this research is a positive correlation between leader member exchange and organizational citizenship behavior. This research was conducted in one of telecommunication company in Solo. The instruments used in this research were perception of leader member exchange quality scale and organizational citizenship behavior scale. The total number of the research subject was 57 subjects. Product moment by Karl Pearson is used to analyze the data. It identifies that hypothesis in this research is proven. Result show that there is a significant correlations between leader member exchange and organizational citizenship behavior \( (r = 0.747, p < 0.05) \). So, there are positive and significant correlation between perception of leader member exchange quality and organizational citizenship behavior.

*Keywords:* leader member exchange, organization citizenship behavior, company

Human Resource is an important part of an organization. The staffs as the available Human resource are required to give contributions to the organization. Therefore, an organization should attempt higher individual performances. These individual performances influence the performance of an organization (Wahono, 2006).

Commonly, staffs are only complying the standard of duty. This behavior is called in role behavior. Since they are only complying the standard of duty they do not have initiatives or creative ideas for the company. Yet, in fact a company does need human resources who are reliable and able to contribute for the company. Behaviors that show positive contribution for the company are not limited to their formal duty but more than that. This is what so-called as extra role behavior. Therefore, now staffs are required to contribute to the company beyond their formal duty so that the organization will be more effective and efficient.

In fact the quality of human resources in Indonesia is not optimal. From news in mass