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The Effect between Leader-Member Exchange and Work-Family Conflict to Organizational Citizenship Behavior

Pengaruh Leader Member Exchange dan Work Family Conflict terhadap Organizational Citizenship Behavior

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Abstract

This explanatory research aims to know the effect of Leader-Member Exchange (LMX) and Work-Family Conflict (WFC) to predict Organizational Citizenship Behavior (OCB) and to find which one is more effective to predict OCB. The subject in this research is 87 employees at PT Kantor Pos Indonesia (Persero) Surabaya 60000. The result shows that there is an influence between LMX and WFC in predicting OCB where the score of p-value F-test is 0.000 (<0.05), and it is found that WFC is more effective in predicting OCB compared with LMX.

Keyword : leader, member, exchange, (LMX), work, family, conflict, (WFC), organizational, citizenship, behavior, (OCB),

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