

ABSTRACT

The purpose of the research is to analyze leader-member exchange and perceived organizational support for organizational citizenship behavior mediated by employee engagement at the BPJS Health Center Office. The data collected is the data of the BPJS Health Officer at the headquarters. The method uses a Slovenian formula with a 5% tolerance for 258 samples; the sampling taken represents the entire permanent staff who are at the headquarters. Data analysis method using Structural Equation Model-Partial Least Square (SEM-PLS). The research results found that Leader Member Exchange had a significant positive effect on Employee Engagement and Organizational Citizenship Behavior. Perceived Organizational Support has a significant positive effect on Employee Engagement and Organizational Citizenship Behavior. Leader Member Exchange and Perceived Organizational Support also have a significant effect on Organizational Citizenship Behavior through Employee Engagement as a Mediating Variable.

Keyword: Leader Member Exchange, Perceived Organizational Support, Organizational Citizenship Behavior, and Employee Engagement.



ABSTRAK

Tujuan penelitian bertujuan untuk menganalisis, *Leader Member Exchange* dan *Perceived Organizational Support* terhadap *Organizational Citizenship Behavior* yang dimediasi *Employee Engagement* di Kantor Pusat BPJS Kesehatan. Data yang diambil merupakan data pegawai BPJS Kesehatan kantor pusat. Metode menggunakan rumus slovin dengan toleransi 5% menjadi 258 sampel, sampling yang diambil merupakan seluruh pegawai tetap yang berada di Kantor Pusat. Metode analisis data menggunakan *Structural Equation Model-Partial Least Square* (SEM-PLS). hasil penelitian menemukan bahwa *Leader Member Exchange* berpengaruh signifikan positif terhadap *Employee Engagement* dan *Organizational Citizenship Behavior*. *Perceived Organizational Support* berpengaruh signifikan positif terhadap *Employee Engagement* dan *Organizational Citizenship Behavior*. *Leader Member Exchange* dan *Perceived Organizational Support* juga berpengaruh signifikan pada *Organizational Citizenship Behavior* melalui *Employee Engagement* sebagai Variabel Mediasi.

Kata Kunci: *Leader Member Exchange*, *Perceived Organizational Support*, *Organizational Citizenship Behavior*, dan *Employee Engagement*.

