The Role of Leader Member Exchange and Trust in Leadership As Mediating Variables of The Relationship Between Supervisory Justice and Organizational Citizenship Behaviour Directed To Supervisor (Study on Medical Workers of Community Health Center in Pekalongan)

Submitted as a Partial Fulfillment of the Requirement for Obtaining a Bachelor Degree of Management at the Faculty of Economics and Business

By:

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MANAGEMENT DUAL DEGREE PROGRAM
ECONOMICS AND BUSINESS FACULTY
UNIVERSITAS MUHAMMADIYAH SURAKARTA
2020
APPROVAL PAGE

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(Study on Medical Workers of Community Health Center in Pekalongan)

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Stating correctly that the thesis I made and submitted is my own work, except the quotations and summaries that all of which I have already explained the sources. If in the future it is proven and or can be proven that this thesis is a copy, then I am willing to accept any sanctions from the Faculty of Economics and Business or the degree and certificate given by Muhammadiyah University of Surakarta is cancelled.

Surakarta, July 23, 2020
Who makes a statement,

Muhammad Adil Rasyidi
MOTTO

*How excellent is the reward of the workers [of righteousness]*

(Q.S Az-Zumar: 74)

*Whoever relieves a believer’s distress of the distressful aspects of this world, Allah will rescue him from a difficulty of the difficulties of the Hereafter. Whoever alleviates [the situation of] one in dire straits who cannot repay his debt, Allah will alleviate his lot in both this world and in the Hereafter. Whoever conceals [the faults of] a Muslim, Allah will conceal [his faults] in this life and the Hereafter.*

(HR Muslim)
DEDICATION

Bismillahirrahmanirrahiim

I present this paper with full of love for:

- Allah SWT, because of His blessings and mercies, I can finish this research paper without any obstacles.
- Rasulullah SAW, sholawat and greetings always be poured out for him, his family, and his friends.
- My beloved parents, H. Muhammad Nurdin S.E. & Hj. Ida Fitriati Setianingsih, who always support me physically, mentally, and financially. Thank you very much for the love and prays you have been sent to God so that I can finish my final project well.
- For my amazing and lovely siblings Adninnisa Aulia Adinda, Amd. Keb., Muhammad Ulil Albab S.Kom., Annida Azzah Adinda, and Adiba Raihana Adinda. Thank you very much for encouraging and supporting your brother so that he can get through the hard times in finishing the final project.
- For Mr. Jati Waskito, S.E., M.Si, as a supervisor who has guided, motivated, and encouraged me in the process of composing my final project.
- For all of my dearest friends who have already been there to give me a hand when I need help in finishing this research paper.
ACKNOWLEDGEMENT

Bismillahirrohmaanirrohiim

Assalaamu’alaikum Warahmatullahi Wabarakaatuh

Alhamdulillah, First of all the author would like to express high thankfulness to Allah SWT, the Almighty for the blessing, health, and inspiration in the completion of thesis with the title

“The Role Of Leader Member Exchange And Trust In Leadership As Mediating Variables Of The Relationship Between Supervisory Justice And Organizational Citizenship Behaviour Directed To Supervisor (Study On Medical Workers Of Community Health Center In Pekalongan)”.

This thesis was composed as one of the requirements to achieve a Bachelor of Economics degree at the Faculty of Economics and Business, Study Program Management double degree, Muhammadiyah University of Surakarta.

During the composition of this thesis has received a lot of help from various parties, for that the author does not forget to say thank you to:

1. Dr. H. Sofyan Anif, M.Si as a Rector of Muhammadiyah University of Surakarta and all rectorat leaders of Muhammadiyah University of Surakarta.

2. Mr. Dr. H. Syamsudin, M.M as a Dean of the Faculty of Economics and Business, Muhammadiyah University of Surakarta.

3. Mr. Imronudin, SE, M.Si, Ph.D as a Head of Management Program Faculty of Economics and Business, Muhammadiyah University of Surakarta and as a supervisor who has guided the author in completing this thesis.

4. All lecturers and employees of the Faculty of Economics and Business, Universitas Muhammadiyah Surakarta, especially the study program of Management double degree, who are willing to guide and transmit their knowledge to students and have helped in the academic and administrative fields of students.

5. Father, Mother, Brother, Sisters, Niece and Nephew who have given support, pray, and guided and devoted their love to me.

6. All my friends who have given support to me to go ahead and never give up.
7. All parties that the author cannot mention one by one who have meaning in completing this thesis. Without meaning to ignore, only the limitations of space and the writer's mistakes.

The author realizes that the writing of this thesis is still lacking in both writing and presentation. For that all constructive suggestions and criticisms may be useful for further research. Hopefully this thesis will be useful for all those who need it and become an early success of the author in the future. Aamiin.

Wassalaamu’alaikum Warahmatullahi Wabarakaatuh.
Abstract

Supervisory Justice is an important factor that can improve Organizational Citizenship Behavior directed to Supervisor in the working environment and performance of medical workers at Community Health Center in Pekalongan City. The study aimed to analyze the role of Supervisory Justice influence on OCBS mediated by LMX and Trust in Leadership in encouraging a stronger effect of overall organizational justice on organizational membership behavior aimed at leaders. This research uses quantitative method to investigate the impact of Supervisory Justice on OCBS through the mediation of Leader Member Exchange and Trust in Leadership. Using 23 items of questions and purposive sampling method the data are collected from 179 medical workers of Community Health Center in Pekalongan City. The data are analyzed using Goodness of Fit Test is used to examine the hypotheses proposed. The result showed that Supervisory Justice do not give significant impact on OCBS. Meanwhile, Supervisory Justice gives significant impact on OCBS by fully mediated by Leader Member Exchange and Trust in Leadership.

Keyword: Supervisory Justice, Leader Member Exchange, Trust in Leadership, Organizational Citizenship Behavior directed to Supervisor.
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