

THE RELATIONSHIP OF JOB SATISFACTION AND SUPERIOR AND SUBORDINATE EXCHANGES WITH CITIZENSHIP BEHAVIOR IN THE ORGANIZATION OF DIRECTORATE EMPLOYEES LPP TVRI FINANCE HEAD OFFICE

Rahmadanti Anggita Putri¹, Renggi Ardiansyah¹ & Dendy Rizaldien³
email : rahmadantianggita@gmail.com¹, renggi02@gmail.com² & drizaldien@gmail.com³
Faculty of Psychology
Program Study Masters of Psychology
Persada Indonesia University Y.A.I. Jakarta INDONESIA

ABSTRACT

This research is a quantitative research that aims to examine the relationship between job satisfaction and exchange between superiors and subordinates with citizenship behavior in the organization among employees of the Finance Directorate of LPP TVRI Head Office. The population in this study was 87 employees. The sampling technique in this research is the Saturated Sampling Technique. The data collection method uses scales, namely the scale of citizenship behavior in organizations, the scale of job satisfaction, and the scale of exchange between superiors and subordinates. Based on the results of data analysis, there is a positive relationship between job satisfaction and citizenship behavior in organizations and there is also a positive relationship between exchange between superiors and subordinates and citizenship behavior in organizations. It can be concluded that there is a relationship between job satisfaction and exchange between superiors and subordinates with citizenship behavior in the organization among employees of the Finance Directorate of LPP TVRI Head Office.

Keywords: Citizenship Behavior in Organizations, Job Satisfaction, and Exchange between Superiors and Subordinates.