

Abstrak

Kompetisi yang semakin tinggi dapat menjadikan setiap perusahaan yang ada di Indonesia untuk mampu melakukan perbaikan perusahaan agar tetap stabil dan berusaha untuk mengembangkan dan memajukan perusahaan agar mampu bertahan dan bersaing di dalam meningkatnya persaingan di suatu sektor industri, khususnya sektor industri jasa di Indonesia. Salah satu industri yang sedang berkembang di Indonesia, yaitu industri jasa dibidang *General Bussines Service*. Industri jasa *General Bussines Service* merupakan salah satu bagian yang penting bagi perkembangan ekonomi di Indonesia. Pertumbuhan ekonomi yang tinggi akan memberikan peluang dan kesempatan untuk mempunyai andil yang besar dalam perkembangan industri jasa di Indonesia. Untuk dapat bertahan dalam persaingan, setiap perusahaan jasa perlu untuk meningkatkan *Organizational Citizenship Behavior*. Penelitian ini ditujukan untuk menganalisa pengaruh variabel *Leader Member Echange* terhadap *Employee Envy* dalam upaya meningkatkan *Organizational Citizenship Behavior* pada karyawan PT. Abhirama Mandiri di Surabaya. Metode sampel yang digunakan pada penelitian ini yaitu *full sampling*, dimana karyawan yang bekerja di PT. Abhirama Mandiri dipimpin oleh satu pemimpin yang sama. Responden dari penelitian ini berjumlah 30 responden. Untuk pengolahan dan penganalisaan data dalam penelitian ini yaitu dengan menggunakan SPSS sebagai software untuk mengolah data. Hasil analisis menunjukkan bahwa *Statistical Product and Service Solutions* (SPSS) dengan software 22.0 sebagai software untuk mengolah data kuisisioner. Hasil penelitian menunjukkan bahwa *Employee Envy* terhadap *Organizational Citizenship Behavior-Organization* memiliki koefisien regresi paling tinggi dengan nilai sebesar -0.550, dan *Employee Envy* berpengaruh negatif dan signifikan terhadap *Organizational Citizenship Behavior-Organization*, hubungan antara *Leader Member Exchange* terhadap *Employee Envy* memiliki koefisien regresi paling tinggi kedua dengan nilai sebesar -0.415, dan *Leader Member Exchange* berpengaruh negatif dan signifikan terhadap *Employee Envy*, dan hubungan *Employee Envy* terhadap *Organizational Citizenship Behavior-Individu* memiliki koefisien regresi paling rendah dengan nilai sebesar -0.375, dan *Employee Envy* berpengaruh negatif dan signifikan terhadap *Organizational Citizenship Behavior-Individu*.

Kata Kunci: *Leader Member Exchange, Employee Envy, Organizational Citizenship Behavior-Organization, dan Organizational Citizenship Behavior-Individu.*

Abstract

The higher of the competition can make every company in Indonesia to be able to repair the company to remain stable and try to develop and promote the company to survive and compete in the growing competition in the industrial sector, especially the service sector in Indonesia. One industry that is growing in Indonesia is the service industry in the *General Bussines Service*. *General Business Services* industry is one important part for economic development in Indonesia. The higher economic growth will provide opportunities and a chance to have a great share in the development of the service industry in Indonesia. To be able to survive in the competition, every company in service industry needs to improve *Organizational Citizenship Behavior*. This study aimed to analyze the effect of variable *Leader Member Exchange* to the *Employee Envy* in improving *Organizational Citizenship Behavior* on employees of PT. Abhirama Mandiri in Surabaya. Sampling method used in this research is *full sampling*, where employees working in PT. Abhirama Mandiri lead by the same leaders. The respondents of this research were 30 respondents. For processing and analyzing the data in this research is by using SPSS as a software for data processing. Statistical analysis showed that the product and service solutions (SPSS) with 22.0 as softwre software to process the data. The results of empirical findings showed that the *Employee Envy* on *Organizational Citizenship Behavior-Organization* has the highest value of regression coefficient that is -0550, and *Employee Envy* has the significant negative effect on *Organizational Citizenship Behavior-Organization*, the relationship between the *Leader Member Exchange* on *Employees Envy* has the second highest regression coefficient with a value -0415, and *Leader Member Exchange* has the significant negative effect on the *Employee Envy* and *Envy Employee* relations on *Organizational Citizenship Behavior-Individuals* has the lowest regression coefficients with a value -0375, and *Employee Envy* has the significant negative effect on *Organizational Citizenship Behavior-Individuals*.

Keywords: *Leader Member Exchange, Employee Envy, Organizational Citizenship Behavior-Organization, dan Organizational Citizenship Behavior-Individu.*