

## INTISARI

Penelitian ini bertujuan untuk menganalisis pengaruh *leader-member exchange*, *work-life balance*, dan *job satisfaction* terhadap *organizational citizenship behavior*. Responden dalam penelitian ini adalah tenaga keperawatan pada RSUD Muntilan Kabupaten Magelang, Jawa Tengah. Sampel yang digunakan berjumlah 169 responden dan diambil dengan menggunakan teknik *purposive sampling*. Teknik analisis data menggunakan metode SEM (*Structural Equation Modeling*) dengan aplikasi AMOS 22.0. Dalam penelitian ini juga dilakukan uji Sobel (*Sobel test*) untuk mengetahui tingkat signifikansi peran mediasi. Berdasarkan hasil analisis data, penelitian ini menemukan bahwa *leader-member exchange* berpengaruh positif dan signifikan terhadap *job satisfaction*, *work-life balance* berpengaruh positif dan signifikan terhadap *job satisfaction*, *job satisfaction* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, *leader-member exchange* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, *work-life balance* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, *job satisfaction* memediasi pengaruh *leader-member exchange* dengan *organizational citizenship behavior* secara signifikan, dan *job satisfaction* memediasi pengaruh *work-life balance* dengan *organizational citizenship behavior* secara signifikan.

**Kata kunci:** *leader-member exchange*, *work-life balance*, *job satisfaction*, *organizational citizenship behavior*.

## **ABSTRACT**

*This study aims to analyze the effect of leader-member exchange, work-life balance, and job satisfaction on organizational citizenship behavior. Respondents in this study were nursing staff at Muntilan District Hospital Magelang Regency, Central Java. The sample used was 169 respondents and was taken using purposive sampling technique. Data analysis techniques used the SEM (Structural Equation Modeling) method with the application AMOS 22.0. In this study, the Sobel test was also conducted to determine the significance level of mediation role. Based on the results of data analysis, this study found that leader-member exchange has a positive and significant effect on job satisfaction, work-life balance has a positive and significant effect on job satisfaction, job satisfaction has a positive and significant effect on organizational citizenship behavior, leader-member exchange has a positive effect and significant to organizational citizenship behavior, work-life balance has a positive and significant effect on organizational citizenship behavior, job satisfaction mediates the influence of leader-member exchange on organizational citizenship behavior significantly, and job satisfaction mediates the effect of work-life balance on organizational citizenship behavior significantly .*

**Keywords:** *leader-member exchange, work-life balance, job satisfaction, organizational citizenship behavior.*