

ABSTRAK

Persaingan di dunia perbankan saat ini semakin ketat. Semakin banyak perbankan yang ada di Indonesia membuat masyarakat lebih jeli dalam memilih produk mana yang akan digunakan, oleh karena itu jasa perbankan harus lebih meningkatkan kualitas pelayanan yang ada agar masyarakat tidak berpindah ke bank lain. Dalam meningkatkan kualitas pelayanan harus ada kerjasama didalam organisasi tersebut, diantaranya dengan memperkuat hubungan pimpinan dengan bawahan agar tercipta suasana yang kondusif saat kerja yang disebut dengan *leader member exchange*.

Penelitian ini bertujuan untuk mengetahui bagaimana hubungan atasan dan bawahan terhadap komitmen organisasional serta adanya kepercayaan karyawan yang menjadi mediasi. Penelitian ini dilakukan dengan menggunakan analisis jalur dengan bantuan program *Analysis of Moment Structure (AMOS)*. Sampel dalam penelitian ini adalah karyawan frontliner yang berjumlah 45 responden dengan metode sensus. Metode pengumpulan data dalam penelitian ini adalah melalui kuesioner yang disebar kepada 45 karyawan Bank BCA Cabang Surabaya.

Hasil penelitian menunjukkan bahwa variabel *leader member exchange* berpengaruh positif dan signifikan terhadap kepercayaan, variabel kepercayaan berpengaruh positif dan signifikan variabel komitmen organisasional, variabel *leader member exchange* berpengaruh positif dan signifikan terhadap komitmen organisasional, dan variabel *leader member exchange* berpengaruh positif dan signifikan terhadap komitmen organisasional dengan mediasi kepercayaan.

Kata kunci : *Leader Member Exchange, Trust, Organizational Commitment*.

ABSTRACT

Competition in the banking world is increasingly tight. More and more banks in Indonesia to make people jeli in choosing which product to use, therefore banking services should further improve the quality of existing services so that people do not move to another bank. In improving the quality of service there must be cooperation within the organization, such as by strengthening relations with the leadership of subordinates in order to create a conducive atmosphere at work is called the leader member exchange.

This study aims to determine how the relationship between superior and subordinate to the organizational commitment and the trust employees into mediation. This research was conducted by using path analysis with the help of the program Analysis of Moment Structure (AMOS). The sample in this study is the frontline employees who were 45 respondents to the census method. Data collection method in this research is through a questionnaire distributed to 45 employees of Bank BCA Branch Surabaya.

The results showed that the variables leader member exchange positive and significant impact on the trust, the trust variable positive and significant effect of organizational commitment variable, the variable leader member exchange positive and significant impact on organizational commitment, and the leader member exchange variable positive and significant impact on organizational commitment to mediation confidence.

Key Word : Leader Member Exchange, Trust, Organizational Commitment.