

ABSTRACT

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The Impact of Leader-Subordinate Relationship Quality Towards Subordinate's Job Satisfaction At Bank X; Dr. P. Tommy Y. S. Suyasa, M. Si., Psikolog., Undergraduate Program in Psychology, Universitas Tarumanagara, (i-xiii; 81 Pages; R-1-R-17; Appdx-1-24)

This research is aimed to understand the impact of leader-subordinate relationship quality towards job satisfaction of subordinates in Bank X. Participants of this research consists of 149 pairs of leader-subordinate, using the purposive sampling technique. The result indicates that leader-subordinate relationship quality directly impacts job satisfaction, whereby leader-subordinate relationship quality correlates the most with job satisfaction dimensions: (a) *social extrinsic rewards* (0.282, $p < 0.01$); (b) *intrinsic rewards* (0.237, $p < 0.01$); and (c) *organizational extrinsic rewards* (0.217, $0 < 0.01$). We can also conclude that the leader-subordinate relationship quality and job satisfaction level at Bank X are considered as good. This research also provides insights for future researches.

Keywords: Leader-subordinate relationship quality, job satisfaction, bank employee