

**THE LEADER-MEMBER EXCHANGE THEORY IN  
UTAMA BANKING TRAINING CENTRE, KOTA  
BHARU, KELANTAN**

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## ABSTRACT

The purpose of this study is to identify the most significant of LMX theories in an organization. The scope of this study is look at the employees that are being supervised by supervisor or leader in marketing and management division of Utama Banking Training Centre (UBTC), Kota Bharu, Kelantan. Besides that, this study also focused on three elements of LMX theory which is relationship, loyalty and contribution. This study uses structure questionnaire method in order to elicit the feedback from employees regarding the purpose of this study. Moreover, this study has used simple random sampling and has chosen 44 respondents out of 50. Loyalty is the most significant elements compared to the loyalty and contribution. For recommendation, to increase the strength of association, employees should be given an exciting work, organization should do the 360 degree feedback and last but not least the elements can be replaced with another variable in order to see the differences between each element.

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