

Pengaruh manajemen emosi di tempat kerja pada industri perhotelan: studi kasus hotel berbintang empat = The Impact of emotional management at the workplace in the hotel industry: a case study of a four star hotel

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Abstrak

Penelitian ini mereplikasi model, kuesioner, dan metode penelitian yang dikembangkan oleh Cho et al. (2013) yang meneliti pengaruh manajemen emosi di tempat kerja, yang terdiri dari emotional labor dan emotional exhaustion, terhadap kepuasan kerja dan komitmen afektif organisasi. Namun, penelitian ini dilakukan dalam konteks berbeda dengan penelitian Cho et al., yaitu dalam konteks karyawan hotel berbintang empat di Indonesia. Oleh karena itu, Peneliti ingin menganalisis apakah penelitian Cho et al. dapat menggambarkan seluruh variabel model penelitiannya dengan tepat dalam konteks yang berbeda tersebut. Penelitian dilakukan dengan menyebarkan kuesioner ke 113 responden dari satu hotel berbintang empat di Jakarta. Dengan menggunakan metode Structural Equation Modeling, didapatkan hasil yang serupa dengan penelitian sebelumnya, yaitu bahwa emotional labor memiliki pengaruh positif yang signifikan terhadap kepuasan kerja dan komitmen organisasi. Sedangkan, emotional exhaustion hanya berpengaruh negatif signifikan terhadap kepuasan kerja.

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This research replicates the model, questionnaire, and research method developed by Cho et al. (2013). It researches the impact of emotional management in the workplace, measuring the relationship among emotional labor and emotional exhaustion, towards job satisfaction and affective organizational commitment. However, this research is conducted in different setting in contrast to the one Cho et al. did in their research. The respondents were employees of a four star hotel in Indonesia. The objective of this research is to analyze whether the model designed by Cho et al. is applicable to a different context and different industry. Questionnaire were distributed to 113 respondents from a four star hotel in Jakarta. Using the Structural Equation Modeling method to analyze the data, similar patterns as that of Cho et.al. study were observed. Emotional labor positively and significantly impacts both job satisfaction and organizational commitment, whereas emotional exhaustion negatively and significantly impacts job satisfaction only.