

Pengaruh emotional labor dan emotion exhaustion terhadap kepuasan dan komitmen organisasional afektif studi kasus PT Garuda Indonesia Tbk = The effect of emotional labor and emotion exhaustion toward job satisfaction and affective organizational commitment case study at PT Garuda Indonesia Tbk

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh emotional labor dan emotional exhaustion terhadap kepuasan kerja dan komitmen organisasional afektif pada flight attendant di perusahaan Garuda Indonesia. Responden penelitian berjumlah 203 flight attendant yang berpusat di Cengkareng. Penelitian ini menggunakan analisis regresi pada SPSS versi 20.

Hasil penelitian ini menunjukkan bahwa emotional labor secara positif dapat mempengaruhi kepuasan kerja dan komitmen organisasional afektif, sedangkan emotional exhaustion memiliki pengaruh negatif terhadap kepuasan kerja dan komitmen organisasional afektif.

This study aims to evaluate the effect of emotional labor and emotional exhaustion toward job satisfaction and affective organization commitment of flight attendants of PT Garuda Indonesia Tbk. 203 flight attendants based in Cengkareng headquarter were involved in this study. The data collected was analyzed by regression method in SPSS version 20th.

The results of this study indicate that emotional labor has positive effect toward job satisfaction and affective organization commitment, meanwhile the emotional exhaustion has negative effect toward job satisfaction and affective organizational commitment.