

Pengaruh emotional labor dan supervisor support terhadap turnover intention: peran mediasi job burnout (studi empiris pada guru sekolah swasta) = The effect of emotional labor and supervisor support on turnover intention: mediating role of job burnout (empirical study on private school teachers)

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Abstrak

Penelitian ini bertujuan untuk menganalisis peran mediasi job burnout dalam pengaruh antara emotional labor dan supervisor support terhadap turnover intention yang terjadi pada guru sekolah swasta. Emotional labor terdiri dari tiga dimensi, yaitu surface acting, deep acting dan emotional consonance begitu juga job burnout terdiri dari 3 dimensi, yaitu emotional exhaustion, depersonalization dan personal accomplishment. Responden dalam penelitian ini berjumlah 296 guru swasta. Pengolahan data dilakukan menggunakan metode Structural Equation Modeling (SEM).

Hasil penelitian ini menunjukkan bahwa emotional labor berpengaruh positif terhadap job burnout sementara supervisor support berpengaruh negatif terhadap job burnout. Emotional labor tidak signifikan berpengaruh terhadap turnover intention sementara supervisor support berpengaruh negatif terhadap turnover intention dan job burnout berpengaruh terhadap turnover intention. Job Burnout juga terbukti memediasi pengaruh antara emotional labor dan supervisor support terhadap turnover intention. Dukungan atasan perlu ditingkatkan agar dapat mengurangi terjadinya job burnout dan turnover intention.

.....This study aims to analyze the role of mediating job burnout in the influence of emotional labor and supervisor support on turnover intention that occurs in private school teachers. Emotional labor consists of three dimensions, they are surface acting, deep acting and emotional consonance as well as burnout jobs consists of three dimensions, they are emotional exhaustion, depersonalization and personal accomplishment. Respondents in this study were 296 private teachers. Data is processed by structural equation modeling (SEM).

Research finds that emotional labor has a positive effect on job burnout while supervisor support has a negative effect on job burnout. Emotional labor has no significant effect on turnover intention while supervisor support has a negative effect on turnover intention and job burnout has an effect on turnover intention. Job burnout also has a role by positively mediating emotional labor and supervisor support to turnover intention. Supervisor support needs to be improved in order to reduce the occurrence of job burnout and turnover intention.