

Emotional labor sebagai mediator pada hubungan antara stabilitas emosi-komitmen afektif: Intervensi pelatihan deep acting = Emotional labor as a mediator between emotional stability-affective commitment relationship: Deep acting training intervention

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Abstrak

Penelitian ini bertujuan untuk mengetahui efek mediasi dari dimensi-dimensi emotional labor, yakni deep acting dan surface acting sebagai mediator dalam hubungan antara trait stabilitas emosi dan komitmen afektif dalam konteks industri budget hotel. Data komitmen afektif dikumpulkan dengan menggunakan alat ukur komitmen afektif dari Allen dan Meyer (1990). Data trait stabilitas emosi menggunakan 10 aitem dari alat ukur trait stabilitas emosi IPIP-NEO dan deep acting serta surface acting menggunakan Hospitality Emotional Labor Scale (HELs) dari Kruml dan Geddes (2000). Partisipan penelitian adalah 66 individu yang bekerja pada industri budget hotel. Data dianalisis menggunakan Hayes PROCESS macro ver. 3.4. pada software IBM SPSS. Hasil analisis menunjukkan bahwa deep acting memediasi hubungan antara trait stabilitas emosi dengan komitmen afektif, sedangkan surface acting tidak memediasi hubungan antara trait stabilitas emosi dengan komitmen afektif. Peneliti kemudian membentuk modul pelatihan selama tiga sesi dalam kurun waktu seminggu untuk meningkatkan kemampuan deep acting dikarenakan deep acting terbukti memediasi hubungan antara trait stabilitas emosi dengan komitmen afektif pada karyawan budget hotel. Intervensi direncanakan dilakukan pada sepuluh orang karyawan dari sebuah budget hotel yakni Hotel X. Tiga tahapan evaluasi dijadwalkan dengan pendekatan paired t-test yang menggunakan metode Wilcoxon pada IBM SPSS 3.4 sebagai evaluasi akhir efektivitas intervensi, terutama untuk mengetahui perbedaan rata-rata antara skor deep acting dan skor komitmen afektif sebelum dan sesudah intervensi. Untuk memastikan penerapan pelatihan dan memberikan data real-time kondisi emosi peserta dalam pekerjaan keseharian aplikasi android Mood Vibe digunakan. Diskusi lebih lanjut serta saran penelitian dijelaskan pada bab terakhir penelitian ini.

.....The present study investigates emotional labor dimensions' influence, namely deep acting and surface acting as a mediator in the relationship between emotional stability traits and affective commitment within budget hotel industry. Affective commitment data were collected using affective commitment scale from Allen and Meyer (1990). Emotional stability traits used 10 items from IPIP-NEO emotional stability trait scale, while deep acting and surface acting were assessed by Hospitality Emotional Labor Scale (HELs) developed by Chu and Murrmann's (2006). Research participants were 66 individuals who work in budget hotel category. Data were analyzed using Hayes' PROCESS macro ver. 3.4. on SPSS software. Results showed that deep acting mediated the relationship between emotional stability trait and affective commitment, while surface acting had no mediating effect on the relationship between emotional stability trait and affective commitment. Furthermore, the researcher formed a training module for three sessions within a week to improve deep acting skills for deep-acting was proven to have mediating effect on emotional stability traits and affective commitment. Training intervention planned to be carried out on ten employees from a budget hotel, namely Hotel X. Three stages of evaluation scheduled with paired t-test approach using Wilcoxon method on IBM SPSS 3.4 as a final evaluation of intervention effectiveness,

especially to found significant difference in the mean between deep acting and affective commitment scores before and after intervention program given. Mood Vibe application was used to support the application of deep acting capabilities in daily work activities. Further discussion and research suggestions are discussed.