

Hubungan antara perceived organizational support dan afek dengan emotional labor = The relationship between perceived organizational support and affect with emotional labor

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Abstrak

Terdapat dua tujuan utama dalam penelitian ini, yaitu untuk mengetahui hubungan antara perceived organizational support dengan strategi emotional labor dan mengetahui hubungan antara afek positif dan afek negatif dengan strategi emotional labor. Penelitian berdesain kuantitatif non-eksperimental ini memiliki total partisipan 118 orang dengan karakteristik partisipan merupakan seorang pegawai di sektor industri jasa di wilayah Jabodetabek. Emotional labor diukur dengan menggunakan Emotional Labor Scale (ELS) yang dikembangkan oleh Diefendorff et al. (2005), untuk mengukur perceived organizational support menggunakan survey of perceived organizational support (SPOS) yang dikembangkan oleh Eisenberger et al. (1986), serta untuk mengukur afek menggunakan Positive Affect Negative Affect Scale (PANAS) yang dikembangkan oleh Watson et al. (1988). Hasil penelitian ini menunjukkan bahwa terdapat hubungan yang signifikan antara afek positif dengan deep acting ($r = 0,24$, $p < 0,01$), serta afek negatif dengan surface acting ($r = 0,26$, $p < 0,01$). Hal ini menandakan bahwa individu yang cenderung mengalami perasaan yang positif seperti merasa bersemangat akan cenderung menampilkan emosinya secara tulus dengan mengubah perasaan yang sebenarnya dirasakan agar sesuai dengan aturan tampilan emosi yang diharapkan organisasi, sedangkan individu yang cenderung mengalami perasaan negatif yang tinggi seperti mudah tersinggung cenderung akan berpura-pura menampilkan emosi sesuai dengan aturan tampilan organisasi dengan hanya mengubah gestur atau nada suara tanpa mengubah perasaan yang sebenarnya. Namun, hasil lainnya menunjukkan bahwa tidak terdapat hubungan antara perceived organizational support dengan strategi emotional labor baik berupa surface acting ataupun deep acting. Hal ini berarti baik atau buruknya persepsi yang dimiliki pegawai terhadap dukungan organisasi tidak berhubungan dengan regulasi tampilan emosi seperti apa yang akan ditampilkan.

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There are two main objectives in this study, the first one is to investigate the relationship between perceived organizational support with the strategy of emotional labor and the second one is to investigate the relationship between positive affect and negative affect with the strategy of emotional labor. This quantitative non-experimental study has total 118 participants with the characteristics of the participants is an employee in the service industry in Jabodetabek area. Emotional labor was measured using the Emotional Labor Scale (ELS) developed by Diefendorff et al. (2005), to measure perceived organizational support used a survey of perceived organizational support (SPOS) developed by Eisenberger et al. (1986), and to measure affect, this study used Positive Affect Negative Affect Scale (PANAS) developed by Watson et al. (1988). The results of this study shows that there is a significant relationship between positive affect and deep acting ($r = 0.24$, $p < 0.01$), also negative affect and surface acting ($r = 0.26$, $p < 0.01$). This results indicates that employee who are likely to experience positive feelings such as feelings excited would tend to show emotions sincerely by changing the feelings that are perceived to be in accordance with the rules of emotion expected by organization (display rules), whereas employee who are likely to experience negative feelings

such as high irritability tend to faking the display of emotion in order to display emotions that fit with display rules simply by changing the gestures or tone of voice without changing the actual feeling. However, other results shows that there is no relationship between perceived organizational support with emotional labor strategy either surface acting nor deep acting. This results indicates that good or bad employee?s perception of support from their organization is not related to what strategy of emotion regulation that will be displayed.