

# Analisis Pengaruh Compulsory Citizenship Behavior, Emotional Labor, dan Abusive Supervision Terhadap Work-Family Conflict Dengan Emotional Exhaustion Sebagai Mediator: Studi Kasus Karyawan Perempuan di Indonesia = Analysis of the Effect of Compulsory Citizenship Behavior, Emotional Labor and Abusive Supervision on Work-Family Conflict with Emotional Exhaustion as a Mediator: Case Study of Female Employees in Indonesia

Febrian Dwi Christian, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920524641&lokasi=lokal>

---

## Abstrak

Penelitian ini bertujuan untuk menguji pengaruh compulsory citizenship behavior, emotional labor dan abusive supervision terhadap work-family conflict dengan emotional exhaustion sebagai mediatornya. Penelitian ini berjenis penelitian kuantitatif dengan desain penelitian konklusif. Metode pengambilan sampel berjenis judgemental sampling. Sejumlah 225 responden karyawan perempuan di Indonesia pada berbagai wilayah dan industri menjadi sampel pada penelitian ini. Metode analisis data yang dipakai pada penelitian ini yaitu CB-SEM yang diperoleh menggunakan Lisrel 8.80. Temuan menunjukkan bahwa emotional exhaustion berhasil memediasi pengaruh emotional exhaustion terhadap work-family conflict. Akan tetapi emotional exhaustion tidak dapat memediasi pengaruh emotional labor (surface acting dan deep acting) terhadap work-family conflict. Selanjutnya, emotional exhaustion memediasi pengaruh abusive supervision terhadap work-family conflict. Meskipun demikian, sampel yang digunakan terlalu kecil untuk merepresentasikan keseluruhan populasi karyawan perempuan di Indonesia.

.....This study aims to examine the effect of compulsory citizenship behavior, emotional labor and abusive supervision on work-family conflict with emotional exhaustion as the mediator. This research is a quantitative research type with a conclusive research design. The sampling method is judgmental sampling. A total of 225 female employee respondents in Indonesia in various regions and industries were sampled in this study. The data analysis method used in this study is CB-SEM which is obtained using Lisrel 8.80. The findings show that emotional exhaustion successfully mediates the effect of emotional exhaustion on work-family conflict. However, emotional exhaustion cannot mediate the effect of emotional labor (surface acting and deep acting) on work-family conflict. Furthermore, emotional exhaustion mediates the effect of abusive supervision on work-family conflict. Nevertheless, the sample used is too small to represent the entire population of female employees in Indonesia.