

Peran mediasi Leader-Triggered Positive Emotion, Leader Member Exchange, Relational Social Capital pada pengaruh Altruistik Leadership terhadap knowledge hiding: Studi kasus pada Karyawan Frontline Hotel Bintang Empat dan Lima Daerah Jakarta, Jawa Barat = Mediation role of Leader-Triggered Positive Emotion, Leader Member Exchange, Relational Social Capital on the effect of altruistic leadership on knowledge hiding: Case study on Frontline Employees of Four and Five Star Hotels In Jakarta, West Java

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Abstrak

Berdasarkan data BPS tahun 2019, provinsi Jawa Barat, DKI Jakarta, Bali, Jawa Timur dan Jawa Tengah merupakan daerah yang paling banyak menerima tamu, baik tamu asing maupun domestik pada hotel bintang dengan akumulasi 59,44% dan Tingkat Penghunian Kamar hotel bintang di seluruh Indonesia mencapai 54,99%. Banyaknya rata-rata kunjungan tamu pada provinsi tersebut dan juga tingginya tingkat penghunian kamar di hotel bintang empat dan lima menunjukkan perlu adanya pemberian pelayanan yang berkualitas dari karyawan frontline hotel kategori tersebut terhadap para tamu yang bisa dicapai melalui berbagi pengetahuan pengalaman unik yang mereka alami dengan sesama anggota organisasi. Dimana salah satu strategi utama organisasi dalam membangun knowledge sharing yang efektif dalam organisasi adalah merancang strategi untuk mencegah anggota organisasi terlibat dalam perilaku menyembunyikan pengetahuan yang mereka miliki atau disebut dengan istilah knowledge hiding. Penelitian ini bertujuan untuk menguji kembali pengaruh Altruistic leadership terhadap perilaku knowledge hiding dengan mediasi LMX, leader triggered positive emotion, relational social capital pada karyawan frontline hotel bintang empat dan lima. Penelitian ini menitik beratkan pada perilaku knowledge hiding, yang masih jarang diteliti di Indonesia. Pengumpulan data dilakukan dengan metode survei, didapatkan responden sejumlah 192 karyawan frontline yang tersebar di lima provinsi di Indonesia yaitu, Jakarta, Jawa Barat, Jawa Tengah, Jawa Timur dan Bali. Pengolahan data menggunakan metode Structural Equation Modeling (SEM) menunjukkan hasil bahwa Leader-triggered positive emotion dan Relational social capital memediasi secara penuh pengaruh altruistic leadership terhadap perilaku knowledge hiding. Sementara Leader-member exchange tidak memediasi pengaruh altruistic leadership terhadap perilaku knowledge hiding.

.....Based on data from BPS in 2019, West Java, DKI Jakarta, Bali, East Java and Central Java were the areas that received the most guests, both foreign and domestic guests at star hotels, with an accumulation of 59.44% and The Room Occupancy Rate for star hotels throughout Indonesia reached 54.99%. The number of average guest visits in these provinces and also the high rate of room occupancy in four and five star hotels indicate the need to provide quality service from frontline hotel employees of that category which can be achieved through sharing knowledge of the unique experiences they have experienced with others organization member. Where one of the main strategies of organizations in building effective knowledge sharing in organizations is to design strategies to prevent organizational members from engaging in hiding knowledge they have or what is known as knowledge hiding. This study aims to re-examine the effect of altruistic leadership on knowledge hiding behavior with mediation of LMX , leader triggered positive

emotion, relational social capital on frontline employees of four and five star hotels. This research focuses on knowledge hiding behavior, which is still rarely studied in Indonesia. The data was collected using a survey method. The respondents were 192 frontline employees spread across five provinces in Indonesia (Jakarta, West Java, Central Java, East Java and Bali). Data processing using the structural equation modeling (SEM) method shows that leader-triggered positive emotion and relational social capital fully mediate the influence of altruistic leadership on knowledge hiding behavior. Meanwhile, leader–member exchange does not mediate the influence of altruistic leadership on knowledge hiding behavior.