

ABSTRAK

Peranan karyawan hotel terutama bagian *front office* menunjang keberlangsungan karir hotel sangat penting, karena karyawan bagian *receptionist* lah yang akan pertama kali berinteraksi langsung dengan pengunjung dan persepsi pengunjunglah yang dapat menyimpulkan bahwa hotel ini kualitas dan kredibilitas benar-benar layak menjadi bintang 5. Karyawan menginginkan posisi yang lebih tinggi, mencari suasana baru, dan adanya beberapa promosi di Hotel lain merupakan beberapa fenomena yang terjadi pada karyawan Hotel bintang 5 di Surabaya. Menanggapi hal tersebut maka penelitian ini diajukan untuk mengkaji apakah *work life balance* berdampak pada *affective commitment*, apakah *job satisfaction* berdampak pada *affective commitment*, dan apakah *emotional labor* mampu mempengaruhi tingkat *work life balance* dan *job satisfaction* karyawan.

Penelitian ini bertujuan untuk mengetahui pengaruh *emotional labor* di tingkat perusahaan terhadap *affective commitment* karyawan Hotel bintang 5 di wilayah Surabaya yang dimediasi oleh variabel *work life balance* dan *job satisfaction*. Responden berjumlah 145 karyawan yang berasal dari 7 Hotel bintang 5 di Surabaya yang memberikan data tentang persepsi karyawan mengenai *emotional labor* di tempat kerja, keseimbangan hidup karyawan dan kepuasan terhadap pekerjaannya. *Affective commitment* yang nantinya akan dikolektifkan pada tingkat Hotel bintang 5 di Surabaya yang turut berpartisipasi. Metode yang digunakan dalam penelitian ini adalah kuantitatif menggunakan analisis regresi dengan software SPSS 20.0 dan secara keseluruhan hasilnya mendukung hipotesis. Berdasarkan hasil penelitian, *emotional labor* berpengaruh negatif signifikan terhadap *work life balance*, *job satisfaction*, dan *affective commitment*, pengaruh *work life balance* terhadap *affective commitment* positif signifikan, pengaruh *job satisfaction* terhadap *affective commitment* positif signifikan, *work life balance* memediasi parsial pengaruh *emotional labor* antara terhadap *affective commitment*, dan *job satisfaction* memediasi parsial pengaruh *emotional labor* antara terhadap *affective commitment*.

Kata Kunci: *Emotional labor, Work life balance, Job satisfaction, Affective commitment, Hotel bintang 5 Surabaya.*

ABSTRACT

The role of hotel employees, especially the front office section to support the hotel career continuity is very important, because it is the receptionist employees who will first react directly to visitors and visitors' perceptions can conclude that the hotel is quality and credibility really deserves to be considered as 5 star. Looking for the higher position, a new atmosphere, and the existence of several appealing promotions in other hotels are some of the phenomena that occur in 5-star hotel employees in Surabaya. In response to the phenomena, this study examine whether work life balance has an impact on affective commitment, whether job satisfaction has an impact on affective commitment, and whether emotional labor can influence the level of work life balance and employee job satisfaction.

This study aims to determine the effect of company-level emotional labor on 5-star hotel affective commitment in the Surabaya region which is mediated by work life balance and job satisfaction variables. Respondents are 145 employees from seven 5 star hotels in Surabaya who provided data regarding employee perceptions of emotional labor in the workplace, employee life balance and working satisfaction. Affective commitment which will be collected at the 5-star Hotel level in Surabaya participating. The method used in this study is quantitative method using regression analysis with SPSS 20.0 software and the overall results support the hypothesis. Based on the results of research, emotional labor has a significant negative effect on work life balance, job satisfaction, and affective commitment; the effect of positive work life balance on affective commitment is positively significant; the effect of job satisfaction on positive affective commitment is positively significant; work life balance partially mediates the effect of emotional labor on affective commitment; and job satisfaction partially mediate the influence of emotional labor between affective commitment.

Keywords: *Emotional labor, Work life balance, Job satisfaction, Affective commitment, 5 star hotel Surabaya.*