

ABSTRAK

Cynicism karyawan di tempat kerja dapat disebabkan oleh adanya afektivitas negatif yang dapat memicu timbulnya *emotional exhaustion* ini berasal dari pengalaman tidak menyenangkan yang dirasakan di tempat kerja, seperti *psychological contract violation* dan *abusive supervision*. Pengalaman tidak menyenangkan ini membuat karyawan memiliki kecenderungan untuk terlibat dalam *negative gossip* terkait pekerjaan. Dimana potongan-potongan informasi yang diterima karyawan melalui *gossip* ini dapat mempengaruhi cara pandang karyawan terhadap manajer selaku subjek *gossip* dalam penelitian ini. Adapun penelitian ini bertujuan untuk menguji pengaruh *psychological contract violation* dan *abusive supervision* terhadap *cynicism* dan *emotional exhaustion*, dengan melihat peran *job-related gossip*.

Penelitian ini menggunakan sampel sejumlah 75 karyawan tetap PT Kasa Husada Wira Jatim di kantor pusat Surabaya. Pengujian statistik penelitian ini menggunakan software SmartPLS 3. Adapun hasil penelitian ini menunjukkan bahwa *psychological contract violation* memiliki pengaruh terhadap *cynicism* dan *emotional exhaustion*, berbeda halnya dengan *abusive supervision* yang memiliki pengaruh negatif signifikan terhadap *emotional exhaustion* dan tidak berpengaruh terhadap *cynicism*. Selain itu pula, ditemukan hasil bahwa *job-related gossip* tidak memediasi pengaruh *psychological contract violation* terhadap *cynicism*.

Kata kunci: *psychological contract violation, abusive supervision, job-related gossip, cynicism, emotional exhaustion.*

ABSTRACT

Cynicism of employees in the workplace can be caused by the presence of negative affectivity that can trigger the emergence of emotional exhaustion originating from unpleasant experiences that are felt in the workplace, such as psychological contract violation and abusive supervision. This unpleasant experience makes employees have a tendency to engage in negative work-related gossip. Where pieces of information received by employees through this gossip can affect the way employees look at managers as the subject of gossip in this study. This study aims to examine the effect of psychological contract violation and abusive supervision on cynicism and emotional exhaustion, by looking at the role of job-related gossip.

This study used a sample of 75 permanent employees of PT Kasa Husada Wira Jatim at Surabaya headquarters. The statistical test of this research uses SmartPLS 3 software. The results of this study indicate that psychological contract violation has an influence on cynicism and emotional exhaustion, in contrast to abusive supervision which has a significant negative effect on emotional exhaustion and has no effect on cynicism. In addition, it was found that job-related gossip did not mediate the effect of psychological contract violation on cynicism.

Keywords: psychological contract violation, abusive supervision, job-related gossip, cynicism, emotional exhaustion