

DAFTAR PUSTAKA

- Allen, J. A., Douglas Pugh, S., Grandey, A. A., & Groth, M. (2010). Following display rules in good or bad faith?: Customer orientation as a moderator of the display rule-emotional labor relationship. *Human Performance*, 23(2), 101–115. <https://doi.org/10.1080/08959281003621695>
- Andela, M., Truchot, D., & Ponz, Y. (2014). Exploring a Refinement Measure of Deep Acting on Burnout. *Studia Psychologica*, 56(4), 267–272. <https://doi.org/10.21909/sp.2014.04.665>
- Awais, M., Malik, M. S., & Qaisar, A. (2015). A review: The job satisfaction act as mediator between spiritual intelligence and organizational commitment. *International Review of Management and Marketing*, 5(4), 203–210.
- Aydogdu, S. (2011). An Empirical Study of the Relationship Among Job Satisfaction, Organizational Commitment and Turnover Intention. *International Review of Management and Marketing*, 1(3), 43–53. www.econjournals.com
- Chen, H. X., Xu, X., & Phillips, P. (2019). Emotional intelligence and conflict management styles. *International Journal of Organizational Analysis*, 27(3), 458–470. <https://doi.org/10.1108/IJOA-11-2017-1272>
- Chen, K. Y., Chang, C. W., & Wang, C. H. (2019). Frontline employees' passion and emotional exhaustion: The mediating role of emotional labor strategies. *International Journal of Hospitality Management*, 76(May 2018), 163–172. <https://doi.org/10.1016/j.ijhm.2018.05.006>
- Choi, H. M., Mohammad, A. A. A., & Kim, W. G. (2019). Understanding hotel frontline employees' emotional intelligence, emotional labor, job stress, coping strategies and burnout. *International Journal of Hospitality Management*, 82(May), 199–208. <https://doi.org/10.1016/j.ijhm.2019.05.002>

- Chu, K. H., Baker, M. A., & Murrmann, S. K. (2012). When we are onstage, we smile: The effects of emotional labor on employee work outcomes. *International Journal of Hospitality Management*, 31(3), 906–915. <https://doi.org/10.1016/j.ijhm.2011.10.009>
- Chu, K. H. L., & Murrmann, S. K. (2006). Development and validation of the hospitality emotional labor scale. *Tourism Management*, 27(6), 1181–1191. <https://doi.org/10.1016/j.tourman.2005.12.011>
- Cohen. (1988). *Statistical Power Analysis for the Behavioral Sciences (2nd ed.)*.
- Ghozali, I., & Latan, H. (2015). *Partial Least Squares Konsep; Teknik dan Aplikasi Menggunakan Program SmartPLS 3.0*.
- Hair, J., Hult, T., Ringle, C., & Sarstedt, M. (2017). A primer on partial least squares structural equation modeling (PLS-SEM). In *International Journal of Research & Method in Education* (Vol. 38, Issue 2). <https://doi.org/10.1080/1743727x.2015.1005806>
- Hennig-thurau, T., & Thurau, C. (2014). *Hennig-thurau, T., & Thurau, C. (2014). What Drives Customer Participating to Loyalty Program? (January), 37–41. https://doi.org/10.1300/J366v02n01What Drives Customer Participating to Loyalty Program? January, 37–41. https://doi.org/10.1300/J366v02n01*
- Hoffman, K. D., & Ingram, T. N. (1992). Service provider job satisfaction and customer-oriented performance. *Journal of Services Marketing*, 6(2), 68–78. <https://doi.org/10.1108/08876049210035872>
- Hori, N., & Chao, R.-F. (2019). The impact of surface acting, deep acting and emotional exhaustion on subjective well-being in the employees of food and beverage industries. *International Journal of Organizational Innovation*, 11(4), 215–228.
- Hur, W. M., Han, S. J., Yoo, J. J., & Moon, T. W. (2015). The moderating role of

- perceived organizational support on the relationship between emotional labor and job-related outcomes. *Management Decision*, 53(3), 605–624. <https://doi.org/10.1108/MD-07-2013-0379>
- Jung, Y. S. (2015). Customer response to employee emotional labor: The structural relationship between emotional labor, Job satisfaction, And customer satisfaction. *Journal of Services Marketing*, 29(1), 71–80. <https://doi.org/10.1108/JSM-07-2013-0161>
- Kim, H. J. (2008). Hotel service providers' emotional labor: The antecedents and effects on burnout. *International Journal of Hospitality Management*, 27(2), 151–161. <https://doi.org/10.1016/j.ijhm.2007.07.019>
- Kim, H. J., & Agrusa, J. (2011). Hospitality service employees' coping styles: The role of emotional intelligence, two basic personality traits, and socio-demographic factors. *International Journal of Hospitality Management*, 30(3), 588–598. <https://doi.org/10.1016/j.ijhm.2010.11.003>
- Kim, T. (Terry), Yoo, J. J. E., Lee, G., & Kim, J. (2012). Emotional intelligence and emotional labor acting strategies among frontline hotel employees. *International Journal of Contemporary Hospitality Management*, 24(7), 1029–1046. <https://doi.org/10.1108/09596111211258900>
- Kwon, E., Jang, H., & Lee, C. (2019). Upscale hotel employees' surface acting: The roles of perceived individualized consideration and emotional intelligence. *Journal of Hospitality and Tourism Management*, 41(September), 19–27. <https://doi.org/10.1016/j.jhtm.2019.09.001>
- Lam, W., & Chen, Z. (2012). When I put on my service mask: Determinants and outcomes of emotional labor among hotel service providers according to affective event theory. *International Journal of Hospitality Management*, 31(1), 3–11. <https://doi.org/10.1016/j.ijhm.2011.04.009>
- Lee, J. H. J., Ok, C. M., & Hwang, J. (2016). An emotional labor perspective on

- the relationship between customer orientation and job satisfaction. *International Journal of Hospitality Management*, 54, 139–150. <https://doi.org/10.1016/j.ijhm.2016.01.008>
- Lu, Y., Wu, W., Mei, G., Zhao, S., Zhou, H., Li, D., & Pan, D. (2019). Surface Acting or Deep Acting, Who Need More Effortful? A Study on Emotional Labor Using Functional Near-Infrared Spectroscopy. *Frontiers in Human Neuroscience*, 13(May), 1–11. <https://doi.org/10.3389/fnhum.2019.00151>
- Luo, Anita, Baker, A., & Donthu, N. (2019). Capturing dynamics in the value for brand recommendations from word-of-mouth conversations. *Journal of Business Research*, 104(July), 247–260. <https://doi.org/10.1016/j.jbusres.2019.07.015>
- Luo, Anqi, Guchait, P., Lee, L., & Madera, J. M. (2019). Transformational leadership and service recovery performance: The mediating effect of emotional labor and the influence of culture. *International Journal of Hospitality Management*, 77(November 2017), 31–39. <https://doi.org/10.1016/j.ijhm.2018.06.011>
- Mattingly, V., & Kraiger, K. (2019). Can emotional intelligence be trained? A meta-analytical investigation. *Human Resource Management Review*, 29(2), 140–155. <https://doi.org/10.1016/j.hrmr.2018.03.002>
- Miao, C., Humphrey, R. H., & Qian, S. (2017). A meta-analysis of emotional intelligence effects on job satisfaction mediated by job resources, and a test of moderators. *Personality and Individual Differences*, 116, 281–288. <https://doi.org/10.1016/j.paid.2017.04.031>
- Ouyang, Z., Sang, J., Li, P., & Peng, J. (2015). Organizational justice and job insecurity as mediators of the effect of emotional intelligence on job satisfaction: A study from China. *Personality and Individual Differences*, 76, 147–152. <https://doi.org/10.1016/j.paid.2014.12.004>

- Prentice, D. C. (2019). Managing service encounters with emotional intelligence. *Journal of Retailing and Consumer Services*, 51(July), 344–351. <https://doi.org/10.1016/j.jretconser.2019.07.001>
- R.M, H., Sivakumaran, B., & Jacob, J. (2019). The moderating role of sales experience in adaptive selling, customer orientation and job satisfaction in a unionized setting. *Journal of Business & Industrial Marketing*, ahead-of-p(ahead-of-print). <https://doi.org/10.1108/jbim-08-2018-0233>
- Raman, P., Sambasivan, M., & Kumar, N. (2016). Counterproductive work behavior among frontline government employees: Role of personality, emotional intelligence, affectivity, emotional labor, and emotional exhaustion. *Revista de Psicologia Del Trabajo y de Las Organizaciones*, 32(1), 25–37. <https://doi.org/10.1016/j.rpto.2015.11.002>
- Rathi, N. (2012). A Conceptual Model of the Effect of Emotional Intelligence on Job and Organizational Outcomes in Service Organizations. *South Asian Journal of Management*, 21(4), 54–71.
- Rezvani, A., Chang, A., Wiewiora, A., Ashkanasy, N. M., Jordan, P. J., & Zolin, R. (2016). Manager emotional intelligence and project success: The mediating role of job satisfaction and trust. *International Journal of Project Management*, 34(7), 1112–1122. <https://doi.org/10.1016/j.ijproman.2016.05.012>
- Rod, M., & Ashill, N. J. (2010). The effect of customer orientation on frontline employees job outcomes in a new public management context. *Marketing Intelligence and Planning*, 28(5), 600–624. <https://doi.org/10.1108/02634501011066528>
- Sekaran, U., & Bougie, R. (2016). *Research Methods for Business A Skill-Building Approach*. <https://books.google.com.my/books?hl=ar&lr=&id=Ko6bCgAAQBAJ&oi=f>

nd&pg=PA19&dq=research+methods+for+business+a+skill-
building+approach+7th+edition+pdf&ots=2B3UZ4I_IQ&sig=zHzMCjuUOz
nMOeZYmhzalkC4c4w#v=onepage&q&f=false

- Shani, A., Uriely, N., Reichel, A., & Ginsburg, L. (2014). Emotional labor in the hospitality industry: The influence of contextual factors. *International Journal of Hospitality Management*, 37, 150–158. <https://doi.org/10.1016/j.ijhm.2013.11.009>
- Shapoval, V. (2019). Organizational injustice and emotional labor of hotel front-line employees. *International Journal of Hospitality Management*, 78(December 2018), 112–121. <https://doi.org/10.1016/j.ijhm.2018.10.022>
- Smirnova, M. M., Rebiazina, V. A., & Frösén, J. (2018). Customer orientation as a multidimensional construct: Evidence from the Russian markets. *Journal of Business Research*, 86(September 2016), 457–467. <https://doi.org/10.1016/j.jbusres.2017.10.040>
- Sony, M., & Mekoth, N. (2016). The relationship between emotional intelligence, frontline employee adaptability, job satisfaction and job performance. *Journal of Retailing and Consumer Services*, 30, 20–32. <https://doi.org/10.1016/j.jretconser.2015.12.003>
- Stress, W., Satisfaction, J., & Pugliesi, K. (1999). *The Consequences of Emotional Labor: Effects on Work Stress, Job Satisfaction, and Weil-Being*. 23(2).
- Susskind, A. M., Michele Kacmar, K., & Borchgrevink, C. P. (2003). Customer service providers' attitudes relating to customer service and customer satisfaction in the customer-server exchange. *Journal of Applied Psychology*, 88(1), 179–187. <https://doi.org/10.1037/0021-9010.88.1.179>
- Techo, V. P. (2016). *Research Methods-Quantitative , Qualitative , and Mixed methods*. July. <https://doi.org/10.13140/RG.2.1.1262.4886>

- Teng, H. Y. (2019). Job crafting and customer service behaviors in the hospitality industry: Mediating effect of job passion. *International Journal of Hospitality Management*, 81(January), 34–42. <https://doi.org/10.1016/j.ijhm.2019.03.013>
- Todd Donavan, D., Brown, T. J., & Mowen, J. C. (2004). Internal Benefits of Service-Worker Customer Orientation: Job Satisfaction, Commitment, and Organizational Citizenship Behaviors. *Journal of Marketing*, 68(1), 128–146. <https://doi.org/10.1509/jmkg.68.1.128.24034>
- Walsh, G. (2019). Service employees' naturally felt emotions: Do they matter? *European Management Journal*, 37(1), 78–85. <https://doi.org/10.1016/j.emj.2018.06.008>
- Wen, J., Huang, S. (Sam), & Hou, P. (2019). Emotional intelligence, emotional labor, perceived organizational support, and job satisfaction: A moderated mediation model. *International Journal of Hospitality Management*, 81(December 2018), 120–130. <https://doi.org/10.1016/j.ijhm.2019.01.009>
- Wong, C. S., & Law, K. S. (2002). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. In *Leadership Quarterly* (Vol. 13, Issue 3). [https://doi.org/10.1016/S1048-9843\(02\)00099-1](https://doi.org/10.1016/S1048-9843(02)00099-1)
- Wu, X., & Shie, A. J. (2017). The relationship between customer orientation, emotional labour and job burnout. *Journal of Chinese Human Resource Management*, 8(2), 54–76. <https://doi.org/10.1108/JCHRM-03-2017-0005>
- Wu, X., Shie, A. J., & Gordon, D. (2017). Impact of customer orientation on turnover intention: mediating role of emotional labour. *International Journal of Organizational Analysis*, 25(5), 909–927. <https://doi.org/10.1108/IJOA-06-2017-1184>
- Yang, F. H., & Chang, C. C. (2008). Emotional labour, job satisfaction and

organizational commitment amongst clinical nurses: A questionnaire survey. *International Journal of Nursing Studies*, 45(6), 879–887. <https://doi.org/10.1016/j.ijnurstu.2007.02.001>

Yang, S. Y., & Tsai, K. H. (2019). Lifting the veil on the link between absorptive capacity and innovation: The roles of cross-functional integration and customer orientation. *Industrial Marketing Management*, February, 1–14. <https://doi.org/10.1016/j.indmarman.2019.02.006>

Yin, H. biao, Lee, J. C. K., Zhang, Z. hua, & Jin, Y. le. (2013). Exploring the relationship among teachers' emotional intelligence, emotional labor strategies and teaching satisfaction. *Teaching and Teacher Education*, 35, 137–145. <https://doi.org/10.1016/j.tate.2013.06.006>

Zikmund, Babin, Carr, & Griffin. (2010). *business Research method recommended by Sufi*.