

ABSTRAK

**PENGARUH *EMOTIONAL LABOR* TERHADAP *BURNOUT*
DENGAN *PSYCHOLOGICAL CAPITAL* SEBAGAI
VARIABEL PEMODERASI
Studi pada Tenaga Kesehatan Rumah Sakit Umum Rajawali Citra**

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Populasi yang tinggi dan permintaan layanan kesehatan yang meningkat, ketersediaan tenaga kesehatan (*nakes*) seringkali tidak mencukupi untuk memenuhi kebutuhan tersebut. Dampaknya, *nakes* dapat mengalami interaksi yang tinggi dengan pasien, yang berpotensi menyebabkan *burnout* pada mereka. Penelitian ini dilakukan di tenaga kesehatan di RSU Rajawali Citra. Penelitian ini menguji dan menganalisis pengaruh *emotional labor* terhadap *burnout* dan apakah *PsyCap* memoderasi pengaruh *emotional labor* terhadap *burnout*.

Penelitian ini merupakan studi kuantitatif yang melibatkan penyebaran kuesioner baik secara daring maupun cetak sebagai metode pengumpulan data. Sampel terdiri dari 110 tenaga kesehatan yang bekerja di RSU Rajawali Citra. Hipotesis diuji menggunakan regresi linier sederhana dan *Moderated Regression Analysis* (MRA). Temuan penelitian menunjukkan bahwa *surface acting* berkontribusi positif terhadap *burnout*, sementara *deep acting* memberikan pengaruh negatif terhadap *burnout*. Analisis moderasi menunjukkan bahwa pengaruh *psychological capital* (*PsyCap*) dapat memperlemah pengaruh positif *surface acting* terhadap *burnout*, namun *psychological capital* (*PsyCap*) tidak memoderasi pengaruh *deep acting* terhadap *burnout*.

Kata kunci: *emotional labor*, *burnout*, *psychological capital*, tenaga kesehatan.

ABSTRACT

***THE INFLUENCE OF EMOTIONAL LABOR TO BURNOUT WITH
PSYCHOLOGICAL CAPITAL (PSYCAP)
AS A MODERATING VARIABLE
Study on Health Workers Rumah Sakit Umum Rajawali Citra***

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High population and increasing demand for health services, the availability of health workers is often insufficient to meet these needs. As a result, health workers can experience high levels of interaction with patients, which can potentially cause burnout in them. This research was conducted on health workers at RSU Rajawali Citra. This study examines and analyzes the effect of emotional labor on burnout and whether PsyCap moderates the effect of emotional labor on burnout.

This research is a quantitative study that involves the distribution of questionnaires both online and in print as a method of data collection. The sample consisted of 110 healthcare workers who work at RSU Rajawali Citra. Hypotheses were tested using simple linear regression and Moderated Regression Analysis (MRA). The research findings show that surface acting has a positive contribution to burnout, while deep acting has a negative effect on burnout. Moderation analysis shows that the influence of psychological capital (PsyCap) can weaken the positive effect of surface acting on burnout, but psychological capital (PsyCap) does not moderate the effect of deep acting on burnout.

Keywords: emotional labor, burnout, psychological capital, health workers.