

PERAN MODAL PSIKOLOGIS DAN KECERDASAN EMOSI TERHADAP
KELELAHAN EMOSIONAL PADA KARYAWAN *FRONLTINE* HOTEL

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Abstrak. Tujuan penelitian ini adalah untuk mengetahui peran modal psikologis dan kecerdasan emosi terhadap kelelahan emosional. Subjek penelitian meliputi 193 karyawan *frontine* hotel di berbagai daerah di Indonesia dengan rentang usia 20-37 tahun yang terdiri dari 118 karyawan wanita dan 75 karyawan pria. Penelitian ini dilakukan dengan pendekatan kuantitatif menggunakan analisis regresi berganda. Alat ukur yang digunakan adalah skala kelelahan emosional, skala modal psikologis dan skala kecerdasan emosi. Metode yang digunakan adalah teknik analisis regresi berganda. Berdasarkan analisis regresi, modal psikologis dan kecerdasan emosi secara bersama sama memiliki peran terhadap kelelahan emosional ($F = 29.825$, $p = 0,000$) sebesar 23,9%. Ada peran negatif yang signifikan modal psikologis dengan kelelahan emosional dengan kontribusi sebesar 5,8%. Ada peran negatif yang signifikan kecerdasan emosi dengan kelelahan emosional sebesar 17,9%. Analisis tambahan variabel kelelahan emosional berdasarkan variabel demografi menunjukkan tidak ada peran dari semua variabel demografi terhadap kenaikan tingkat kelelahan emosional.

Kata kunci: *kelelahan emosional, modal psikologis, kecerdasan emosi*

THE ROLE OF PSYCHOLOGICAL CAPITAL AND EMOTIONAL INTELLIGENCE TOWARD EMOTIONAL EXHAUSTION AMONG FRONTLINE HOTELIER

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Abstract: This study aimed to test empirically the role of psychological capital and emotional intelligence toward emotional exhaustion. The subjects of research were 193 frontline hotelier with ranged age 20-37 years old. Among the frontline hoteliers, 75 were male and 118 were female. The hypotesis in this study stated that psychological capital and emotional intelligence have a role towards emotional exhaustion. The data were collected using emotional exhaustion scale, psychological capital scale and emotional intelligence scale. The analysis used in this study is multiple analysis regression technique. The result indicated that psychological capital and emotional intelligence plays significant role toward emotional exhaustion ($F = 29.825$, $p = 0,000$). Psychological capital and emotional intelligence contributed effectively toward emotional exhaustion by 23,9%. Psychological capital significantly negative toward emotional exhaustion with 5,8% contribution. Emotional intelligence significantly negative toward emotional exhaustion with 17,9% contribution. Furthermore, additional analysis were conducted to see the difference between demography variable and dependent variable of this study, it is proven that no demography variable were significant toward emotional exhaustion.

Keywords: *emotional exhaustion, psychological capital, emotional intelligence*