

## ABSTRACT

This research examines the influence of affectivity (positive affectivity and negative affectivity) on emotional exhaustion in tourist village businesses with emotional labor (emotive dissonance and emotive effort) as the mediating variable. This research uses 81 respondents from Pentingsari tourist village as the sample. Hierarchical regression analysis shows that positive affectivity has a negative influence on emotive dissonance, negative affectivity has a positive influence on emotive dissonance, emotive dissonance has a positive influence on emotional exhaustion, positive affectivity has a negative influence on emotional exhaustion and negative affectivity has a positive influence on emotional exhaustion. The testing result also shows that emotional labor has no mediating effect on the relationship between affectivity and emotional exhaustion.

**Keywords:** positive affectivity, negative affectivity, emotional exhaustion, emotive effort, emotional dissonance, emotional labor, tourist village

## INTISARI

Penelitian ini menguji pengaruh antara sifat (sifat positif dan sifat negatif) terhadap kelelahan emosional di desa wisata dengan kerja emosional (jarak emosional dan usaha emosional) sebagai variabel pemediasi. Penelitian ini menggunakan 81 narasumber dari desa wisata Pentingsari sebagai sampel. *Hierarchical regression analysis* menunjukkan bahwa sifat positif memiliki pengaruh negative terhadap jarak emosional, sifat negative memiliki pengaruh positif terhadap jarak emosional, jarak emosional memiliki pengaruh positif terhadap kelelahan emosional, sifat positif memiliki pengaruh negative terhadap kelelahan emosional dan sifat negative memiliki pengaruh positif terhadap kelelahan emosional. Hasil tes juga menunjukkan bahwa kerja emosional tidak memiliki pengaruh mediasi terhadap hubungan antara sifat dan kelelahan emosional

**Kata kunci:** sifat positif, sifat negatif, kelelahan emosional, usaha emosional, jarak emosional, kerja emosional, desa wisata