

TABLE OF CONTENTS

AUTHORIZATION.....	i
DECLARATION	ii
ACKNOWLEDGEMENTS	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vi
LIST OF FIGURES	vii
LIST OF APPENDICES	viii
ABSTRACT	ix
INTISARI	x
CHAPTER I - INTRODUCTION	1
1.1. Background	1
1.2. Problem Formulation	6
1.3. Research Question	7
1.4. Research Objective	7
1.5. Research Contribution	8
CHAPTER II – LITERATURE REVIEW	9
2.1. Emotional Exhaustion	9
2.2. Affectivity	11
2.3. Emotional Labor	14
2.4. Hypotheses Development	18
2.4.1. Affectivity on Emotional Exhaustion	18
2.4.2. Affectivity on Emotional Labor.....	19
2.4.3. Emotional Labor on Emotional Exhaustion.....	20
2.4.4. Emotional Labor as the Mediator between Affectivity and Emotional Exhaustion	21
2.5. Research Model	23
CHAPTER III – RESEARCH METHOD	24
3.1. Research Design	24
3.2. Operational Definition	24
3.3. Population and Sample	26
3.4. Data Collection Method	26
3.5. Instrument Tests	27
3.5.1. Validity	27
3.5.2. Reliability	27
3.6. Data Analysis Method	28
3.7. Organizational Profile	29
3.7.1. Tourist Village	29
3.7.2. Pentingsari Village	30

CHAPTER IV – RESULT AND DISCUSSION	33
4.1.Data Collection	33
4.2.Profile of the Respondents	34
4.3.Result of Instrument Tests	34
4.3.1. Result of Validity Test	34
4.3.2. Result of Reliability Test	35
4.4.Descriptive Statistic	36
4.5.Correlations among Variables	37
4.6.Hypotheses Testing	37
4.7.Discussion	41
4.7.1. Hypotheses 1: Affectivity on Emotional Exhaustion	41
4.7.2. Hypotheses 2: Affectivity on Emotional Labor	43
4.7.3. Hypotheses 3: Emotional Labor on Emotional Exhaustion	46
4.7.4. Hypotheses 4: Emotional Labor as the Mediating Variable between Affectivity and Emotional Exhaustion	49
CHAPTER V – CONCLUSION, RECOMMENDATION, AND LIMITATION	52
5.1.Conclusion	52
5.2.Limitation	53
5.3.Recommendation	53
REFERENCES	56
APPENDICES	61