

**PENGARUH KELELAHAN EMOSIONAL TERHADAP *TURNOVER INTENTION* PADA KARYAWAN OPERASIONAL HOTEL BINTANG 3
DI BANDUNG DENGAN PENGHARGAAN SEBAGAI VARIABEL
MODERASI**

SKRIPSI

*Diajukan Untuk Memenuhi Syarat Memperoleh Gelar Sarjana Pariwisata pada
Program Studi Manajemen Resort & Leisure*



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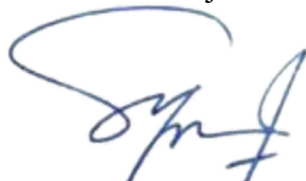


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ABSTRAK**“Pengaruh Kelelahan Emosional Terhadap *Turnover Intention* Pada Karyawan Operasional Hotel Bintang 3 di Bandung Dengan Dimoderasi oleh Variabel Penghargaan”****Oleh****Saskhia Ezabell****2001071**

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh kelelahan emosional terhadap *turnover intention* pada karyawan operasional hotel bintang 3 di Bandung Dengan Dimoderasi oleh Variabel Penghargaan. Jenis penelitian yang digunakan dalam penelitian ini adalah pendekatan kuantitatif. Data dikumpulkan melalui kuesioner yang disebar baik secara langsung maupun melalui jejaring sosial. Sampel yang diperoleh berjumlah 170 responden yang bekerja di departemen operasional berbagai hotel bintang 3 di Bandung. Analisis data menggunakan SEM-PLS, dengan bantuan software PLS 4.0. Hasil analisis menunjukkan bahwa (1) Kelelahan emosional berpengaruh positif dan signifikan terhadap *turnover intention* (2) Penghargaan berpengaruh negatif dan signifikan terhadap *Turnover intention* (3) Penghargaan tidak memoderasi hubungan pengaruh kelelahan emosional terhadap *turnover intention*. Implikasi dari hasil penelitian ini menunjukkan perlunya pihak manajemen hotel, khususnya departemen HRD, untuk mengevaluasi fenomena kelelahan emosional dan *turnover intention* guna meningkatkan kesejahteraan karyawan.

Kata Kunci : Kelelahan Emosional, *Turnover Intention*, Penghargaan

ABSTRACT***"The Influence of Emotional Exhaustion on Turnover Intention Among Operational Employees in 3-Star Hotels in Bandung, Moderated by the Reward Variable"*****By****Saskhia Ezabell****2001071**

This research aims to analyze the influence of emotional exhaustion on turnover intention among 3-star hotel operational employees in Bandung, Moderated by the Reward Variable. The type of research method used in this research is a quantitative approach. Data was collected through questionnaires distributed both directly and via social networks. The sample obtained was 170 respondents who worked in the operational departments of various 3 star hotels in Bandung. Data analysis used SEM-PLS, with the help of PLS 4.0 software. The results of the analysis show that (1) Emotional exhaustion has a positive and significant effect on turnover intention (2) Rewards have a negative and significant effect on turnover intention (3) Rewards do not moderate the relationship between the influence of emotional exhaustion on turnover intention. The implications of this study's results highlight the need for hotel management, particularly the HR department, to evaluate the phenomena of emotional exhaustion and turnover intention in order to improve employee well-being

Keywords: Emotional Exhaustion, Turnover Intention, Rewards

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