

**DUKUNGAN SOSIAL REKAN KERJA SEBAGAI MEDIATOR
ANTARA *FUN AT WORK* DAN DISONANSI EMOSIONAL
PADA KARYAWAN HOTEL SAVOY HOMANN BANDUNG**

SKRIPSI

Diajukan untuk Memenuhi Syarat Memperoleh Gelar Sarjana Psikologi pada
Departemen Psikologi Fakultas Ilmu Pendidikan
Universitas Pendidikan Indonesia



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memperoleh gelar Sarjana Psikologi pada Departemen Psikologi
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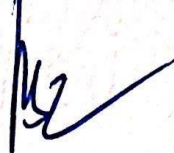
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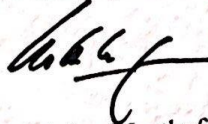
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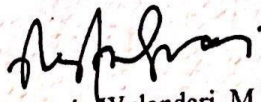
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ABSTRAK

Nisa Choeruni Oktavia (1501587). *Dukungan Sosial Rekan Kerja sebagai Mediator antara Fun at Work dan Disonansi Emosional pada Karyawan Hotel Savoy Homann Bandung.* Skripsi. Departemen Psikologi, Fakultas Ilmu Pendidikan, Universitas Pendidikan Indonesia. Bandung. (2019).

Penelitian ini bertujuan untuk mengetahui pengaruh *fun at work* terhadap disonansi emosional yang dimediasi oleh dukungan sosial rekan kerja pada karyawan Hotel Savoy Homann Bandung. Pendekatan penelitian yang digunakan adalah pendekatan kuantitatif dengan partisipan penelitian berjumlah 93 karyawan Hotel Savoy Homann Bandung. Instrumen pada penelitian ini menggunakan *Fun at Work Scale* untuk mengukur *fun at work*. *Coworker Support Scale* untuk mengukur dukungan sosial rekan kerja. Serta *Hospitality Emotional Labor Scale* untuk mengukur disonansi emosional. Teknik analisis data dengan cara regresi linier dan regresi ganda. Hasil penelitian menunjukkan: 1) Tidak terdapat pengaruh yang signifikan dari *fun at work* terhadap disonansi emosional; 2) Terdapat pengaruh yang signifikan dari *fun at work* terhadap dukungan sosial rekan kerja; 3) Terdapat pengaruh yang signifikan dari dukungan sosial rekan kerja terhadap disonansi emosional; 4) Variabel dukungan sosial rekan kerja secara statistik dapat signifikan menjadi variabel mediator bagi *fun at work* terhadap disonansi emosional

Kata kunci: *Fun at work*, dukungan sosial rekan kerja, disonansi emosional.

ABSTRACT

Nisa Choeruni Oktavia (1501587). The Effect of Fun at Work on Emotional Dissonance Mediated by Coworker Social Support in Hotel Savoy Homann Bandung. Thesis. Department of Psychology, Faculty of Education, Indonesian University of Education. Bandung. (2019).

This study aims to determine the effect of fun at work and emotional dissonance; as well as the role of coworker social support as the mediator. The research method used is a quantitative method with 93 employees in Hotel Savoy Homann Bandung. There were three instruments in this study. Fun at Work Scale to measure fun at work. Coworker Support Scale to measure coworker social support. Hospitality Emotional Labor Scale to measure emotional dissonance. Data analyzed by simple regression and multiple regression techniques. The results of study show that: 1) There is no significant influence of fun at work on emotional dissonance; 2) There is a significant influence of fun at work on coworker social support; 3) There is a significant influence of coworker social support on emotional dissonance; 4) Coworker social support variable statistically can become significant mediator variable for fun at work toward emotional dissonance.

Keywords: Fun at work, coworker social support, emotional dissonance.

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