

***EMOTIONAL LABOR* DITINJAU DARI *PERCEIVED ORGANIZATIONAL SUPPORT* PADA PEGAWAI NEGERI SIPIL DI BADAN KEPEGAWAIAN
PROVINSI SUMATERA UTARA**

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INTISARI

Penelitian ini bertujuan untuk menguji secara empiris dan mengetahui hubungan antara *perceived organizational support* dengan *emotional labor*. Desain penelitian menggunakan metode total sampling dengan melibatkan 94 pegawai negeri sipil di Badan Kepegawaian Provinsi Sumatera Utara sebagai sampel. Data dikumpulkan melalui skala penelitian yang terdiri dari 37 aitem valid skala *emotional labor* dan 38 aitem valid skala *perceived organizational support*. Demi memastikan validitas analisis, analisis data melibatkan uji asumsi seperti uji normalitas dan linieritas. Hubungan antara kedua variabel dianalisis menggunakan *Product Moment (Pearson Correlation)*. Hasil penelitian menunjukkan koefisien *Pearson Correlation* $r = 0,371$ dan signifikansi $p = 0,000$ yang mengindikasikan adanya hubungan positif dan signifikan antar kedua variabel. Sumbangan efektif *R Square* (R^2) = 0,138 mengindikasikan bahwa *perceived organizational support* memberikan pengaruh sebesar 13,8 persen terhadap *emotional labor* di mana faktor-faktor lain yang tidak diteliti memberikan pengaruh yang lebih besar. Temuan ini memberikan landasan untuk penelitian lebih lanjut guna mengidentifikasi faktor-faktor lain yang mempengaruhi *emotional labor* pada pegawai negeri sipil di Badan Kepegawaian Provinsi Sumatera Utara secara lebih menyeluruh.

Kata Kunci : *Emotional Labor, Perceived Organizational Support.*

**EMOTIONAL LABOR REVIEWED FROM PERCEIVED ORGANIZATIONAL
SUPPORT IN CIVIL SERVANTS AT THE NORTH SUMATRA PROVINCIAL
CIVIL SERVICE AGENCY**

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ABSTRACT

The aim of this research is to empirically test and know relationship between perceived organizational support and emotional labor. The design of the study used a total sampling method by involving 94 civil servants at North Sumatra Provincial Civil Service Agency. Data was collected through a research scale consisting of 37 valid items on the emotional labor scale and 38 valid items on the perceived organizational support scale. To ensure the validity of analysis, data analysis involves assessments such as normality and linearity tests. The relationship between the two variables is analyzed using Product Moment (Pearson Correlation). Research shows coefficients Pearson correlation $r = 0.371$ and the significance of $p = 0.000$ that indicate positive and significant connections between the two variables. Effective contributions R Square (R^2) = 0,138 indicate that perceived organizational support carried 13.8 percent influence on the emotional labor, where other unexamined factors did much more. The findings provided a basis for further research to identify other factors affecting the emotional labor in civil servants at The North Sumatra Provincial Civil Service Agency more thoroughly.

Keywords : Emotional Labor, Perceived Organizational Support.