

ABSTRAK

Saraswati, Angelina Dela Kristal. 2024. Hubungan *Emotional Labor* dan *Organizational Citizenship Behavior* Pada Karyawan *Coffee Shop* di Klaten. *Skripsi*. Yogyakarta: Psikologi, Fakultas Psikologi, Universitas Sanata Dharma.

Penelitian ini bertujuan untuk mengetahui hubungan antara *emotional labor* dengan *organizational citizenship behavior* pada karyawan *coffee shop* di Klaten. Hipotesis dalam penelitian ini adalah terdapat hubungan positif yang signifikan antara variabel *emotional labor* dan *organizational citizenship behavior* pada karyawan *coffee shop* di Klaten. Partisipan penelitian ini berjumlah 63 karyawan *coffee shop* di Klaten. Penelitian ini menggunakan metode kuantitatif. Pengumpulan data dalam penelitian ini menggunakan skala *Emotional Labor* ($\alpha = 0.888$) dan skala *Organizational Citizenship Behavior* (OCB) ($\alpha = 0.806$). Analisis data dalam penelitian ini menggunakan analisis parametrik *Pearson Product Moment*. Hasil penelitian ini menunjukkan terdapat hubungan positif yang signifikan antara variabel *emotional labor* dan *organizational citizenship behavior* ($r = 0,519$; $p = 0,000 < 0.05$).

Kata kunci: *Emotional Labor*, *Organizational Citizenship Behavior*, karyawan *coffee shop*, Klaten

ABSTRACT

Saraswati, Angelina Dela Kristal. 2024. Relationship Between Emotional Labor and Organizational Citizenship Behavior of Coffee Shop Employees in Klaten. *Thesis*. Yogyakarta: Psychology, Psychology Faculty, Sanata Dharma University.

This study aims to determine the relationship between emotional labor and organizational citizenship behavior in coffee shop employees in Klaten. The hypothesis in this study is that there is a significant positive relationship between emotional labor variables and organizational citizenship behavior in coffee shop employees in Klaten. The participants of this study amounted to 63 coffee shop employees in Klaten. This research uses quantitative methods. Data collection in this study used Emotional Labor scale ($\alpha = 0.888$) and Organizational Citizenship Behavior (OCB) scale ($\alpha = 0.806$). Data analysis in this study used Pearson Product Moment parametric analysis. The result of this study indicate that there is a significant positive relationship between emotional labor variables and organizational citizenship behavior ($r = 0,519$; $p = 0,000 < 0.05$).

Keywords: *Emotional Labor, Organizational Citizenship Behavior, coffee shop employees, Klaten.*