

ABSTRACT

Dwi Astuti Yulianingsih (01669200055)

THE EFFECT OF TEACHER EMOTIONAL LABOR AND TEACHER WORK ENGAGEMENT ON TEACHER PERFORMANCE WITH TEACHER COMMITMENT AS A MEDIATION IN SMP STRADA JPBS BRANCH

(xiv+ 133 pages; 6 pictures; 20 tabels; 16 appendices)

As the spearhead of education, teachers are expected to be able to carry out the learning process in accordance with the student's needs. In addition to carrying out their main task of teaching, teachers also do other tasks or activities at school. These include working as school administration, learning administration also serving and guiding the students. These all are summarized in teacher performance. There are many factors influence teacher performance, including teacher emotional labor, teacher work engagement and teacher commitment to teacher performance. This study aims to determine the effect of teacher emotional labor, teacher work engagement, and teacher commitment on teacher performance. The subjects of the study were 71 teachers who teach at the Strada School of JPBS Branch . The design used in this research is path analysis with a quantitative approach. The results of this study indicate that teacher emotional labor, teacher work engagement, teacher commitment affect teacher performance positively. The result of study also indicate teacher commitment mediate the positive influence of teacher emotional labor on teacher performance. Teacher commitment mediate the positive influence of teacher work engagement on teacher performance.

Keywords: *teacher emotional labor, teacher work engagement, teacher commitment, teacher performance.*

References : 58 (1983-2021)

ABSTRAK

Dwi Astuti Yulianingsih (01669200055)

PENGARUH EMOSI GURU DAN KETERIKATAN KERJA GURU TERHADAP KINERJA GURU DENGAN MEDIASI KOMITMEN GURU DI SMP STRADA CABANG JAKARTA PUSAT BARAT SELATAN

(xiv+ 133 halaman: 6 gambar; 20 tabel; 16 lampiran)

Sebagai ujung tombak pendidikan guru diharapkan untuk mampu melaksanakan proses pembelajaran yang sesuai dengan kebutuhan siswa. Selain melakukan tugas utama mengajar, guru juga mengerjakan tugas atau kegiatan lain dalam lingkungan sekolah. Tugas tersebut antara lain mengerjakan administrasi sekolah, administrasi pembelajaran serta melaksanakan bimbingan dan layanan pada siswa. Ini semua terangkum dalam kinerja guru. Dalam upaya meningkatkan *teacher performance* banyak faktor yang mempengaruhinya, diantaranya adalah *teacher emotional labor*, *teacher work engagement* dan *teacher commitment*. Penelitian ini bertujuan untuk mengetahui pengaruh *teacher emotional labor*, *teacher work engagement*, dan *teacher commitment* terhadap *teacher performance*. Subjek penelitian adalah 71 guru yang mengajar di sekolah SMP Strada Cabang JPBS. Desain penelitian ini adalah analisis jalur dengan pendekatan kuantitatif. Hasil penelitian ini menunjukkan bahwa *teacher emotional labor* mempengaruhi *teacher performance* secara positif, *teacher work engagement* mempengaruhi *teacher performance* secara positif, dan *teacher commitment* mempengaruhi *teacher performance* secara positif pula. Ditunjukkan pula bahwa *teacher commitment* memediasi pengaruh positif *teacher emotional labor* terhadap *teacher performance*. *Teacher commitment* memediasi pengaruh positif *teacher work engagement* terhadap *teacher performance*.

Kata kunci: *teacher emotional labor*, *teacher work engagement*, *teacher commitment*, *teacher performance*.

Daftar Referensi : 58 (1983-2021)