

## The Effect of Emotional Regulation Training on Emotional Labor and Work Engagement Among Nurses

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Monotonous job routine, the requirement to express only positive emotions ("display rules"), inequality nurse to patient ration, and inadequate emotion regulation skills are factors that contribute to decreased work engagement among nurses. It was hypothesized that the application of emotional regulation training will facilitate nurses to obtain greater efficacy to enact deep acting and surface acting. When these goals skills are obtained, nurses will likely be able to increase their work engagement. The author applied purposive sampling strategy to screen 60 nurses as research participants. The author used questionnaires and quasi-experiment research design to categorize participants into two groups. Data was analyzed using Kendall correlation, t-test, and measurement of effect size. Results revealed significant differences between control group's work engagement posttest scores and experimental group's WE posttest scores. The author concludes that emotional regulation training have improved the nurses capability to enact deep acting and also greater work engagement.

*Keywords:* work engagement, deep acting, surface acting, emotional regulation

Pekerjaan yang monoton, adanya *display rules* dalam bekerja, tidak berimbangnya jumlah perawat dalam menghadapi jumlah pasien yang banyak, kurangnya kemampuan untuk mengelola emosi secara efisien merupakan faktor-faktor yang menyebabkan keterikatan kerja (*work engagement*) perawat terhadap pekerjaannya menjadi kurang optimal. Melalui program *emotional regulation training* diharapkan perawat lebih mampu melakukan *deep acting* (DA) ataupun *surface acting* (SA) secara lebih efisien sehingga perawat mampu meningkatkan *work engagement*-nya terhadap pekerjaannya. Melalui *purposive sampling* diperoleh 60 orang perawat sebagai subjek. Melalui survei dan kuasi-eksperimen didesain dua kelompok pra-uji-*treatment*-pasca-uji. Data dianalisis dengan uji korelasi Kendall, uji beda *t-test*, serta perhitungan *effect size*. Hasil menunjukkan perbedaan yang signifikan antara hasil pasca-uji kelompok kontrol dan kelompok eksperimen pada variabel *work engagement*. Artinya *emotional regulation training* memengaruhi tingkat *deep acting* dan *surface acting* perawat yang pada akhirnya berdampak juga pada meningkatnya tingkat *work engagement* (WE) perawat terhadap pekerjaannya.

*Kata kunci:* keterikatan kerja, *deep acting*, *surface acting*, pengaturan emosi

The health service industry nowadays is flourishing. The public in general no longer depends on governmental health facilities. Indeed, there are abundant alternatives already available besides the standard health facilities maintained by the government. This phenomenon inadvertently triggers competition between a numbers of health service providers, including hospital providers. It is highly likely that hospitals compete against each other in requiring lower service

fees for higher service quality. Therefore, one asset which needs to be maintained in order to preserve customers' loyalty is the quality of service provided by the institution. This notion is in accordance with Irawan's (2002) statement that product quality and price only were often failed to ensure customers' satisfaction, simply because *service quality* is the absolute asset which must to be maintained by the institutions (in this case, by the hospitals).

Regarding the quality of service provided by a hospital, one important factor which influences customers' loyalty (as indicated by their preference to re-utilize the service provided by the hospital) is the ser-

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