

Effects of Work Load and Surface Acting on Emotional Exhaustion and Work Satisfaction of Social Worker Students: Chinese Indigenous Ren-Qing Shi-Ku Trait as Moderator

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Abstract : The study is aimed to examine main and moderation effect of Chinese traditional social wisdom 'Ren-qing Shi-kuon' the adjustment of social worker students during their practicum. Ren-qing Shi-ku as a social wisdom has been emphasized by collective-oriented Chinese society for thousand years. Based on interview and literature review, we operationalized the concept as four factors, including 'harmonious interaction', 'understanding and tolerance', 'empathetic communication' and 'rule abiding'. We administer the scale to 96 social worker senior students before their summer practicums begins and collect their response on emotion labor, emotional exhaustion, work load, work satisfaction. We also ask their supervisors rated their performance on empathy, interpersonal relationships, performance on practicum and their Ren-qing Shi-ku performance. Results indicated that self-ratings of students on Ren-qing Shi-ku scale are correlated with rating from their supervisors. Students who have higher Ren-qing Shi-ku have better adjustment and higher ratings from their supervisor. Ren-qing Shi-ku also moderate effects of surface acting labor and work load on emotional exhaustion and work satisfaction. However, Ren-qing Shi-ku seems more beneficial under low work load situations. The finding of this study suggested traditional social skill training might be very effective for social service providers in a collective-oriented culture.

Keywords : emotion labor, ren-qing shi-ku, emotional exhaustion, work satisfaction and performance

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