

A Literature Review of Emotional Labor and Non-Task Behavior

Authors : Yeong-Gyeong Choi, Kyoung-Seok Kim

Abstract : This study, literature review research, intends to deal with the problem of conceptual ambiguity among research on emotional labor, and to look into the evolutionary trends and changing aspects of defining the concept of emotional labor. In addition, in existing studies, deep acting and surface acting are highly related to a positive outcome variable and a negative outcome variable, respectively. It was confirmed that for employees performing emotional labor, deep acting and surface acting are highly related to OCB and CWB, respectively. While positive emotion that employees come to experience during job performance process can easily trigger a positive non-task behavior such as OCB, negative emotion that employees experience through excessive workload or unfair treatment can easily induce a negative behavior like CWB. The two management behaviors of emotional labor, surface acting and deep acting, can have either a positive or negative effect on non-task behavior of employees, depending on which one they would choose. Thus, the purpose of this review paper is to clarify the relationship between emotional labor and non-task behavior more specifically.

Keywords : emotion labor, non-task behavior, OCB, CWB

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