

A Literature Review of Emotional Labor and Emotional Labor Strategies

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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. For this, it gropes for methods for reducing conceptual ambiguity. Further, it arranges the concept of emotional labor; and examines and reviews comparatively the currents of the existing studies and looks for the characteristics and correlations of their classification criteria. That is, this study intends to arrange systematically and examine theories on emotional labor suggested hitherto, and suggest a future direction of research on emotional labor on the basis thereof. In addition, it attempts to look for positive aspects of the results of emotional labor.

Keywords : emotion labor, dimensions of emotional labor, surface acting, deep acting

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