

The research for the emotional labor and work ethics-On duty as moderator

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ABSTRACT

The labor's emotion is a necessary factor in a organization. The main topic of this research is whether or not the labor emotion affects the attitude of work ethics. Secondly, in order to find the effect upon on labor's duty time performance, that is why I integrate the labor motion and work ethics simultaneously as the variables. The research's independent variables is the surface acting and deep acting of labor emotion, on the above mention, it is obvious the dependent variable is work ethics and the variable factor is on duty time. Based on whether on duty or not the persons receiving the questionnaire are classified by different groups. The one, the military, the police and the front line doctors and nurses in the hospital are requested on duty, The others, salesmen in the department store, clothing and underwear selling, insurance and the front line customer service salesmen who are not requested on duty. 350 effective questionnaires are collected and these are analyzed by SPSS 15.0 statistic software. The results are as below: 1. The deep acting of labor emotion has conspicuous positive effect on work ethics. 2. The surface acting of emotional labor has conspicuous negative effect on work ethics. 3. The labor being on duty affect the deep acting and work ethics. While being on duty, the effect on the deep acting of labor emotion and work ethics is lower than nonon duty. 4. The labor being on duty affect the on labor emotion and work ethics. While being on duty, the effect on the surface acting of labor emotion and work ethics is higher than nonon duty.

Keywords : Labor Emotion, Work Ethic, On Duty

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