

A study of the Relationships among emotional labor, guanxi and work-family conflict / 林書
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ABSTRACT

This study is aimed to investigate the relationship and to discover the influence between Surface acting, Deep acting, Guanxi, Work-Family conflict, and Family-Work conflict of insurance employees, 509 effective surveys of this research were provided to the insurance employees in Taoyuan area, collection of real result as follows: 1. Surface acting and Work-Family conflict have significant positive . 2. Surface acting and Family-Work conflict have significant positive influence. 3. Deep acting and Work-Family conflict have significant negative influence. 4. Deep acting and Family-Work conflict do not have significant negative influence. 5. Surface acting and Guanxi have significant negative influence. 6. Deep acting and Guanxi have significant positive influence. 7. Guanxi and Work-Family conflict have significant negative influence. 8. Guanxi and Family-Work conflict have significant negative influence. 9. Guanxi does not mediate the effects among Surface acting and Work-Family conflict. 10. Guanxi does not mediate the effects of Surface acting and Family-Work conflict. 11. Guanxi was found to have partially mediating effects between Deep acting and Work-Family conflict. 12. Guanxi was found to have absolutely mediating effects between Deep acting and Family-Work conflict.

Keywords : Surface acting、Deep acting、Guanxi、Work-Family conflict、Family-Work conflict

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