

# A Study of the Relationship between Emotional Labor and Worker Negative Voice

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## ABSTRACT

In recent years, Taiwan's elderly population gradually increased, and the impact of low birth rate, increasing the importance of the medical staff at the front lines of his (her) emotional labor gradually great importance by scholars in the face of patients, it takes effort to understand the patient's suffering, and its problem-solving; otherwise, the front lines in the face of the patient process, there will be a negative voice, medical staff would be about the performance of behavior, this is the topic of this study. In this study, the dimensions of emotional labor, surface acting and deep acting as independent variables, negative sound as the dependent variable, to explore the influence of surface acting and deep acting to sound negative, to the front lines as the questionnaires are distributed to valid questionnaires 301. SPSS15.0 statistical tool, the collected data validation to know: 一、the deep emotional labor behavior of workers negative to sound negative. 二、The emotional labor of the surface behavior of workers negative has a positive impact to the sound.

Keywords : emotional labor、the negative voice

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