

The Impact of Job Playfulness and Organizational Playfulness on Emotional Labor

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ABSTRACT

The purposes of this study were to realize how employee feel about their job playfulness, organizational playfulness and emotional labor and the interrelationship among these factors. It was carried out by surveying all the staff members responsible. Questionnaires were sent to 350 objects with 268 returns. All returns were effective samples and thus the recovery rate was 70.28%. Important results were as follows. employee had 'high' emotional labor. Personal background of these people had no significant effect on their emotional labor. For the relationship between job playfulness and components of emotional labor, job playfulness was positively correlated with both deep acting and expression of naturally felt emotion but not surface acting. Analyzing the effect of organizational playfulness on the components of emotional labor by simple linear regression suggested that it had positive effect on deep acting and expression of naturally felt emotions. However, further analysis of the modifying effect of organizational playfulness to job playfulness on components of emotional labor by hierarchical regression indicated that it had not nay significant effect on surface acting, deep acting and expression of naturally felt emotions.

Keywords : job playfulness、organizational playfulness、emotional labor、surface acting、deep acting、expression of naturally felt emotions

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