



**INSTITUTE OF HUMAN RESOURCE ADVANCEMENT
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**THE MEDIATING EFFECT OF NURSING STAFF'S
EMOTIONAL LABOR ON THE RELATIONSHIP
BETWEEN PERCEIVED ORGANIZATIONAL SUPPORT
AND SERVICE DELIVERY: EVIDENCE FROM THE
HEALTHCARE SECTOR IN SRI LANKA**

**THIS THESIS IS SUBMITTED AS A PARTIAL FULFILMENT OF
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LIST OF ABBREVIATION

EL	Emotional Labor
DA	Deep Acting
SA	Surface Acting
POS	Perceived Organization Support
SD	Service Delivery
TP	Task Performances
CP	Contextual Performances
MOH	Ministry of Health
CNO	Chief Nursing Officer
HR	Human Resource
EE	Emotional Exhaustion

ABSTRACT

Concerning to the health care sector compared with the neighboring countries in the region, Sri Lanka's health indicators have been superior and further improving for over the decades. The government healthcare institutes' employees' contribution for those achievements are comparatively higher than private sector healthcare employees' contribution. The experts of trade and economic development often pointed out Sri Lanka as an example for the public health service which benefits for human development. But there are lots of areas need to be explored and further developed. Within the emerging service oriented economy, the government health care organizations need to distinguish themselves from their competitors in terms of the quality of their service delivery. While attending to achieving new goals, and maintaining and protecting so-far achieved goals in health care service sector, public health care organizations need to understand that. Their employees are playing an important role in their successes. While giving concern especially to the existing health care service delivery system in the country, the government hospitals play a vital role in health care delivery and nurses are identified as the main employee category. Delivering the expected nursing service in Sri Lanka, it seems that most of government hospitals are lacking of understanding that modern-day nursing employees have higher expectation compared to few decades back. Present day nurses are highly concern about their physical, psychological and their emotional well-being and how far the organizational commitment directed towards them when delivering their expected nursing services. The government hospitals' management needs well understanding about these un-learned factors as most of other well developed counties have taken into account. To successfully face the challengers and promoting health service delivery for human development and to continue to be a beacon for the region, this matters a lot. The aim of this study is to examine mediating role of deep acting and surface acting of emotional labor on the relationship between perceived organizational support and service delivery of the nursing professionals serving government hospital in Sri Lanka. Survey data will be collected from nurses in four public hospitals that are considered to be essential health services for cancer patients, children and for the sick and wounded Army and Police personnel. Findings would contribute to enhance our understanding on the impact of nurses' perceived organisational support and emotional labor in delivering public services effectively and efficiently.

Keywords: Deep acting; Surface acting; Emotional Labor; Perceived Organizational Support; Service Delivery. Task Performances, Contextual Performances.