



INSTITUTE OF HUMAN RESOURCE ADVANCEMENT

University of Colombo

MASTER OF SCIENCE IN SERVICE MANAGEMENT

MSM 6600 - THESIS

**Impact of Emotional Labor on Job Satisfaction with
reference to Clinical Nurses of ABC Hospital in Sri
Lanka**

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ABSTRACT

Over the course of the last few years, every region on earth has witnessed not only an increase in the incidence of a wide range of ailments but also a revolution in the fields of medicine and healthcare. Both of these phenomena have occurred simultaneously. It is now the responsibility of hospitals and the medical staff to provide patients with the very best facilities as well as a personal touch. One example of a career that needs a substantial amount of "emotional work" is nursing. The association between various types of emotional labor and differing degrees of job satisfaction has a wide variety of ramifications for the nursing profession as a whole. One of these consequences is the rise in the number of nurses who experience burnout. The purpose of this research is to investigate "the impacts of emotional labor on Job Satisfaction with the moderating effect of working experience of nurses in District General Hospital in Matara, Sri Lanka," as well as "to analyse the effects of emotional labor on Job Satisfaction with the moderating effect of working experience. At this time, the nurses in question are acting in their capacities as workers at the Matara District General Hospital, where they are providing care to patients. In this specific study, both deep and surface acting were taken into consideration to be independent factors, while the degrees of work-satisfaction that the participants reported experiencing were taken into consideration to be the dependent variable. As a moderating variable, the overall number of years that the participant had spent working in their field was considered for use in this study. Employed a sample size of one hundred registered nurses who worked at the District General Hospital in Matara, Following the data collecting from the respondents that were accomplished by the utilization of a method known as convenient sampling, the data will be analysed through the application of statistical procedures that are appropriate to the case that was being investigated. The research suggests that deep acting is connected to lower levels of contentment at work compared to surface acting, which is related with higher levels of fulfilment. The moderating effect of R2 change, on the other hand, does not have a substantial impact, and neither does the effect of moderating. Based on the findings of the analysis of the data, the conclusion was that Null Hypothesis H2 and Null Hypothesis H3

were accepted, but that Hypothesis 1 (H1) was accepted, whilst the other hypotheses were not accepted.

Keywords: Deep acting, surface acting, emotional labor, job satisfaction

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