

Mediating Role of Emotions at Work in Relation to Display Rule Demands, Emotional Labor, and Job Satisfaction

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The present study explored the impact of display rule demands, emotions at work, and various acting mechanisms of emotional labor on job satisfaction of a conveniently drawn sample of 232 customer services representatives of cellular services (CSRs) and banking sector of Pakistan. Display rule demands were measured through emotion work requirement scale (Best, Downey, & Jones, 1997); positive and negative emotions at work were operationalized through Job Related Affective Well Being Scale (Katzky, Fox, Spector, & Kelloway, 2000); deep and surface acting were measured through Emotional Labor Scale (Brotheridge & Lee, 2003); and job satisfaction was assessed through job satisfaction subscale of Michigan organizational assessment questionnaire (Camman, Fichman, Henkins, & Klesh, 1979). The final model in hierarchical regression demonstrated that surface acting and negative emotions at work negatively predicted whereas positive emotions at work positively predicted CSRs job satisfaction. Furthermore, Sobel test indicated that negative emotions at work fully mediated the inverse relationship between surface acting and job satisfaction whereas positive emotions at work mediated between display rule demands of expressing positive emotions and job satisfaction. Limitations and suggestions for future studies have been discussed.

Keywords: Emotional labor, display rule demands, emotions, job satisfaction