

**THE IMPACT OF EMOTIONAL LABOUR ON EMOTIONAL
EXHAUSTION OF FEMALE NURSES IN BATTICALOA
DISTRICT**

LUXCIKA OUTSCHOORN



FCM1860



Project Report
Library - EUSL

**DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA**

ABSTRACT

The competition within the service sector made the organizations to think not only about satisfying their consumers but also about going beyond that and delighting their customers. The revolutionary concept of “emotional labour” has emerged as a result of this concept “quality of service”.

The present study aimed at investigating the impact of Emotional Labour (EL) on Emotional Exhaustion (EE) of female nurses in state hospitals in Batticaloa district. The main objectives of the study are to identify the level, relationship and impact based on the concepts of emotional labour in terms of surface acting and deep acting and emotional exhaustion. This exploratory study selected hundred and fifteen female nurses under convenience sampling method and used self-administered questionnaire to collect data. The descriptive statistics, correlation and regression analysis were used to analyze the data. A set of hypothesis were developed and tested by regression analysis.

The study found that the level of emotional labour in terms of surface acting and deep acting and emotional exhaustion varies according to their civil status, age, tenure and their working experience, though the level of emotional labour and emotional exhaustion are in moderate level among female nurse in Batticaloa district. Moreover, the relationship between emotional labour and emotional exhaustion, surface acting has a positive relationship with emotional exhaustion while deep acting has a negative relationship with emotional exhaustion which was consistent with previous research findings. In addition, the study found that surface acting is the more dominant variable that effect emotional exhaustion.

The study has recommendation by which nurses manage their emotional exhaustion at their employment. The issue of generalizing the findings over the population, time availability and access restrictions to the hospitals has been identified as limitations of the study.

Keywords - Emotional Labour, Surface Acting, Deep Acting, Emotional Exhaustion

Table of Contents

Page No.

Acknowledgement	i
Abstract	ii
Abbreviations	iii
Table of Contents	iv
List of Tables	viii
List of Figures	x
01. Chapter 1- Introduction	1-7
1.1 Background of the Study	1
1.2 Problem Statement	3
1.3 Research Questions	4
1.4 Research Objectives	5
1.5 Scope of the Study	5
1.6 Significance of the Study	5
1.7 Organization of Chapters	6
1.8 Chapter Summary	7
02. Chapter 2 - Literature Review	8-20
2.1 Introduction	8
2.2 Definition of Emotional Labour	8
2.2.1 Dimensions of Emotional Labour	11
2.2.2 Consequences of Emotional Labour	14
2.3 Emotional Exhaustion	16
2.4 Emotional Labour and Emotional Exhaustion	17
2.5 Hypothesis Development	19
2.6 Chapter Summary	20

03. Chapter 3- Conceptualization and Operationlization	21-26
3.1 Introduction	21
3.2 Conceptualization.....	21
3.3 Definitions for Key Concepts.....	22
3.3.1 Emotional Labour	22
3.3.2 Emotional Exhaustion.....	24
3.4 Research Hypothesis	24
3.5 Operationalization	24
3.6 Chapter Summary	26
04. Chapter 4 - Methodology.....	27-35
4.1 Introduction	27
4.2 Study Setting, Design and Method of Survey.....	27
4.3 Sampling.....	28
4.3.1 Study Population.....	28
4.3.2 Sample Size	28
4.3.3 Sampling Method	28
4.3.4 Sampling Distribution.....	29
4.4 Method of Data Collection.....	30
4.4.1 Structure of Questionnaire	30
4.5 Method of Measurement	31
4.5.1 Surface Acting	31
4.5.2 Deep Acting.....	31
4.5.3 Emotional Exhaustion.....	32
4.6 Method of Data Presentation, Analysis and Evaluation.....	32
4.6.1 Data Presentation & Analysis.....	32
4.6.2 Method of Data Evaluation.....	33
4.7 Chapter Summary.....	35

05. Chapter 5 - Data Presentation and Analysis	36-54
5.1 Introduction	36
5.2 Reliability Analysis	36
5.3 Personal Information	37
5.3.1 Civil Status	37
5.3.2 Age.....	37
5.3.3 Tenure.....	38
5.3.4 Working Experience.....	38
5.4 Data Presentation and Analysis: Objective One and Two	39
5.4.1. Level of Surface Acting.....	39
5.4.2 Level of Deep Acting	43
5.4.3 Level of Emotional Exhaustion	46
5.5 Data Presentation and Analysis: Objective Three.....	50
5.5.1 Relationship between Surface Acting and Emotional Exhaustion	51
5.5.2 Relationship between Deep Acting and Emotional Exhaustion.....	51
5.6 Data Presentation and Analysis: Objective Four.....	52
5.6.1 The Impact of Surface Acting on Emotional Exhaustion of Female Nurses.....	52
5.6.2 The Impact of Deep Acting on Emotional Exhaustion of Female Nurses. .	53
5.7 Chapter Summary.....	54
06. Chapter 6 - Discussion	55-60
6.1 Introduction	55
6.2 Discussion of Personal Information	55
6.3 Discussion: Objective One and Two.....	55
6.3.1 Level of Surface Acting.....	56
6.3.2 Level of Deep Acting	57
6.3.3 Level of Emotional Exhaustion	57

6.4 Discussion: Objective Three	58
6.4.1 Relationship between Surface Acting and Emotional Exhaustion	58
6.4.2 Relationship between Deep Acting and Emotional Exhaustion	59
6.5 Discussion: Objective Four	59
6.5.1 The Impact of Surface Acting on Emotional Exhaustion.....	59
6.5.2 The Impact of Deep Acting on Emotional Exhaustion.....	59
6.6 Chapter Summary	60
07. Chapter 7 - Conclusion.....	61-64
7.1 Introduction	61
7.2 Conclusion.....	61
7.3 Recommendation.....	62
7.4 Limitation and Direction of Future Research.....	63
References.....	65-70
Appendix – I: Questionnaire.....	71-76