
The research presented in this article aims to investigate the predictors of emotional display rule perceptions among employees, as well as the relationship of those perceptions to individual and organizational outcomes. Findings indicated that job-based interpersonal requirements, supervisor display rule perceptions, and employee personality traits (i.e., extroverted or neurotic) were all reliable predictors of rule perception. Likewise, employee display rule perceptions were related to individual job satisfaction and coworker ratings of emotional displays.


In this article, the authors examine the hypotheses that perceived organizational support (POS) is a moderating factor on the effect of emotional labor on both job satisfaction and job performance. The findings showed that employees exhibiting higher levels of POS encountered lower negative effects on job satisfaction and performance, supporting the hypotheses.


The author surveys three foundational concepts of emotional labor, noting that the characteristic of on-the-job emotion regulation, managed with strategies of surface acting and deep acting, is the most significant commonality. She then prescribes the application of established emotion regulation theory to emotional labor, and advocates for increased focus on individual differences and organizational factors in emotional labor studies going forward.


In this article, the author examines the direct and indirect effects of two dimensions of emotional labor, self-focused and other-focused, on workers' job stress, job satisfaction, and emotional well-being. Studying employees at a mid-sized American public university, the author found that both dimensions of emotional labor had a negative overall effect on these three areas of employees' lives.


This paper utilizes a time-sampling methodology in order to test Grandey's emotion regulation model of emotional labor. In doing so, the authors use that model to examine how customer service employees engage in emotional labor over time, and to determine any immediate and short-term consequences of this labor. The findings confirmed the applicability of the emotion regulation model to such a study, while showing that surface acting strategies of emotional labor had greater correlation with negative consequences than deep acting.