

Impact of Emotional Labor on Job Satisfaction: A Study Among Nurses in Kerala

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Abstract: *Background:* Nurses play a crucial role in the healthcare system, providing care, support, and empathy to patients in various settings. However, the nursing profession is often associated with high levels of emotional labour, as nurses must manage their emotions while providing care, even in challenging situations. This study aims to investigate the impact of emotional labour on job satisfaction among nurses, recognizing the potential implications for both individual well-being and the quality of patient care.

Methods: A comprehensive research approach was employed, involving a cross-sectional survey administered to a sample of registered nurses from diverse healthcare settings. The survey included standardized measures to assess emotional labour strategies, job satisfaction. Data were analysed using statistical techniques, including correlation analysis and multiple regression.

Results: The results of this study revealed a significant relationship between emotional labour and job satisfaction among nurses. Specifically, nurses who reported higher levels of surface acting tended to report lower levels of job satisfaction, and higher levels of deep acting results into higher levels of job satisfaction.

Conclusion: This research provides valuable insights into the impact of emotional labour on job satisfaction among nurses. The findings underscore the need for healthcare organizations to recognize the emotional demands placed on nurses and implement strategies to support their emotional well-being. By addressing these emotional labour challenges, healthcare institutions can enhance job satisfaction among nurses, potentially leading to improved patient care outcomes and overall healthcare quality. This study contributes to the growing body of literature on healthcare professionals' emotional labour experiences and their implications for job satisfaction and well-being

Keywords: Deep Acting, Surface Acting, Emotional Labour, Job Satisfaction

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