Does Job Enjoyment and Organizational Support Affect Emotional Labor?

De-Chih Lee
Da-Yeh University
Department of Information Management, Taiwan, ROC.

Li-Mei Hung*
Hung Kuang University
Department of Hospitality Management, Taiwan, ROC.

Shou-Chi Huang
Hung Kuang University
Department of Child Care and Education, Taiwan, ROC.

Abstract
The research focuses on the publicists of universities as the research targets; the census approach is applied during the questionnaire survey to examine the relationship between job enjoyment, organizational support and emotional labor. The research results reveal that job enjoyment and organizational support has a positive influence on deep acting and expression of naturally felt emotions; it also has a negative effect on surface acting. In addition, organizational support effectively increases the positive relationship between job enjoyment and deep acting, as well as the negative relationship between job enjoyment and surface acting.

Keywords: Emotional Labor, Organizational Support, Job Enjoyment

* Corresponding Author