

The Impact of Emotional Labor on Emotional Exhaustion of Female Nurses in Sri Lanka

Thisera, T. J. R.¹ and Silva, D. P. A. K. H.²

The emotional labor (EL) concept is being researched widely with the trend of increasing people work and quality of service. As a result, employees in people work are required to regulate their own emotions since the impact of their emotional displays could affect the client/patient. This study examines the impact of emotional labor on emotional exhaustion (EE). The study is an explanatory study done using nurses in state hospitals in Colombo district, Sri Lanka. Convenience sampling technique was used for selecting the sample and data collection was done using self-administered questionnaire. Multiple regression analysis was conducted to test proposed hypotheses. The study found that there is an impact of EL; deep acting and surface acting on emotional exhaustion. This study has numerous implications to theory and practice.

Keywords: *Emotional Labor, Surface Acting, Deep Acting, Emotional Exhaustion*

¹Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka (jeewanthi@kln.ac.lk)

² (madhara89@gmail.com)