

Emotional Labour and Work-Family Interference Conflict of Front-Line Employees

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Abstract

This study examines how the process of performing emotional labour impacts on the individual's personal/family domain. The study was carried out in an airline which is renowned for its customer-oriented culture. Two hundred and six participants from two departments responded to the self-administered questionnaire which measured three variables related to the study. The results indicated that performing emotional labour is positively related to work-family interference conflict. The study found emotional exhaustion partially mediated the relationship between emotional labour and work-family interference conflict. The findings have implications for front-line employee training and development, recruitment and long-term employee and organisational well-being.

Key words: Emotional Labour, Work-family Interference, Emotional Exhaustion, Airline Industry, Front-line employees

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