

**Major: HRM**

**Sr. No. 15**

Moderating role of psychological contract in relation of Emotional Labor with  
Workplace Deviance and organizational commitment in Service sector



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**Spring 2017**

## Acknowledgement

First, I would thank Allah Almighty for providing me the opportunity to research on such practical level during the completion of MBA program. Secondly, I would like to thank Bahria University for offering the course of Thesis during the Master's degree which gives a highlight as being a student that how tough and different the markets are nowadays. At last, I would like to thank my supervisor Mr. Sarwar Zahid to help me out in research and thesis work I learned a lot by observing and doing the basic practical work which will surely help me in near future.

## Abstract

This study is based on impact of psychological behavior of emotional Labor on work place deviance specifically in service industry. When a person tries to alter his own emotions thus he will suffer from psychic constraint, emotional dissonance and emotional labor, many researchers have highlighted several negative consequences of emotional labor on employees including psychological health problems, such as stress, burnout and emotional exhaustion.

With the help of this study we will try to find out, whether the dimensions of emotional labor (Deep acting, Surface acting) directly affects the workplace deviance

This study shows that surface acting is a strong predictor of the workplace deviant behaviors. The findings provided support for the prediction that surface acting will predict workplace deviance. In line with previous studies the present finding suggests that the front desk workers are more likely to engage in workplace deviance because of discrepancy between their expressed feelings and inner feelings. Thus, it is suggested that positive behaviors that are consistent with the organizational ethics should be adequately reinforced. This way the negative emotions felt which could be alleviated.

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## Background of the Study

### 1.1 Introduction

#### *Emotional labor:*

In 1970 sociologist, most visibly Arlie Hochschild started his work on emotional labor in which his focus was towards the employment of women in form of first line interaction in the service sector. (Hochschild, 1979). The Hochschild first introduces the word and concept of emotional labor. For Hochschild the prime aspect was the requirement of emotional labor from workers by the service oriented companies (Thoits, 1990). People indulge themselves in emotion process in every day of their life, transition of these emotions or feelings should be appropriate for every single situation (Bolton & Boyd, 2003). The demand for such performance and emotion work with appropriation can produce negative outcomes, including conflict, burnout and emotional impassivity (Leidner, 1999). It is very difficult for employees to deliver the emotion work with appropriation and, in doing so they can produce negative outcomes (Pierce, 1999). The other aspect of emotional labor is that the different types of job and organizational demands are such stressors that result in active reaction at psychological and behavior level (Gilboa et al; 2008). The previous researchers also work on the emotional labor and its effect on the health outcomes (Agervold, 2009). Per (Grandy & Agervold, 2009) the emotional labor attack the health in the form of several illnesses such as depression, hypertension, heart disease and alcoholism. The effects of emotional labor are predominantly negative on health. The researchers hypothesized that the strain of emotional regulation negatively affects employees physical and psychological well-being (Grandy, 2000). Emotional labor has become a widely-researched area in last two decades (Tasi, 2001). The concept of emotional labor was emerged after the advancement of service industry (Daniel, 1987). The rapid growth of service industry indicates that the organizations should focus on the importance of labor emotions at work (Zeithamal, 2001). In the service sector, for interaction one need to have positive gestures such as smiling and being friendly to customers which are positively related with the positive customer response (Parasuraman, Zeithamal, &