

Abstract

Past research in emotional labor has mainly focused on its antecedents and consequences. Despite the speculation of moderating effects on the processes of emotional labor in the literature, the moderating effects of personality dispositions and person-environment fit in these processes have not received much attention. The present study aimed to examine how these individual differences influence the emotional labor processes. Specifically, the moderating roles of two personality dispositions, including extraversion and emotional stability, and two person-environment fit variables, including person-job fit and person-organization fit, in emotional labor processes were examined in a theoretical framework of emotional labor. The framework describes the processes of how perceived organizational display rules (antecedent) influence the adoption of surface acting and deep acting (emotion regulation strategies); and how these strategies influence the degree of burnout and physical health (consequences) of employees. Another characteristic of this study was the inclusion of other's ratings to measure the consequences variables in order to reduce the effects of common method variance. Results showed that only the effect of display rules on deep acting was significantly moderated by emotional stability and person-job fit. Other moderations among the relationships in the model were not found to be significant. Possible underlying mechanisms of the moderating effects, issues with common method variance, and the implications of this study on employee selection and training were discussed