

Abstract

This project reports on the development and preliminary validation of an Emotional Labor Inventory (ELI) on a Chinese employees sample. The ELI is a self-report questionnaire that measures multi-facet aspects of emotional labor in the workplace. It includes frequency, duration and variety of emotional expression during interaction with clients, emotional dissonance, display rule, employees' perception towards abiding to display rules, monitoring own and clients emotions, deep acting and surface acting. Exploratory factor analysis yielded a three-factor solution and extracted factors included Emotional Sensitivity and Control, Emotional Dissonance and Emotional Labor Work Conditions with satisfactory internal consistency, though subsequent confirmatory factor analysis did not clearly support the three-factor structure of this newly developed inventory. Dimensions of the ELI correlated significantly with several job-related and psychological variables, including absenteeism, job satisfaction, burnout and psychological distress. Implication of emotional labor to the organization was also discussed.