

Look Up Full Text

Full Text from Publisher

Find PDF

Export...

Add to Marked List

◀ 1 of 2 ▶

Emotional labour strategies and employee performance: the role of emotional intelligence

By: Kamassi, A (Kamassi, Ahmed)^[1]; Boulahlib, L (Boulahlib, Loutfi)^[1]; Abd Manaf, N (Abd Manaf, NoorHazilah)^[1]; Omar, A (Omar, Azura)^[1]

MANAGEMENT RESEARCH REVIEW

Volume: 43 Issue: 2 Pages: 133-149

DOI: 10.1108/MRR-03-2019-0097

Published: AUG 12 2019

Document Type: Article

Abstract**Purpose**

The purpose of this study is to examine the relationship between emotional labour (EL) strategies and employees' performance by considering the role of emotional intelligence (EI) as a moderator.

Design/methodology/approach

This study focused on the administrative staff of International Islamic University Malaysia (IIUM) who deal with students and guests from different countries. A total of 186 valid questionnaires were gathered from administrative staff selected using random sampling. Structural equation modelling was used to test the hypotheses of this study.

Findings

The results showed significant relationships of EL strategies with administrative staff performance. Furthermore, moderation analyses revealed that EI moderates the relationships between EL strategies and staff performance.

Originality/value

The study extends the current research on the effects of EL strategies on work performance and tests the moderating role of EI in these relationships in higher learning institutions. Moreover, it examines the performance of EL strategies and EI in cross-cultural context.

Keywords

Author Keywords: Emotional labour (EL); Emotional labour strategies; Employee performance (EP); Emotional Intelligence (EI); Administrative staff; Higher learning institutions

KeyWords Plus: JOB-SATISFACTION; TASK-PERFORMANCE; WORK ENGAGEMENT; ORGANIZATIONAL CITIZENSHIP; INDIVIDUAL-DIFFERENCES; SERVICE; DETERMINANTS; ANTECEDENTS; CONSEQUENCES; PERSPECTIVE

Author Information

Reprint Address: Kamassi, A (reprint author)

Int Islamic Univ Malaysia, Dept Business Adm, Kuala Lumpur, Malaysia.

Addresses:

[1] Int Islamic Univ Malaysia, Dept Business Adm, Kuala Lumpur, Malaysia

E-mail Addresses: ahmed.kamassi@live.iium.edu.my

Publisher

EMERALD GROUP PUBLISHING LTD, HOWARD HOUSE, WAGON LANE, BINGLEY BD16 1WA, W YORKSHIRE, ENGLAND

Categories / Classification

Research Areas: Business & Economics

Web of Science Categories: Management

Citation Network

In Web of Science Core Collection

0

Times Cited

Create Citation Alert

90

Cited References

[View Related Records](#)**Use in Web of Science**

Web of Science Usage Count

1

Last 180 Days

1

Since 2013

[Learn more](#)**This record is from:**

Web of Science Core Collection

- Emerging Sources Citation Index

Suggest a correction

If you would like to improve the quality of the data in this record, please [suggest a correction](#).

See more data fields

Cited References: 90

Showing 30 of 90

[View All in Cited References page](#)

(from Web of Science Core Collection)

1.	Staying engaged on the job The role of emotional labor, job resources, and customer orientation By: Anaza, Nwamaka A.; Nowlin, Edward L.; Wu, Gavin Jiayun EUROPEAN JOURNAL OF MARKETING Volume: 50 Issue: 7-8 Pages: 1470-1492 Published: 2016	Times Cited: 3
2.	Title: [not available] By: Anderson, B.; Chappel, S.; Provis, C. The Recognition and Management of Emotional Labour in the Tourism Industry Published: 2002 Publisher: CRC for Sustainable Tourism	Times Cited: 6
3.	EMOTIONAL LABOR IN SERVICE ROLES - THE INFLUENCE OF IDENTITY By: ASHFORTH, BE; HUMPHREY, RH ACADEMY OF MANAGEMENT REVIEW Volume: 18 Issue: 1 Pages: 88-115 Published: JAN 1993	Times Cited: 1,065
4.	Relationships between emotional competence and task and contextual performance of employees By: Aykan, E. Problems of Management in the 21st Century Volume: 9 Issue: 1 Pages: 8-16 Published: 2014	Times Cited: 1
5.	Job demands-resources theory By: Bakker, A. B.; Demerouti, E. Wellbeing: A Complete Reference Guide Pages: 37-64 Published: 2014 Publisher: Wiley-Blackwell, Chichester	Times Cited: 242
6.	Valuing task and contextual performance: Experience, job roles, and ratings of the importance of job behaviors By: Befort, N.; Hattrup, K. Applied Human Resource Management Research Volume: 8 Pages: 17-32 Published: 2003	Times Cited: 26
7.	Test of Motowidlo et al.'s (1997) theory of individual differences in task and contextual performance By: Bergman, Mindy E.; Donovan, Michelle A.; Drasgow, Fritz; et al. HUMAN PERFORMANCE Volume: 21 Issue: 3 Pages: 227-253 Published: 2008	Times Cited: 23
8.	The prediction of task and contextual performance by political skill: A meta-analysis and moderator test By: Bing, Mark N.; Davison, H. Kristl; Minor, Inneka; et al. JOURNAL OF VOCATIONAL BEHAVIOR Volume: 79 Issue: 2 Pages: 563-577 Published: OCT 2011	Times Cited: 46
9.	Personality, political skill, and job performance By: Blickle, Gerhard; Meurs, James A.; Zettler, Ingo; et al. JOURNAL OF VOCATIONAL BEHAVIOR Volume: 72 Issue: 3 Pages: 377-387 Published: JUN 2008	Times Cited: 93
10.	Task performance and contextual performance: The meaning for personnel selection research By: Borman, WC; Motowidlo, SJ HUMAN PERFORMANCE Volume: 10 Issue: 2 Pages: 99-109 Published: 1997	Times Cited: 659
11.	The influence of selected antecedents on frontline staff's perceptions of service recovery performance By: Boshoff, C; Allen, J INTERNATIONAL JOURNAL OF SERVICE INDUSTRY MANAGEMENT Volume: 11 Issue: 1 Pages: 63-90 Published: 2000	Times Cited: 198
12.	The relationship between emotional labour and task/contextual/innovative job performance: a study with private banking employees in Denizli By: Bursali, Y.M.; Bac, Z.; Kok, S.B. European Journal of Research on Education Volume: 2 Issue: 2 Pages: 221-228 Published: 2014	Times Cited: 1