ABSTRACT

The current study investigated the impact of emotional labor on interpersonal relationship and mental health among different professionals. Additionally, the effects of social demographic variables (gender, family system, number of children, total job experience, job hours, and education) were explored on emotional labor, interpersonal relationship and mental health. A sample of 160 professionals was approached from various government and private schools, banks and hospitals. These tools were used as Dutch-Emotional Labor questionnaire (Brotheridge & Lee, 1987), Birtchnell, Hammond, Horn and Kalaitzaki (2013) Person Relating to other Questionnaire and Mental Health (Veit & Ware, 2003). Emotional labor (Emotional consonance) Job experience, Job hours and Spouse monthly income were the significant predictor of negative interpersonal relationship. Emotional Labor (emotional deep acting, emotional consonance and emotional suppression) was significantly correlated with subscales of interpersonal relationship and social demographic variables as family System, duration of job, total job experience and transfer/shifts while emotional labor was not significantly correlated with mental health. Whereas, interpersonal relationship was significantly correlated with mental health and number of children, Family System, Job hours and Transfer/shifts in job.

Demographic variables were differing in order to use emotional labor, interpersonal relationship and mental health among professionals. Study further highlighted the need to give awareness regarding emotional labor and its influence on the mental health of employees and client along with effective use of emotional labor for proficient functioning in various domains of life.

Keywords: Emotional, Labor, interpersonal relation, mental health (Psychological well Being, Psychological Distress), Educators, bankers, general health physician, Mental health physician.