

**十一、研究計畫中英文摘要：**請就本計畫要點作一概述，並依本計畫性質自訂關鍵詞。

(二) 計畫英文摘要。(五百字以內)

Slogans such as “the customers is always right” create the potential for an unequal relationship to exist between service providers and customers such that employees, regardless of the customers’ behaviors, must shower customers with positive emotional displays and thus engage in emotional labor. Based in affective events theory (AET), people react emotionally to work events and that these affective experiences directly influence individual behaviors and attitudes. Research supports the basic tenets of this theory, showing significant intraindividual relationships between daily work events and state emotions. Employees’ behavior and attitude would be influenced by daily emotion level. However, there exists a paucity of research exploring the psychological antecedents of emotional labor, such as perceptions, emotions, and cognitions.

The study focuses on daily positive affectivity and negative affectivity as factors relating to daily emotion labor. We designed a diary study to assess the emotions-emotional labor relationships within individuals. We further extend the model with self-monitoring as moderator. Furthermore, emotional exhaustion and job satisfaction are included in this study to be a comprehensive model.