

EXPLORING THE RELATIONSHIP BETWEEN EMOTIONAL LABOR, SOCIAL SUPPORT,
and JOB PERFORMANCE IN NURSES

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INTRODUCTION

Nurses’ job performance is a key factor in the quality of health care and the sustainable operation of hospitals. Factors affecting nurses’ job performance are diverse, and the impact of psychological and social factors should be addressed. Previous studies regarding emotional labor in nurses have mostly focused on the negative effects of emotional labor and its reduction of work performance (Grandey & Sayre, 2019). The appropriate emotional labor can promote the development of professional values, maintain good nurse-patient relationships (Peng et al., 2022), and improve work performance (Lee & Jang, 2020). Hence, emotional labor is an important issue in the nursing workplace as a positive influencing factor of work performance. However, emotional labor in nursing might be different from other occupations, as well as from different cultural backgrounds. It is needed to use an emotional labor scale specific for nurses and conducted in Eastern culture.

AIM

This study aimed to investigate the relationship between personal characteristics, job characteristics, emotional labor, social support, and job performance.

METHOD

This study was a cross-sectional research design with a convenient sampling method. This study was conducted in a medical center in southern Taiwan. A total of 204 questionnaires were distributed and 193 valid questionnaires were returned (response rate 94.7%)

The instruments included demographic information, emotional labor, social support, and job performance scales. The data were analyzed using SPSS 26.0 statistical software.

RESULTS

- 1. Taiwanese nurses had a medium-high level of emotional labor, a high level of social support, particularly from family support, and a medium-high level of job performance.
- 2. The results of multiple linear regression analysis showed that job satisfaction ($\beta=.155$, $p < .001$), professional emotion control ($\beta=.260$, $p < .001$), and social support ($\beta=.348$, $p < .001$) were significant influencing factors of job performance, with an overall explanatory power of 40.3%.

CONCLUSIONS

According to the results of the study, nurses’ job satisfaction, emotional labor, and social support were significantly related to work performance. Therefore, create an organizational culture that allows nurses to achieve better professional emotion control and reduce negative emotions with the support of peers, supervisors, and family members.

It is suggested that the organization should provide activities and channels to increase nurses’ sense of social support, increase emotional exchange among colleagues, enhance peer support, provide nurses with expression or communication channels, let them feel the support from supervisors and the organization, increase their cohesion and identification with the unit and the organization, improve their work performance and thus improve the quality of healthcare.

Regression analysis

Variables	Model 1				Model 2				Model 3				Model 4			
	B	β	t	p	B	β	t	p	B	β	t	p	B	β	t	p
age	.027	.044	.212	.832	.004	.007	.037	.971	.018	.029	.161	.873	.018	.029	.176	.861
working years	.116	.181	.871	.385	.102	.159	.816	.415	.084	.131	.728	.468	.094	.147	.880	.380
work level	.675	.158	1.52	.132	.327	.076	.774	.440	.729	.170	1.85	.066	.717	.168	1.96	.052
marital status	.320	.031	.354	.724	.251	.024	.297	.767	.690	.066	.870	.386	-.810	.077	-1.1	.273
job satisfaction					.190	.348	5.23	.000	.132	.243	3.79	.000	.084	.155	2.51	.013
professional emotion control									4.43	.378	5.27	.000	3.051	.260	3.72	.000
Patient-centered emotional suppression									.173	.020	.291	.771	.160	.018	.290	.772
social support													.315	.348	5.48	.000
adj R ²		.067				.182				.309				.403		
ΔR ²		.086				.117				.131				.093		
F		4.430				9.517				13.267				17.187		
ΔF		4.430				27.377				18.252				30.047		

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