



Emotionsarbeit (German Edition)

Markus Schmidt

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Studienarbeit aus dem Jahr 2004 im Fachbereich Psychologie - Arbeit, Betrieb, Organisation und Wirtschaft, Note: 1,3, Universität Trier, Veranstaltung: Psychologie der Dienstleistung, 35 Quellen im Literaturverzeichnis, Sprache: Deutsch, Abstract: Die Rolle der Emotionen als Arbeitsplatzphänomen mit unterschiedlichsten individuellen und organisatorischen Folgen zu klären ist eine relativ neue Richtung der Arbeits-, Betriebs-, und Organisationspsychologie. Grundlegend werden in dieser Arbeit relevante Begrifflichkeiten dieser Forschungsrichtung – wie emotion work, emotion labor, surface acting, deep acting – erläutert und die Funktionen und Grenzen der Emotionsarbeit erklärt. Verwandte Konstrukte, wie emotionale Dissonanz und Intelligenz, werden zur Emotionsarbeit in Beziehung gesetzt. Abschließend wird eine Einbindung in das Identitätskonstrukt unter Beachtung der Folgen der Emotionsarbeit und der Bedeutung von Persönlichkeitseigenschaften vorgenommen.

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