

Emotional Labor Among UPLB Library Staff in the New Normal: Basis for the Development of Staff Training and Wellness Program

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Abstract

This study aimed to determine and seek the influence of emotional labor, assess the workplace wellness and practices of the UPLB library staff in this new normal situation, and the degree to which emotional labor performance affects the employee's overall well-being brought by the unexpected occurrence of the COVID-19 pandemic that undeniably disrupted the normalcy of life and has created many uncertainties. The assessment of the demands and characteristics of emotional labor in the performance of jobs and the level of workplace wellness was surveyed among 105 library staff which revealed that most of the library employees are performing multiple jobs or tasks mostly in reference and information services, user education and computer-related activities. Further, the jobs performed by the respondents often demand emotional labor and require high emotional work performance, such as false face acting, burnout, and emotional work. The library employees exhibited wellness on a moderate level/degree where physical and emotional wellness appeared to be on the lowest which construed that the respondents have low wellness level/degree. The Pearson correlation revealed that there is a negative correlation between the emotional labor and workplace wellness of the UPLB library staff. As emotional labor increases, workplace wellness is decreased or negatively affected. It is recommended that institutions or organizations establish programs for their employees that provide suitable professional development opportunities, improve staff communication skills related to service and improve job satisfaction. Moreover, it is recommended to recognize the need and cater to multiple dimensions of wellness, beyond the facets of physical wellness that in return would potentially increase the job security, enhanced quality of life, and sustainability of workers' lifestyle through the development of a Training and Wellness Program for the library staff.

Keywords: Emotional Labor, Job stress, Workplace wellness, Training and Wellness program