

论文

情绪劳动管理：非营利组织人力资源管理的新视角

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摘要:

服务行业管制的解除和竞争的加剧直接导致了人们对服务提供者与顾客有效情绪互动的关注。作为脑力和体力劳动之外的第三种劳动，情绪劳动已成为组织人力资源管理中亟待解决的一个新问题。近年来情绪劳动研究大量涌现，但基本上集中于营利和政府组织领域。作为社会与公共服务的重要提供者，非营利组织员工也需要按组织规则付出相应情绪劳动。与营利和政府组织不同，非营利组织在组织层面所特有的组织使命和非政府民间性以及员工层面志愿精神和非均衡性人力资源构型，决定了组织员工需要付出更为沉重、复杂的情绪劳动并需要予以管理。情绪劳动及其管理的存在不仅给非营利组织人力资源管理提供了一个全新的内涵和视角，也给未来组织人力资源管理功能再造提供了新的思路与启示。

关键词：非营利组织 情绪劳动 人力资源管理

Emotional Labour and Its Management: A New Perspective of Human Resource Management (HRM) for Not-for-profit(NFP) Organizations

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Abstract:

The deregulation and the increased competition in the service industry have directly led to the intense interest in and focus on the quality of emotional interaction between service providers and receivers. As a parallel to physical labour and mental labour, emotional labour (EL) is a new issue in organizational HRM requiring attention and solution. Though in recent years research on emotional labour has multiplied, it is more or less restricted to profit and government organization. As important providers of social and public services, the employees in not-for-profit organizations need to perform heavy and complex EL in accordance with the organizational rules as well. As opposed to public/private sectors, the NFP organization carries out the organization mission with non-government characteristics at the organizational level and promotes the voluntary spirit and the unbalanced HR structure at the staff level, which leads the staff of NFPs to perform much heavier and complex EL. Therefore, EL should be embedded into the HRM of NFP organizations. Besides, EL and its management not only bring new connotations and perspectives to the HRM of NFP organizations, but innovative ideas of reforming and optimizing the HR functions of NFP organizations in future. The deregulation and the increased competition in the service industry have directly led to the intense interest in and focus on the quality of emotional interaction between service providers and receivers. As a parallel to physical labour and mental labour, emotional labour (EL) is a new issue in organizational HRM requiring attention and solution. Though in recent years research on emotional labour has multiplied, it is more or less restricted to profit and government organization. As important providers of social and public services, the employees in not-for-profit organizations need to perform heavy and complex EL in accordance with the organizational rules as well. As opposed to public/private sectors, the NFP organization carries out the organization mission with non-government characteristics at the organizational level and promotes the voluntary spirit and the unbalanced HR structure at the staff level, which leads the staff of NFPs to perform much heavier and complex EL. Therefore, EL should be embedded into the HRM of NFP organizations. Besides, EL and its management not only bring new connotations and perspectives to the HRM of NFP organizations, but innovative ideas of reforming and optimizing the HR functions of NFP organizations in future.

Keywords: not-for-profit organization emotional labour human resource management

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