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Abstract
In recent years, due to the expanding competition within domestic and foreign airlines, all airline companies' products have been impacted immensely. In order to make one's image stand out and maintain the loyalty of the passengers, airline companies are constantly promoting their services, and yet at the same time maintaining flying safety records. Because the flight attendants are the " forefront" of their companies, their words and deeds also play crucial roles in representing the image of the whole company. Flight attendants are not merely required to have physical stamina in their working environments, but also expected to meet the relevant regulations regarding their emotional expressions. To create a good atmosphere and uphold the corporate image, flight attendants must inhibit personal idiosyncrasies and feelings to keep up good inter-dynamic relations among the colleagues and passengers. This expression of one's emotions according to company guidelines, which makes expression of emotions part of the job, fits the characteristics of "emotional labor." Employees who work under long term emotional labor environments are apt to form emotional labor overload and be unable to adjust themselves, thus becoming "emotionally imbalanced." The conflict of personal internal feelings and company mandated emotional expressions will in the long term create physically and emotionally negative impacts. Extended emotional imbalance and over loaded emotional labor will result in "emotional exhaustion.".
Even though, in the past, the national and international researchers have had extensive discussions regarding the topic of emotional labor, there is still room for discussion and further exploration of relations and connections between emotional labor and emotional exhaustion. Furthermore, past research scarcely included Taiwan's domestic flight attendants; therefore, this research targeted 353 Taiwanese domestic flight attendants as research objects by using the questionnaire survey method. This survey was counted by using SPSS 12.0 statistical software, which probed the degree of current flight attendants' experiences of emotional labor and emotional exhaustion. Results of the survey are used to explore and gain a deeper understanding of the connection between the emotional labor and emotional exhaustion.
The analysis of the results of this survey pointed out:
1. Flight attendants presently are feeling medium to high degree of emotional labor, and the awareness of the emotional exhaustion is medium.
2. Flight attendants emotional labor and emotional exhaustion apparently show positive correlation.
3. Within the construct of emotional labor, "disguising of deep emotions" and "emotional diversity" are good predictors for emotional exhaustion.

I hope the results of this study will draw attention of concerned airline management to the emotional state of flight attendants, reducing the chances of emotional exhaustion, in order to improve the quality of service by flight attendants.
Advisory Committee Chang Cheng-Ping - advisor

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