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**MEMBERSHIP OF EMOTIONAL LABOR IN WELL-BEING- A
CONFIGURATIONAL APPROACH TOWARDS UNDERSTANDING
SOCIAL SCIENCE PHENOMENON**

Abstract:

Emotional labor is one of the most important concerns of today's workplace. Numerous professions require the workforce to display of certain kind of emotions. While several studies have examined the antecedents and effects of emotional labor, there has been a lack of experimentation on the part of methodology. This study focuses on three emotional labor strategies, surface acting, deep acting and genuine emotions and their impact on employee psychological well-being. The study puts forward a newer approach of research namely, configurational method for examining the relationships between condition variables and outcome variables. For the sake of enhancing our understanding about configuration theory, three research papers, from the area of emotional labor and psychological well-being, have been reviewed and analyzed with respect to the employment of configurational research models and their analysis. Using the set theory, this study provides a simple parsimonious configurational model of emotional labor and well-being. The paper highlights the advantages of adopting a configurational versus correlational approach in social sciences. Ample literature on both the variables of interest and configuration theory has been drawn. Potential areas of future researches have also been identified.

Keywords:

Configuration, Fuzzy Sets, Qualitative Comparative Analysis, Emotional Labor, Well-Being

JEL Classification: C00, C02