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## Editorial

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**Biographical notes:** Muddassar Sarfraz is working as an Assistant Professor at the School of Management, Zhejiang Shuren University, China. He has completed his Post-doctoral Fellowship in Business Administration from the Business School of Hohai University. He has worked as a researcher and Lecturer in various institutes and lectured on business research methods, business management, CSR, business strategy and strategic management. He has also attended several conferences as a keynote speaker at the national and international levels. He has published more than 120 papers in foreign authoritative journals and academic conferences at home and abroad.

Larisa Ivascu completed her PhD in Management, MBA and BA in Software Engineering. She is a Professor at the Politehnica University of Timisoara – Romania, Faculty of Management in Production and Transportation, Department of Management, having more than 15 years of experience in programming, teaching and research. She is the Head of the Entrepreneurship Office of Politehnica University of Timisoara and Director of Research Center for Engineering and Management. She is the President of the scientific committee of the Academy of Political Leadership, and Vice President of Society for Ergonomics and Work Environment Management. She has extensive academic work: published nine books, eight chapters in national and international books, and over 220 academic research studies or articles, being also part of international research bodies. She is a keynote speaker to various international and national events, being part of the national and international entrepreneur and academic projects.

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Over the years, worldwide organisations have encountered significant challenges in the major fields of operations. Given this, the extensive market demand and competition call the global serving organisations to engage with customers in an emotionally balanced way. Hence, in this regard, today's organisations have widely embraced the concept of emotion management. With its increasing significance, the service sector has drastically altered its functions with positive employees' emotional responses. Emotion management

demonstrating the nature and importance of emotions provides a wide range of perspectives.

Emotional management is critical for the employee's job performance, psychological status and work-life balance. Emotion management enables the organisation's staff to monitor the employees' emotions and helps them to adapt to changing conditions. It makes the employees feel satisfied and connected to the business core. It facilitates employees' performance, attitudinal outcomes, job satisfaction and organisational commitment. In contrast, poor emotional management may lead to psychological distress, high dissatisfaction, and a high league of employee turnover. The surpassing labour emotion makes the organisation encounter limited resources and skills, which is challenging to manage. Therefore, this effective revolution today asks organisations to focus on employees' emotional needs. Its increasing significance entitles the organisation to make employees feel positive internally, yielding positive employee displays.

Emotion management regulating the employees' emotions is the core requirement of emotional labour. The frontline employees in various settings are expected to display different emotions and feelings in their daily routines. As compliance with the job requirement and organisational expectations, emotional management brings beneficial outcomes. The employees' emotional side provides a new balance to workplace functions. It brings an increasing change in the workers' professional and personal life. Indeed, at this current stage, the importance of emotional labour and management has been raised for the entire service sector. Increasing the spotlight on emotion management today by both organisations and employees, emotion management has become a critical component of business success.

Given the expanding research topic, the articles received against this special call synthesise the diverse knowledge on antecedents and outcomes of emotion management in service organisations. This topic: 'antecedents and outcomes of emotion management in the workplace' covers the dynamics of emotional management in the service sector and highlights its related outcomes. The special issue call focuses on the service sector that has previously been ignored. The current topic enables worldwide researchers to examine the emotional dimension from the service sector perspective. It allows the investigation of the result of emotion management on employees' psychological distress, job satisfaction and work-home conflict. Adopting this phenomenon encourages businesses to put their employees' physical effort into the new practice. Because of the high involvement of employees in the service sector, this work is the most regarded research among the researchers. Its promising contributions are the strength of the topic that enables scholars to investigate emotional management from multiple perspectives. Its diverse viewpoints influence the employees' work-life balance, job performance, psychological status, and satisfaction. Altogether, it shows that a better and more integrated understanding of workplace emotional management and emotional labour is needed to manage the functions.

Hence, the subjects unfolded under this topic hold a prominent position for traditional businesses. It not only focuses on the employee's emotional status but also highlights the fruits of emotion management in service delivery. Correspondingly, it provides a vital picture of the factors that elaborate the antecedents and outcomes of emotion management and provides direction and guidance to service organisations. It is a compelling topic that enables researchers to understand and cumulate comprehensive literature on emotion management. In conclusions, our wish was to gather information reflecting considerable variation from a different perspective. We genuinely appreciate

authors for their valuable contributions and scholars' achievements. We believe all the subject articles covered under these headings are a tremendous addition that provides a cohesive message and improves the understanding of emotional management and labour in the service sectors.