

HMM02

Hospitality Employee Emotional Connection

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Abstract

Despite a growing interest in how successful hospitality employees manage their emotions at work, little is known about the role of emotional connection among co-workers on their job outcomes. Using PLS-SEM analysis, this study of 250 hospitality employees revealed that emotional connection directly and positively affected their work-meaning perceptions, organizational citizenship behavior, and organizational commitment. Work-meaning served as a mediator between emotional connection and psychological resilience. This study contributes to the cognitive-experiential self-theory by introducing employee emotional connection as an experiential factor, influencing the cognitive processing model, leading to positive organizational behavior and commitment, and improving personal psychological resilience.

Conference Track

Hospitality Management and Marketing