**عنوان مقاله:**

Dark Triad, Emotional labor and Job Satisfaction

**محل انتشار:**

تعداد صفحات اصل مقاله: 16

**نویسندگان:**

Fatemeh Nazarian - *Department of Executive Management, Islamic Azad University, Zanjan, Iran*

Homa Doroudi - *Department of Strategic Management, Islamic Azad University, Zanjan, Iran*

**خلاصه مقاله:**

Negative personality traits, referred to as the Dark Triad, include Machiavellianism, Narcissism and Psycopathy, which can affect the way of doing emotional labor and job satisfaction. After investigating the results of findings, it was specified that service employees with negative personality traits tend to show emotional coldness and unwillingness to emotional commitment, that these traits may have unique consequences in how people experience and the adjustment of their emotional display. Therefore, the use of maladaptive emotional labor strategies by employees with negative personality traits can cause working problems and also reduce their job satisfaction. Therefore, the main purpose of this article is to investigate the role of negative personality traits on emotional labor and job satisfaction. Therefore, in this article, the definitions of personality, negative personality traits and factors related to them are examined; also explanations are provided about job satisfaction creation and emotional view at work and their relationship, and afterwards the relationship between personality traits and emotional view at work that can be very useful for creating and strengthening job satisfaction in service organizations are examined, and finally, after a general discussion and conclusion of the scientific findings, constructive suggestions are presented from the point of view of experts.

**کلمات کلیدی:**

ویژگی های شخصیتی، رضایت شغلی، کار هیجانی، شخصیت منفی.

**لینک ثابت مقاله در پایگاه سیویلیکا:**