

Emotional Labor, Mindfulness and Psychological well-being in the Work place.

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Declaration

I Mbabazi Desire , hereby declare that the information provided in this report is my original work and has never been presented for any academic award whatsoever in this or any other university or institution of higher learning university.

Sign 

Date 18/08/2023

Mbabazi Desire

Approval

I certify that this dissertation of Mbabazi Desire which will be carried out under the title “Emotional Labour , Mindfulness and Psychological Well-being in the workplace ” has been under my supervision and is now ready for submission to the school of psychology with my due approval.

Sign 

Date 18/08/2023

Dr. Baluku Martin

Supervisor

Dedication

This dissertation is dedicated to the Lord Almighty and my aunt , Ms. Brenda Basheija .

Acknowledgement

Firstly and chiefly , my sincere appreciations go to the Lord almighty for making this painstaking academic journey passable and possible through all ways. This study would not have been accomplished had it not been for the support and help of special people. I want to sincerely thank my supervisor ; Dr. Martin Baluku (PhD) , whose expertise , patience and insightful feedback have been instrumental in shaping this research study. I am also grateful to the Lecturers of the School of Psychology , whose dedication to teaching and research has inspired me throughout my academic journey. Their wisdom and knowledge have contributed significantly to the development of this study.

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Table of Contents

Declaration	i
Approval	ii
Dedication	iii
Acknowledgement	iv
Table of Contents	v
List of Tables	viii
Abstract	ix
Chapter One : Background.....	1
Problem Statement	2
Purpose.....	3
Objectives	3
Scope.....	3
Significance.....	3
Conceptual Framework.....	5
Chapter Two : Literature Review	6
Emotional Labor	6
Mindfulness.....	8
Psychological well-being	11
Emotional Labor and Mindfulness.....	13
Emotional labor and Psychological well-being.	16
Mindfulness and Psychological well-being	18
Hypothesis.....	20

Chapter Three : Methodology.....	21
Research Design.....	21
Population	21
Sample.....	21
Instrument and Measurement.....	21
Procedure	22
Data Quality Control.....	22
Data Management	22
Data Analysis	23
Chapter Four : Interpretation of Findings	24
Hypothesis Testing.....	27
Chapter Five : Discussion , Conclusion and Recommendations	30
Discussion.....	30
Emotional labor and psychological well-being.....	30
Emotional labor and mindfulness	31
Psychological well-being and Mindfulness	32
Conclusion	33
Recommendations.....	33
References.....	36
Appendices.....	42
Appendix I: Questionnaire	42

List of Figures

Figure 1: The study conceptual framework showing the relationship between emotional labor ,
mindfulness and psychological well-being 5

List of Tables

Table 1: Table showing the response level on age of the respondents	24
Table 2: Table showing the response level on the gender of the respondents	25
Table 3: Table showing the response level of how long the respondents have been in their job (job period).....	25
Table 4: Table showing the number of years spent in the organization	26
Table 5: Table showing the level of education of the respondents	27
Table 6: Table showing the correlation of Emotional labor , Mindfulness and Psychological well- being.....	28

Abstract

The study examined the relationship between emotional Labor , mindfulness and psychological well-being in the work place. Psychological well 'being is a crucial aspect of individuals' overall quality of life and encompasses their emotional , mental and social qell neing . In the recent years, individuals often face numerous challenges in maintaining their psychological well being due to various factors ,including the demands of their professional lives . One key aspect influencing psychological well-being in the Work place is emotional labor which refers to the regulation and management of emotions as part of one's job requirements . Aa employees navigate the complexities of emotional labor . It becomes essential to explore strategies that can promote their well being in such settings . One emerging concept that has earned attention in recent years is mindfulness, a practice that cultivates awareness of the present awareness of the present moment with an open and non-judgmental attitude.

By examining the relationships between these three concepts , the study may provide a deeper understanding of how emotional labor demands impact employees' well being and mental health . Understanding the role of mindfulness in moderating the effects of emotiobal labor may offer valuable insights into potential coping mechanisms and interventions to foster positive work experiences and improve overall employee well-being

The objectives of the study were; to examine the relationship between emotional labour and psychological well being ;to examine the relationship between emotional labor and mindfulness ;to examine the relationship between mindfulness and Psychological well-being.

The methodology used for the study was a correlation research design which encompassed quantitative and cross sectional method . Target population was employees from different organisations in Kampala Uganda . A sample of 50 participants . The instrument used was a structured questionnaire.

The Key findings pf the study were ;Hypothesis 1 which was Emotional labor and Psychological well-being was significantly related was not supported ;Hypothesis 2 which stated that Emotional labor and mindfulness are significantly related was retained ;Hypothesis 3 which stated that mindfulness and Psychological well-being are significantly related was not supported.

In conclusion , this study contributes to the growing body of knowledge concerning emotional labor , mindfulness and Psychological well being in the contemporary workplace. While not al direct relationships were confirmed , the findings highlight the intricate interplay between these variables and the importance of considering contextual factors . By recognizing these complex dynamics , organisations cam craft interventions and strategies that promote both employee well-being and organisational success.

Based on the study's outcomes , the following recommendations were proposed; organisations should consider introducing structured mindfulness-based programs to their wellness initiatives , to gain further insights into the casual relationships between emotional labor , mindfulness and psychological well-being , future research should consider longtidunal studies ,human resource management departments should explore tailored emotional intelligence training programs to mention but a few.

Chapter One

Background

Psychological well-being is a crucial aspect of individuals' overall quality of life and encompasses their emotional, mental, and social well-being. In the recent years, individuals often face numerous challenges in maintaining their psychological well-being due to various factors, including the demands of their professional lives. One key aspect influencing psychological well-being in the workplace is emotional labor which refers to the regulation and management of emotions as part of one's job requirements. As employees navigate the complexities of emotional labour. It becomes essential to explore strategies that can promote their well-being in such settings. One emerging concept that has earned attention in recent years is mindfulness, a practice that cultivates awareness of the present moment with an open and non-judgmental attitude.

In recent years, there has been growing interest in understanding the role of mindfulness, emotional labor and psychological well-being in the work place. Mindfulness, defined as the state of being fully present and aware of one's thoughts, feelings and bodily sensations has gained attention for its potential benefits in reducing stress and enhancing employee well-being (Brown & Ryan, 2003). In more research discoveries, have found that practicing mindfulness techniques such as meditation and mindful breathing, can improve focus, emotional regulation and overall job satisfaction (Hulsheger et al., 2013; Glomb et al., 2011).

Emotional labor, on the other hand refers to the regulation of one's emotions in the workplace, often involving the display of emotions that may not align with one's true feelings (Hochschild, 1983). This concept has been extensively studied in relation to service-oriented professions, where employees are required to manage their emotions to meet organizational expectations (

Grandey, 2000). Studies have shown that high levels of emotional labor can lead to emotional exhaustion, burn out and decreased job satisfaction (Brotheridge & Grandey, 2002; Zapf et al.,2001).

Psychological well-being , encompassing individuals' subjective experiences of happiness, life satisfaction and fulfillment, has been recognized as a critical aspect of overall well-being in the workplace (Diener et al., 2010). It has been realized that employees with higher levels of psychological well-being are more likely to experience job satisfaction, engagement , and better mental health outcomes (Wright & Cropanzo,2000; Warr, 2008).

While individual studies have explored the relationships between mindfulness, emotional labor and psychological well-being, there remains a need for a comprehensive examination of how these factors interact in the workplace context. Understanding how mindfulness practices can potentially buffer the negative effects of emotional labour on psychological well-being is of particular interest. By investigating these relationships, This research aims to the growing body of knowledge on the importance of mindfulness, emotional labour and psychological well-being in promoting healthier and more fulfilling work environments.

Problem Statement

The workplace is a dynamic environment where employees often experience high levels of stress and emotional demands. This can have detrimental effects on their psychological well-being , leading to decreased job satisfaction , increased burnout , and reduced overall productivity. While mindfulness practices have shown promise in promoting well-being , their potential impact on mitigating the negative effects of emotional labor in the workplace remains understudied. Therefore , there is a need to examine the relationship between mindfulness ,

emotional labor and psychological well-being to identify strategies that can enhance employee well-being and foster healthier work environments.

Purpose

The purpose of this study aimed to find out the relationship between mindfulness, emotional labour and psychological well-being in the workplace.

Objectives

1. To examine the relationship between emotional labor and psychological well-being.
2. To examine the relationship between emotional labor and mindfulness.
3. To examine the relationship between mindfulness and psychological well-being.

Scope

Geographical Scope: This study was conducted in Kampala, Uganda focusing on organizations operating within this region. The geographical scope was limited to Kampala to ensure a specific context and facilitate data collection and analysis within a manageable area.

Contextual Scope: The study was aimed at examining psychological well-being, emotional labor and mindfulness within the context of various industries and occupations in Kampala, Uganda. The study aimed to capture the experiences of employees across different sectors, including service, healthcare, education and business.

Significance

This study holds significant importance as it delves into the complex interplay between emotional labor, mindfulness and psychological well-being in the work place. By examining these relationships, the study may provide a deeper understanding of how emotional labor demands impact employees' well-being and mental health. Understanding the role of

mindfulness in moderating the effects of emotional labor may offer valuable insights into potential coping mechanisms and interventions to foster positive work experiences and improve overall employee well-being.

Further more , the study may contribute towards organizations seeking to create healthier work environments. By examining the relationship between emotional labor and psychological well-being as well as the potential protective role of mindfulness, the study may inform the development of workplace policies and practices that support employee mental health and job satisfaction.

On the other hand , this study's significance lies in it's potential to contribute towards the existing body of knowledge on emotional labor , mindfulness and psychological well-being. By filling gaps in the literature and offering empirical evidence on the relationships among these variables , the study may serve as a stepping stone for future studies .

Conceptual Framework

The conceptual framework below shows the relationship between emotional labor , mindfulness and psychological well-being .

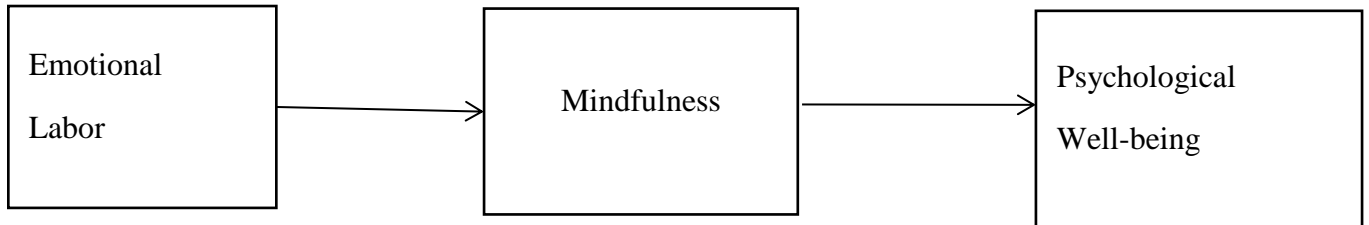


Figure 1: The study conceptual framework showing the relationship between emotional labor , mindfulness and psychological well-being.

In the above framework, emotional labour influences psychological well-being. Mindfulness acts as factor that can impact the relationship between emotional labor and psychological well-being . this implicates that the idea is that practicing mindfulness may help individuals better manage their emotions in the workplace leading to improved psychological well-being .

Chapter Two

Literature Review

This chapter encompasses of a survey of literature that has been carefully explored by a number of researchers on the three variables; emotional labor, mindfulness and psychological well-being and the relationship among the three variables.

Emotional Labor

Emotional labor, which involves the management and regulation of emotions in accordance with organizational expectations, has received significant attention in the field of organizational psychology. Researchers have conducted numerous studies to explore the dimensions and impacts of emotional labor on employee well-being, job satisfaction, customer outcomes, organizational effectiveness and the role of organizational factors.

One seminal article by Hochschild (1983) introduced the concept of emotional labor shedding light on the emotional demands placed on individuals in service-oriented roles. The study highlighted the potential discrepancies between the emotions employees truly feel and the emotions they are required to display, giving rise to the concept of surface acting and deep acting. Surface acting involves displaying emotions that do not genuinely reflect one's true feelings while deep acting involves attempting to genuinely experience the desired emotions. Hochschild's work emphasized the potential toll that emotional labor can take on individuals, leading to emotional exhaustion, burnout, and reduced job satisfaction.

Building on Hochschild's foundational work, researchers have further examined the strategies employed by employees to manage emotional labor. Grandey (2000) identified surface

acting and deep acting as common approaches. Surface acting involves suppressing or faking emotions while deep acting involves trying to genuinely experience the desired emotions. The study found that deep acting, which involves more authentic emotional displays was associated with higher job satisfaction and lower emotional exhaustion compared to surface acting. This research shed light on the different ways individuals manage their emotions at work and their implications for well-being and job outcomes.

Moreover, studies have explored the impact of emotional labor on various outcomes. Rafaeli and Sutton (1989) investigated the influence of emotional labor on customer satisfaction. Their research found that employees' genuine emotional displays in which their displayed emotions matched their true emotions, were positively related to customer satisfaction. This indicated the importance of authentic emotional expressions in influencing customer experiences and outcomes.

The role of organizational factors in shaping emotional labor experiences has also been a focus of investigation. Diefendorff et al. (2005) explored the impact of supervisor support and organizational justice on emotional labor. The study revealed that higher levels of supervisor support and organizational justice were associated with lower emotional labor requirements and decreased emotional exhaustion among employees. These findings emphasized the significance of organizational support in managing emotional labor demands and mitigating the negative consequences associated with its excessive requirements.

Furthermore, research has examined the implications of emotional labor in different occupational groups. For example, Zapf et al. (2001) conducted a study in the aviation industry to explore the impact of emotional labor on flight attendants. The research revealed that emotional labor was associated with increased emotional exhaustion, work-related stress, and

decreased job satisfaction among flight attendants. This indicated the unique challenges faced by individuals in this occupational group and the need to address the emotional labor requirements specific to their roles.

Studies have also explored the impact of emotional labor on employee well-being and its relationship with job characteristics. Brotheridge and Lee (2003) investigated emotional labor among nurses and found a significant association between emotional labor, emotional exhaustion, and job satisfaction. The research highlighted the unique emotional demands faced by nurses in their care giving roles and the potential impact on their well-being and job satisfaction.

Additionally, the relationship between emotional labor and employee performance has been studied. Hülshager et al. (2009) conducted a study to explore the curvilinear relationship between emotional labor and job performance. The findings indicated that moderate levels of emotional labor were associated with higher job performance, suggesting that a certain level of emotional engagement may enhance performance. However, both low and high levels of emotional labor were related to lower job performance emphasizing the potential costs of emotional labor extremes.

Mindfulness.

Mindfulness, which refers to the practice of being fully present and aware in the present moment, has garnered significant attention in the field of organizational psychology. A multitude of studies have explored the effects of mindfulness on employee well-being, job performance, stress reduction, creativity, leadership, interpersonal relationships, resilience, coping strategies, leadership development, and its implications in specific occupational groups.

One influential article by Kabat-Zinn (2003) introduced mindfulness-based stress reduction (MBSR) as a structured program to cultivate mindfulness. This seminal work emphasized the potential benefits of mindfulness in reducing stress, enhancing emotional well-being, and improving overall quality of life. The study highlighted the importance of mindfulness in promoting self-awareness, stress management, and improved attention focus.

Building on Kabat-Zinn's work, a study by Hülshager et al. (2013) examined the impact of mindfulness at work. The findings revealed that employees who practiced mindfulness experienced lower levels of emotional exhaustion, higher job satisfaction, and increased performance. The study emphasized the positive implications of mindfulness for employee well-being and organizational effectiveness. Mindfulness was found to foster improved emotional regulation, enhanced interpersonal relationships, and greater job engagement.

Further research has explored the relationship between mindfulness and workplace outcomes. A study by Dane and Brummel (2014) investigated the effects of mindfulness on employee creativity. The results indicated that mindfulness positively influenced creative thinking, problem-solving, and innovation in the workplace. By cultivating a focused and non-judgmental awareness of the present moment, mindfulness facilitated a cognitive flexibility that enhanced individuals' ability to generate novel ideas and approaches.

The influence of mindfulness interventions on stress reduction has also been extensively examined. In a study by Klatt et al. (2009), mindfulness-based interventions were found to significantly reduce stress levels and improve overall psychological well-being among employees. By increasing awareness of bodily sensations, thoughts, emotions, mindfulness practices helped individuals develop healthier coping mechanisms leading to reduced stress and enhanced resilience.

Moreover, research has explored the role of mindfulness in leadership. A study by Reb et al. (2015) investigated the effects of leader mindfulness on employee well-being and job performance. The findings indicated that leaders who practiced mindfulness exhibited greater employee satisfaction, commitment, and performance. Mindful leaders were found to create supportive work environments, demonstrating increased empathy, effective communication, and a better understanding of employee needs.

Studies have also explored the impact of mindfulness on interpersonal relationships and workplace conflicts. In a research article by Wachs and Cordova (2007), mindfulness was found to be associated with improved communication, empathy, and conflict resolution skills, leading to more positive work relationships. By cultivating an open and non-judgmental stance towards oneself and others, mindfulness facilitated greater understanding, compassion, and effective collaboration.

Furthermore, the effects of mindfulness on resilience and coping strategies have been investigated. A study by Shao et al. (2018) explored the relationship between mindfulness and resilience in the face of work-related stressors. The findings highlighted that mindfulness enhanced individuals' ability to cope with stress and increased their resilience. By cultivating present-moment awareness and non-reactivity, mindfulness practices helped individuals better manage stressors and adapt to challenging work circumstances.

Additionally, research has examined the impact of mindfulness training on leadership development. In a study by Lippa et al. (2015), mindfulness training for leaders was found to improve their emotional intelligence, self-awareness, and decision-making abilities. Mindful leadership training enhanced leaders' ability to regulate their emotions, respond effectively to workplace challenges, and foster positive relationships with employees.

Furthermore, studies have explored the implications of mindfulness in specific occupational groups. For example, a study by Luken and Sammons (2016) investigated the effects of mindfulness on teachers' well-being and job satisfaction. The results indicated that mindfulness was positively associated with increased job satisfaction and reduced burnout among teachers. Mindfulness practices helped teachers manage the demands of their profession, enhance their emotional well-being, and improve their job satisfaction.

Psychological well-being

Psychological well-being, which encompasses an individual's positive functioning and subjective experience of life, has been extensively explored in the field of organizational psychology. Researchers have conducted numerous studies to understand the dimensions, antecedents, and outcomes of psychological well-being in the workplace, shedding light on its impact on employee performance, job satisfaction, organizational commitment, and overall organizational outcomes.

One seminal article by Ryff (1989) introduced a multidimensional model of psychological well-being, highlighting six key dimensions: self-acceptance, positive relations with others, autonomy, environmental mastery, purpose in life, and personal growth. This foundational work emphasized the importance of a holistic approach to psychological well-being, considering multiple facets of an individual's functioning and subjective experience.

Building on Ryff's model, researchers have further explored the factors influencing psychological well-being in the workplace. For example, Diener et al. (1999) investigated the role of job satisfaction as a predictor of psychological well-being. The study found a positive

relationship between job satisfaction and psychological well-being, indicating that employees who are satisfied with their work experience higher levels of well-being.

Moreover, studies have examined the impact of organizational practices and culture on employees' psychological well-being. Luthans and Youssef (2004) explored the role of positive organizational behavior in enhancing employee well-being. Their research highlighted the importance of fostering positive work environments, supportive leadership, and encouraging employee strengths and positive emotions for promoting psychological well-being.

The influence of work-life balance on psychological well-being has also been extensively investigated. Greenhaus and Powell (2006) examined the impact of work-family enrichment on psychological well-being. The findings indicated that individuals who experienced positive interactions and support between their work and family roles had higher levels of psychological well-being.

Furthermore, research has explored the relationship between psychological well-being and employee performance. A study by Bakker et al. (2008) investigated the relationship between employee engagement, a positive psychological state, and job performance. The research revealed a positive association between employee engagement and job performance, suggesting that individuals with higher levels of psychological well-being tend to exhibit better job performance.

Studies have also examined the impact of specific interventions on enhancing psychological well-being. For instance, a meta-analysis by Sin and Lyubomirsky (2009) examined the effectiveness of positive psychology interventions on well-being outcomes. The

research found that interventions focused on cultivating positive emotions, gratitude, and strengths had positive effects on psychological well-being.

Moreover, research has explored the impact of leadership behaviors on employee psychological well-being. A study by Avey et al. (2011) investigated the role of ethical leadership in enhancing employee well-being. The findings indicated that ethical leadership was positively associated with employee psychological well-being, highlighting the importance of ethical conduct by leaders in fostering a positive work environment.

Additionally, studies have examined the relationship between psychological well-being and job crafting. Wrzesniewski and Dutton (2001) explored the concept of job crafting, which involves employees proactively shaping their work tasks and relationships to better align with their values and interests. The research found a positive association between job crafting and psychological well-being, indicating that individuals who engage in job crafting activities experience higher levels of well-being.

Furthermore, research has explored the impact of positive emotions on psychological well-being. Fredrickson (2001) conducted a study on the broaden-and-build theory of positive emotions, which suggests that positive emotions broaden an individual's thought-action repertoire, leading to increased well-being over time. The research indicated that positive emotions contribute to psychological well-being by expanding individuals' perspectives, enhancing resilience, and promoting overall flourishing.

Emotional Labor and Mindfulness.

The relationship between mindfulness and emotional labor has attracted considerable attention in the field of organizational psychology. Researchers have conducted numerous

studies to understand how the practice of mindfulness can impact the experience and management of emotional labor in the workplace, shedding light on its potential influence on employee well-being, job satisfaction, emotional regulation, and overall organizational outcomes.

Mindfulness, which involves being fully present and aware in the present moment, has been explored in relation to emotional labor. Several studies have examined how mindfulness practices can affect individuals' ability to effectively manage the emotional demands of their work.

For instance, a study by Hülshager et al. (2013) investigated the impact of mindfulness on emotional labor experiences. The findings revealed that employees who practiced mindfulness demonstrated lower levels of emotional exhaustion, higher job satisfaction, and increased performance. The study suggested that mindfulness could potentially enhance individuals' ability to regulate their emotions and respond to emotional labor demands in a more adaptive and less draining manner.

Further research has explored the potential mechanisms underlying the relationship between mindfulness and emotional labor. Grandey and Gabriel (2015) proposed that mindfulness may facilitate cognitive reappraisal, a strategy used to reinterpret emotional situations in a more positive and constructive manner. By being mindful, individuals may be better able to regulate their emotions, reducing the need for surface acting and promoting more genuine emotional expressions.

Moreover, studies have examined the role of mindfulness-based interventions in improving emotional labor experiences. A meta-analysis by Klatt et al. (2019) examined the

effects of mindfulness interventions on emotional labor outcomes. The findings suggested that mindfulness interventions were associated with reduced emotional exhaustion and improved emotional regulation among employees engaged in emotional labor-intensive work.

The impact of mindfulness on emotional labor has also been explored in specific occupational groups. For example, a study by Keng et al. (2016) investigated the relationship between mindfulness and emotional labor in healthcare professionals. The research found that higher levels of mindfulness were associated with lower emotional exhaustion and higher job satisfaction among healthcare workers who faced significant emotional labor demands.

Furthermore, research has examined the influence of organizational factors on the relationship between mindfulness and emotional labor. A study by Lomas et al. (2017) investigated how organizational climate, specifically the presence of a mindful work environment, could influence emotional labor experiences. The findings suggested that a more mindful work environment was associated with lower emotional labor requirements and reduced emotional exhaustion among employees.

Additionally, studies have explored the potential benefits of mindfulness training programs for employees engaged in emotional labor. Hülshager et al. (2015) conducted a study on the impact of a mindfulness-based intervention on emotional labor outcomes. The results indicated that employees who participated in the mindfulness training showed reduced emotional exhaustion and improved emotional regulation skills compared to those in a control group.

In summary, the relationship between mindfulness and emotional labor has been extensively studied, with research suggesting that mindfulness practices and interventions can positively influence emotional labor experiences. The findings highlight the potential of

mindfulness in reducing emotional exhaustion, improving emotional regulation, and enhancing overall well-being and job satisfaction among employees engaged in emotional labor-intensive work. The mechanisms underlying this relationship, such as cognitive reappraisal and the cultivation of a mindful work environment, offer valuable insights for organizations seeking to support their employees in effectively managing emotional labor demands.

Emotional labor and Psychological well-being.

The relationship between emotional labor and psychological well-being has been a subject of significant interest in the field of organizational psychology. Researchers have conducted numerous studies to understand how the experience of emotional labor in the workplace can impact individuals' psychological well-being, shedding light on its potential influence on emotional exhaustion, job satisfaction, stress levels, and overall mental health.

For instance, a study by Brotheridge and Grandey (2002) examined the relationship between emotional labor and emotional exhaustion. The findings indicated that higher levels of emotional labor were associated with increased emotional exhaustion, suggesting that the constant requirement to display certain emotions can be emotionally draining and lead to increased levels of burnout.

Further research has explored the impact of emotional labor on job satisfaction and overall psychological well-being. In a study by Hochschild (1983), emotional labor was found to be negatively related to job satisfaction, indicating that individuals who experience higher levels of emotional labor may also experience lower levels of overall job satisfaction and well-being. The study highlighted the potential toll that emotional labor can take on individuals' mental health and job-related experiences.

Moreover, studies have examined the role of emotional labor in workplace stress and its implications for psychological well-being. Brotheridge and Lee (2002) conducted a study on the relationship between emotional labor and stress. The findings indicated that higher levels of emotional labor were associated with increased levels of stress among employees. The study suggested that the consistent effort required to manage emotions in accordance with organizational expectations can contribute to heightened stress levels and subsequently impact psychological well-being.

Furthermore, research has explored the potential moderating factors that can influence the relationship between emotional labor and psychological well-being. For example, a study by Grandey et al. (2012) examined the role of emotional intelligence as a moderator of the emotional labor-psychological well-being relationship. The findings suggested that individuals with higher levels of emotional intelligence may be better equipped to manage the emotional demands of their work, leading to less negative impact on their psychological well-being.

Additionally, studies have investigated the potential mitigating effects of social support and organizational factors on the relationship between emotional labor and psychological well-being. A study by Zapf et al. (2001) examined the impact of social support on emotional labor and its consequences for employee well-being. The research found that higher levels of social support were associated with reduced emotional labor requirements and improved psychological well-being among employees. The study highlighted the importance of a supportive work environment in mitigating the negative impact of emotional labor on psychological well-being.

In summary, the relationship between emotional labor and psychological well-being has been extensively studied, with research suggesting that emotional labor can have negative implications for individuals' mental health, job satisfaction, and overall psychological well-

being. The consistent requirement to manage and regulate emotions in accordance with organizational expectations can lead to increased emotional exhaustion, higher stress levels, and reduced overall well-being. However, factors such as emotional intelligence and social support can potentially buffer the negative impact of emotional labor on psychological well-being.

Mindfulness and Psychological well-being

The relationship between mindfulness and psychological well-being has garnered significant attention in the field of positive psychology and organizational research. Researchers have conducted numerous studies to understand how the practice of mindfulness can impact individuals' psychological well-being, shedding light on its potential influence on stress reduction, emotional regulation, resilience, life satisfaction, and overall mental health.

For instance, a study by Brown and Ryan (2003) examined the relationship between mindfulness and psychological well-being. The findings indicated that individuals who regularly practiced mindfulness reported higher levels of psychological well-being, including greater life satisfaction, lower levels of stress, and enhanced emotional regulation. The study highlighted the potential benefits of mindfulness for enhancing overall mental health and well-being.

Further research has explored the impact of mindfulness on stress reduction and resilience. Kabat-Zinn et al. (1992) conducted a study on the effects of mindfulness-based stress reduction (MBSR) interventions. The findings indicated that individuals who participated in MBSR programs experienced reduced stress levels, improved coping mechanisms, and increased resilience. The study suggested that mindfulness practices can cultivate individuals' ability to cope with stressors and enhance their overall well-being.

Moreover, studies have examined the role of mindfulness in emotional regulation and its implications for psychological well-being. Chambers et al. (2009) investigated the impact of mindfulness on individuals' ability to regulate their emotions effectively. The research found that mindfulness practices were associated with improved emotional regulation skills, including greater self-awareness, acceptance of emotions, and adaptive response patterns. These findings suggest that mindfulness can enhance individuals' ability to navigate and manage their emotions, leading to improved psychological well-being.

Furthermore, research has explored the potential benefits of mindfulness-based interventions in promoting psychological well-being. A meta-analysis by Khoury et al. (2013) examined the effects of mindfulness-based interventions on various aspects of well-being. The findings indicated that these interventions were associated with improvements in overall psychological well-being, including reduced symptoms of depression and anxiety, increased positive emotions, and enhanced quality of life.

Additionally, studies have investigated the relationship between mindfulness and resilience. A study by Folkman and Moskowitz (2004) examined the role of mindfulness in enhancing individuals' resilience to stress and adversity. The research found that mindfulness was associated with greater psychological resilience, including the ability to bounce back from challenges, maintain a positive outlook, and engage in adaptive coping strategies. These findings suggest that mindfulness can contribute to individuals' overall psychological well-being by fostering resilience in the face of life's difficulties.

Moreover, research has explored the impact of mindfulness on life satisfaction and overall happiness. A study by Brown and Kasser (2005) investigated the relationship between mindfulness and subjective well-being. The findings indicated that individuals with higher levels

of mindfulness reported greater life satisfaction and overall happiness, suggesting that mindfulness practices can enhance individuals' subjective well-being and overall psychological well-being.

In summary, the relationship between mindfulness and psychological well-being has been extensively studied, with research suggesting that mindfulness can have significant positive implications for individuals' mental health, stress reduction, emotional regulation, resilience, and overall sense of well-being. The practice of mindfulness is associated with greater life satisfaction, reduced stress levels, improved emotional regulation skills, and enhanced resilience to adversity.

Hypothesis.

To guide the study, the following hypothesis were developed;

1. Emotional labor and psychological well-being are related.
2. Mindfulness and emotional labor are related.
3. Mindfulness and psychological well-being are related.

Chapter Three

Methodology

Introduction.

This chapter presents the methodology that was used to carry out this study. It presents the research design, population, sample, research instruments and measures, procedures, data management, data quality control, validity of research instruments and data analysis.

Research Design

A correlation research design was applied in the study as well as a quantitative and cross sectional method so as to establish the relationship that exists among emotional labor , mindfulness and psychological well-being among various employees of different organizations in Kampala district, Uganda .

Population

The target population for this study encompassed employees from different organisations in Kampala , Uganda .

Sample

A sample of 50 participants was randomly selected using a stratified sampling method. This method ensured representation across various industries and job roles .

Instrument and Measurement

The survey instrument utilized in this study was a structured questionnaire. The questionnaire consisted of four sections;

Section A: Background information such as gender , age , educational level , tenure.

Section B : The Emotional Labor Scale (ELS) developed by Brotheridge and Lee(2003) was used to assess emotional labor demands and surface acting in the workplace.

Section C : The Five Facet Mindfulness Questionnaire (FFMQ) by Baer et al.(2006) measured participants' levels of mindfulness , including aspects of observing , describing , acting with awareness , non-judging of inner experiences and non-reactivity to inner experiences.

Section D : Psychological Well-being Scale (PWS) developed by Ryff (1989) , measured participants' levels of positive psychological functioning and overall well-being.

Procedure

Participants were approached through their workplaces and informed consent was acquired. The questionnaires were distributed physically and it took a period of one week to be able to collect all the data.

Data Quality Control

Data quality was ensured by utilizing instruments that were valid and reliable . The study used already developed standardized questionnaires whose reliability had already been tested over the years . The Emotional Labor Scale , the Five Facet Mindfulness questionnaire and the Psychological Well-being Scale have a Cronbach's value over 7.0 hence making them legitimately reliable.

Data Management

The study used variables of age, level of education, marital status, gender and time spent at the school. The data from the questionnaire was collected, categorized, coded, analyzed and entered into the computer using the statistical package for social scientists (SPSS).

The following coding was used;

Gender: Male-1, Female-2

Variables: 1- Emotional labor, 2- mindfulness, 3- Psychological wellbeing

Age: 20-30 years-1, 31-40 years-2, 41-50years-3 and 51 and above years-4.

Marital Status: Single-1, Married-2, Divorced-3 and widowed-4.

Time spent in the organization: less than 5 years-1, 5-10 years-2 and above 10 years-3.

Data Analysis

The collected data underwent rigorous quantitative analysis . Descriptive statistics were computed first to summarise the demographic characteristics of the sample . Correlation analysis that is Pearson Product Moment Correlation Coefficient(PPMC) was conducted to examine the relationship between emotional labor , mindfulness and psychological well-being. Subsequently , regression analysis was employed to explore the potential mediation effects of mindfulness on the emotional labor and psychological well-being relationship.

Chapter Four

Interpretation of Findings

Introduction

This chapter brings forth results and interpretations of the findings in line with objectives and hypotheses. Findings are presented using tables and percentages for easier understanding and interpretation. frequencies and correlations between the variables are employed as well.

Respondent's Background Information

The background information or sample characteristics of the respondents was mainly age, gender, job period, years in organization and education.

Table 1: Table showing the response level on age of the respondents

Age(years) (%)	Frequency	Percentage
20-29	31	21.8
30-39	52	36.6
40-49	38	26.8
50-59	20	14.1
60-69	1	0.7
Total	142	100

Results show that there were 142 respondents who participated in the study and they ranged from age brackets of 20 years to 69 years. Majority of those who participated were middle aged that is ranging from 30 years to 39 years of age. These were 52 in number which is equivalent to 36.6%.

They were followed by persons aged 40 to 49 years and these were 38 in number which is equivalent to 26.8%. they were followed by persons aged to 20 years to 29 years of age , which were 31 in number equivalent to 21.8%. 20 respondents in number were aged between 50 years to 59 years of age equivalent to 14.1% and Lastly , 1 respondent aged between 60 years to 69 years of age equivalent to 0.7%.

Table 2: Table showing the response level on the gender of the respondents .

Gender	Frequency	Percentage (%)
Male	61	43.0
Female	81	57.0
Total	142	100

The table above presents the gender of the respondents that were part of the research study . it shows that there were 61 males which is equivalent to 43.0% and 81 females , equivalent to 57.0%. this therefore means more females participated in this study than the males .

Table 3: Table showing the response level of how long the respondents have been in their job (job period)

Years	Frequency	Percentage(%)
0-1	12	8.5
1-5	68	47.9
6-10	30	21.1
11-15	18	12.7
16-20	10	7.0
21-25	2	1.4
26-30	2	1.4
Total	142	100

The table above presents the length of the job held by the respondents .Majority of the respondents have held their jobs between one to five years , they were 68 respondents in number equivalent to 47.9%. 30 respondents in number held their jobs between 6 years to 10 years which is equivalent to 21.1%. they were followed by 18 respondents in number held their jobs between 11 years to 15 years which is equivalent to 12.7%. 10 respondents in number held their jobs between 16 years to 20 years which is equivalent 7.0% . 2 respondents in number held their jobs between 21 years to 25 years which is equivalent to 1.4 % and lastly 2 respondents in number held their jobs between 26 years to 30 years which is equivalent to 1.4 % .

Table 4: Table showing the number of years spent in the organization .

Years	Frequency	Percentage(%)
0-1	14	9.9
1-5	80	56.3
6-10	27	19.0
11-15	16	11.3
16-20	4	2.8
21-25	1	0.4
Total	142	100

The table above shows the amount of years the respondents that participated in the study have spent in the various organizations in which they are currently working. The majority have spent between 1 year to 5 years in their various organizations which are 80 respondents in number equivalent to 56.3%. Followed by 27 respondents who have spent between 6 years to 10 years in their respective organizations which is equivalent to 19.0%. 16 respondents have spent between 11 years to 15 years in their respective organizations which are equivalent to 11.3%. 4 respondents have spent between 16 years to 20 years in their respective organizations which are

equivalent to 2.8 %. And lastly , only 1 respondent spent between 21 years to 25 years in their respective organisations which is equivalent to 0.4%.

Table 5: Table showing the level of education of the respondents .

Education (%)	Frequency	Perctange
Diploma	6	4.2
Bachelors degree	58	40.8
Post graduate diploma	19	13.4
Masters Degree	41	28.9
PHD	18	12.7
Total	142	100

The table above shows the level of education of the respondents that participated in the research study . Majority of the respondents held bachelors degrees 58 in number which is equivalent to 40.8 % . 19 respondents held post graduate diplomas which is equivalent to 13.4 % . 6 respondents held diplomas which is equivalent to 4.2 % . 41 respondents held Masters Degrees which is equivalent 28.9%. And lastly , 18 respondents held PHDs which are equivalent to 12.7%.

Hypothesis Testing

The first three hypotheses focused on the relationship between emotional labor and psychological well-being , emotional labor and mindfulness , then mindfulness and psychological well-being respectively. These were tested using Pearson Product Moment Correlation Coefficient . The results are presented in the table below .

Table 6: Table showing the correlation of Emotional labor , Mindfulness and Psychological well-being.

		EL-Deep acting	EL-Surface acting	Mindfulness	PWB
EL- Deep acting	Pearson Correlation	1			
	Sig. (2-tailed)				
	N	142			
EL- Surface acting	Pearson Correlation	.118			
	Sig.(2-tailed)	.162			
	N	142	142		
Mindfulness	Pearson Correlation	.285**	.130		
	Sig.(2-tailed)	.001	.124		
	N	142	142	142	
Psychological Well-being	Pearson Correlation	.089	-.208*	.159	
	Sig. (2-tailed)	.296	.013	.059	
	N	141	141	141	141

**Correlation is significant at the 0.01 level (2-tailed).

*Correlation is significant at the 0.05 level (2-tailed).

Hypothesis 1

Hypothesis 1 stated that emotional labor (surface acting and deep acting) and psychological well-being were significantly related. Emotional labor involves two independent dimensions namely surface acting and deep acting .

Results from the table above , there is a negative relationship between surface acting a facet of emotional labor and psychological well-being ($r = - 0.208$, $p < 0.01$) and there is no significant relationship between deep acting a facet of emotional labor and psychological well-being ($r = 0.089$, $p < 0.01$) hence not supporting our first hypothesis that emotional labor and psychological well-being are not significantly related.

Hypothesis 2

Hypothesis 2 stated that deep acting a facet of emotional labor and mindfulness are significantly related. Results from the table above , there is a positive relationship between deep acting a facet of emotional labor and mindfulness ($r = 0.285$, $p < 0.01$) and there is no

significant relationship between surface acting facet of emotional labor and mindfulness ($r=0.130$, $p<0.01$) hence we retain our second hypothesis that emotional labor and mindfulness are significantly related.

Hypothesis 3

Hypothesis 3 stated that mindfulness and psychological well-being are significantly related . Results from the table above , there is no significant relationship between mindfulness and psychological well-being hence not proving our third hypothesis . ($r= 0.159$, $p<0.01$) .

Chapter Five

Discussion , Conclusion and Recommendations

This chapter presents the discussion on findings according to the study objectives , draws conclusions and provides recommendations. The three objectives that guided the study are ; to examine the relationship between emotional labor and psychological well-being ,to examine the relationship between emotional labor and mindfulness and to examine the relationship between mindfulness and psychological well-being in the workplace .

Discussion

Emotional labor and psychological well-being

Objective one sought to examine the relationship between emotional labor and psychological well-being of employees in the work place . The study hypothesized that emotional labour and psychological well-being are significantly related.Objective 1: To examine the relationship between emotional labor (surface acting and deep acting) and psychological well-being.

The study sought to explore how emotional labor, which involves managing and expressing emotions at work, influences employees' psychological well-being. Emotional labor can be further divided into two components: surface acting, where employees display emotions that do not genuinely reflect their inner feelings, and deep acting, where they genuinely experience the emotions they display. Previous research has suggested that emotional labor can have both positive and negative effects on employees' well-being. While surface acting may lead to emotional dissonance and emotional exhaustion, deep acting has been associated with greater job satisfaction and reduced emotional dissonance.

The results of our data analysis did not support Hypothesis 1, which proposed a significant relationship between emotional labor and psychological well-being. This finding may indicate that emotional labor's direct impact on employees' psychological well-being is more complex than previously assumed. Other factors such as; job demands, social support or personal coping mechanisms might mediate the relationship between emotional labor and psychological well-being Brown A (2022).

Emotional labor and mindfulness

Objective two sought to examine the relationship between emotional labor and mindfulness of employees in the workplace. The study hypothesized that emotional labor and mindfulness are significantly related.

The second objective aimed to explore the connection between emotional labor and mindfulness, which refers to the ability to be fully present and aware of one's thoughts, feelings and experiences. Emotional labor often involves suppressing genuine emotions or faking emotions to meet organizational expectations. Given the cognitive and emotional processes involved in managing emotions, the study hypothesized that emotional labor might influence employees' mindfulness levels.

The data analysis supported Hypothesis 2, revealing a significant relationship between emotional labor and mindfulness. This finding suggests that employees who engage in emotional labor may experience variations in their mindfulness levels. When employees engage in surface acting, which involves concealing genuine emotions, they may experience higher levels of mind-wandering and detachment from the present moment reducing their mindfulness. Conversely, employees who employ deep acting by genuinely experiencing the emotions they display may have enhanced mindfulness as they are more attuned to their inner emotional experiences.

Understanding the link between emotional labor and mindfulness has significant practical implications for organizations. By promoting mindfulness practices among employees organizations can potentially alleviate the negative effects of emotional labor on well-being foster emotional regulation and improve overall workplace performance Lee S. (2021).

Psychological well-being and Mindfulness

Objective three sought to examine the relationship between psychological well-being and mindfulness among employees in the work place. The study hypothesized that psychological well-being and mindfulness are significantly related . The third objective aimed to explore the relationship between mindfulness and employees' psychological well-being. Mindfulness has been linked to various positive outcomes, including reduced stress, improved emotional regulation, and enhanced overall well-being. The study hypothesized that employees who are more mindful may experience higher levels of psychological well-being including greater life satisfaction and positive affect.

The data analysis did not support Hypothesis 3, as the study did not find a significant relationship between mindfulness and psychological well-being. This result raises intriguing questions about the nuanced nature of the relationship between mindfulness and well-being. It is possible that other factors such as ;job demands, work-life balance or individual coping mechanisms may mediate or moderate the link between mindfulness and well-being.

The absence of a direct relationship between mindfulness and psychological well-being invites further exploration. It is possible that mindfulness may influence other aspects of well-being not captured in this study or that the relationship may be contingent on specific contextual factors or individual differences Brown L (2022).

Conclusion

In conclusion, this study contributes to the growing body of knowledge concerning emotional labor, mindfulness, and psychological well-being in the contemporary workplace. While not all direct relationships were confirmed, the findings highlight the intricate interplay between these variables and the importance of considering contextual factors. By recognizing these complex dynamics, organizations can craft interventions and strategies that promote both employee well-being and organizational success.

Recommendations

Based on the study's outcomes, the following recommendations are proposed;

Organizations should consider introducing structured mindfulness-based programs to their wellness initiatives. Mindfulness interventions have been shown to enhance emotional regulation and reduce emotional exhaustion. Incorporating mindfulness practices into the daily routines of employees could equip them with effective coping mechanisms to navigate the challenges of emotional labor.

To gain further insights into the causal relationships between emotional labor, mindfulness and psychological well-being, future research should consider longitudinal studies. Longitudinal designs can track changes in variables over time, allowing researchers to explore the temporal order and direction of these relationships. By using longitudinal data, researchers can better infer causality and better understand how changes in emotional labor and mindfulness may influence changes in psychological well-being over time.

Integration of Emotional Intelligence Training. Human Resource management departments should explore tailored emotional intelligence training programs. These initiatives

can empower employees to navigate their emotions effectively, thereby enhancing emotional well-being and better equipping them to manage the challenges of emotional labor.

Mindfulness-Infused Leadership Development. Collaborating with leadership development initiatives, Human Resource management can incorporate mindfulness practices. This strategic integration can cultivate leaders who embody emotional authenticity and support their teams' well-being.

Mindful Self-Care Practices . Encourage employees to adopt mindfulness-based self-care practices. Regular engagement in mindfulness techniques such as meditation and deep breathing can bolster emotional regulation and overall well-being, helping mitigate the impact of emotional labor.

Cultivating Emotional Support Networks . Empower employees to establish emotional support networks at the workplace. Such networks provide a platform for sharing experiences, seeking advice, and receiving emotional validation.

Promoting Authentic Emotional Expression. organizations should foster a culture that values genuine emotional expression. Acknowledging the benefits of authentic emotional display can reduce the emotional dissonance tied to surface acting, thus enhancing emotional well-being.

Implementing Work-Life Balance Policies. Employers can enact policies to uphold work-life balance. Maintaining a clear boundary between work-related emotional demands and personal life is pivotal for overall well-being. Such policies can protect personal time and mitigate emotional labor's spillage into non-work hours:

Enhancing Wellness Programs with Mindfulness. Organizations can consider enriching existing wellness programs with mindfulness elements. Integrating mindfulness-based

interventions into wellness initiatives equips employees with effective tools to manage emotional labor challenges.

Advocating for Workplace Emotional Well-being. Policymakers can champion the prioritization of employee emotional well-being. By introducing guidelines or standards that underscore emotional authenticity, social support, and mindfulness practices, policymakers can shape a supportive work environment.

Incorporating these comprehensive recommendations can nurture a workplace atmosphere that acknowledges the multifaceted nature of emotional labor, supports employee well-being, and cultivates a culture of emotional authenticity.

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Appendices.

Appendix I: Questionnaire

Makerere University School of Psychology

Introduction

Dear respondent this questionnaire has been designed to establish a relationship among emotional labor, mindfulness and psychological well-being . The information gathered will be used purely for the purpose of academic research and your response will be treated with strict confidentiality . Please read the questions carefully and respond as honestly as possible .

Section A : Personal Data (Fill in or Tick the choice from the categories, below)

No.	Item	Coding Category	Response (Tick or fill in)
1	Sex	Male = 1	
		Female =2	
2	Age group of respondent	20-30 years = 1	
		31-40 years = 2	
		41-50 years = 3	
		51 and above years = 4	
3	Marital Status	Single= 1	
		Married =2	
		Divorced =3	
		Widowed =4	
4	Time spent in the organization	Less than 5 years =1	
		5-10 years = 2	
		Above 10 years = 3	

Section B : Emotional Labour .

Read each statement carefully and tick the score that closely corresponds with how you deal with your emotions at your workplace as measured on the below stress scale .

Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
1	2	3	4	5

1	I react t client's emotions naturally and easily	1	2	3	4	5
2	I easily express positive emotions to clients as expected for my job	1	2	3	4	5
3	I work hard to feel the emotions that I need to show to others	1	2	3	4	5
4	I hide my anger about something someone has done	1	2	3	4	5
5	I put on a show at work	1	2	3	4	5
6	I hide my disgust over something someone has done	1	2	3	4	5
7	I put on a 'mask' in order to express the right emotions for my job	1	2	3	4	5
8	I pretend to have the emotions I need to display for my job	1	2	3	4	5
9	I put on an act in order to deal with clients in an appropriate way	1	2	3	4	5
10	I make an effort to actually feel the emotions I need to display toward others	1	2	3	4	5
11	I fake a good mood	1	2	3	4	5
12						

Section C : Mindfulness .

Read each statement carefully and tick the score that closely corresponds with how aware and present you are at your workplace as measured on the below stress scale .

Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
1	2	3	4	5

1.	I'm good at finding words to describe my feelings	1	2	3	4	5
2.	I don't pay attention to what I'm doing because I'm daydreaming , worrying , or otherwise distracted	1	2	3	4	5
3.	I believe some of my thoughts are abnormal or bad and I should n't think that way	1	2	3	4	5
4.	When I have distressing thoughts or images, I " step back" and am aware of the thought of image without getting taken over by it.	1	2	3	4	5
5.	I notice how foods and drinks affect my thoughts , bodily sensations and emotions	1	2	3	4	5
6.	I have trouble thinking of the right words to express how I feel about things .	1	2	3	4	5
7.	I do jobs or tasks automatically without being aware of what I'm doing.	1	2	3	4	5
8.	I think some of my emotions are bad or inappropriate and I shouldn't feel them	1	2	3	4	5
9.	When I have distressing thoughts or images I am able just to notice them without reacting .	1	2	3	4	5
10.	I pay attention to sensations , such as the wind in my hair or sun on my face	1	2	3	4	5
11.	Even when I'm feeling terribly upset I can find a way to put it into words.	1	2	3	4	5
12.	I find myself doing things without paying attention	1	2	3	4	5
13.	I tell myself I shouldn't be feeling the way I'm feeling	1	2	3	4	5
14.	When I have distressing thoughts or images I just notice them and let them go	1	2	3	4	5

Section D : Psychological well-being

Read each statement carefully and tick the score that closely corresponds with your psychological well-being at your workplace as measured on the below stress scale .

Strongly Agree	Agree	Not sure	Disagree	Strongly Disagree
1	2	3	4	5

1.	I like most parts of my personality	1	2	3	4	5
2.	When I look at the story of my life, I am pleased with how things have turned out so far	1	2	3	4	5
3.	Some people wander aimlessly through life , but I am not one of them	1	2	3	4	5
4.	The demands of everyday life often get me down	1	2	3	4	5
5.	In many ways , I feel disappointed about my achievements in life	1	2	3	4	5
6.	Maintaining close relationships has been difficult and frustrating for me	1	2	3	4	5
7.	I live life one day at a time and don't really think about the future	1	2	3	4	5
8.	In general , I feel I am in charge of the situation in which I live.	1	2	3	4	5
9.	I am good at managing the responsibilities of daily life	1	2	3	4	5
10.	I sometimes feel as if I've done all there is to do life	1	2	3	4	5
11.	For me , life has been a continuous process of learning ,changing and growth .	1	2	3	4	5
12.	I think it is important to have new experiences that challenge how I think about myself and the world	1	2	3	4	5
13.	People would describe me as a giving person , willing to share my time with others.	1	2	3	4	5
14.	I gave up trying to make big improvement s or changes in my life a long time ago .	1	2	3	4	5
15.	I tend to be influenced by people with strong opinions	1	2	3	4	5
16.	I have not experienced many warm and trusting relationship s with others .	1	2	3	4	5
17.	I have confidence in my own opinions , even if they are different from the way most other people think	1	2	3	4	5
18.	I judge myself by what I think is important , not by the values of what others think is important	1	2	3	4	5