

Abstract

Original Article

A Qualitative Study on Emotional Labor Behavior of Oncology Nurses and its Effects

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Abstract

Background: With the ever increasing cancer cases, the quality and patient satisfaction of the healthcare services provided are not merely limited to the healthcare services provided. In this process, it is expected that the oncology nurses should also help promote patient satisfaction by getting their emotional labor.

Aim: This study has been conducted with the aim of identifying the thoughts of oncology nurses on the concept of emotional labor and its use as well as establishing the individual and organizational impacts of the use of emotional labor.

Method: This is a qualitative study based on a phenomenological design where 25 oncology nurses are interviewed and asked 11 open ended, semi structured and in depth questions.

Results: As a result of the study, following main themes were determined based on definitions made by the oncology nurses: emotional labor, emotional conflict, empathy, individual and organizational effects.

Conclusions-Implications: Emotional labor is instrumental in facilitating interpersonal relationships and maintaining care and is a big therapeutic value within the relationship between oncology nurses and patients and patients' relatives. More studies are needed to be conducted at the oncology departments where the use of emotional labor is most intense.

Keywords: Emotional labor, Oncology nursing, Qualitative study.