

Cross-Cultural Validation of the Hospitality Emotional Labor Scale

User guide

I. Overview

Principle Investigator	Hei-lin Chu
Execution Institution	Department of Hospitality Management, Tunghai University
Funding Sources	National Science Council, Taipei, Taiwan
Project Period	2007-08-01—2010-07-31
Data Collection	2008-05-01—2009-04-01
Duration	2008-12-20—2009-04-01

II. Released File Description

1. User guide

User guide.docx	Including project overview, released file description, documentations for data validation and clean, note for usage etc.
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2. Questionnaire

ques.doc	Questionnaires for data collection
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3. Dataset

data.sav	SPSS dataset (SPSS 20.0 for Win)
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4. Codebook

code.doc	Codebook File
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5. Report

report.pdf	Electronic Report
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III. Guideline for data validation and usage

1. The Center for Survey Research (CSR), Research Center for Humanities and Social Sciences Academia Sinica, has checked invalid values to validate and clean data. Invalid values are not found during the validation
2. In case of any inconsistent findings between project report and dataset, priority is given to findings in dataset.

IV. Guideline for citation

Citation, based upon the requirement of various journals, theses or dissertations, can be revised.

Citation

Hei-lin Chu. (2012). Cross-Cultural Validation of the Hospitality Emotional Labor Scale (E96065) [Data file]. Available from Survey Research Data Archive, Center for Survey Research, Research Center for Humanities and Social Sciences, Academia Sinica Web site: <https://srda.sinica.edu.tw>.
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V. Contact us

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