

## **The Role of Surface and Deep Acting in Bank Teller Commitment**

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This study's primary objective is to determine how emotional labour impacts the organisational commitment of bank tellers at XYZ bank in Sri Lanka. This investigation's methodology is quantitative. The population of this research is a teller at XYZ bank. There is 230 total. According to the Morgan table, the sample size with a confidence level of 95% was 144. However, the survey was given to the broader population, and 159 participants replied. The data were assessed using descriptive, correlative, and multiple regression techniques. The results suggest that emotional labour has a significant effect on the organizational commitment of bank tellers. In addition, this study discovered a negative link between surface behaviour and organizational commitment. Finally, there is a relationship between deep conduct and organizational commitment.

**Keywords:** *Emotional Labour, Surface acting, Deep acting, Organizational Commitment*

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