

# Value of the Work of People Engaged in Funeral Services

– From Subjective Conversations with Funeral Staff –

KAMIMURA Aika

Graduate School of Science for Human Services, Ritsumeikan University

**Keywords:** ceremony staff, funeral director, emotional labor

This study explores the value of the work of people employed in the funeral services industry. The subjects consisted of ceremony staff and funeral directors. The author interviewed the subjects using the M-GTA analysis method. As of currently, no studies exist of those employed in the funeral services industry. The author assumes that mental fatigue occurred due to seeing the deceased and their families, and thus raised and clarified the idea of the value of the work of those employed in the funeral services industry, along with their mental health. Through this study, it is implied that new knowledge about the funeral services industry can lead to the offering of improved services. This study reveals seven important subjective experiences that lead to the growth and value of people engaged in funeral services work. The author concludes that, as emotional controls are necessary, the concept of “emotional labor” relates to those employed in the funeral services industry.