

Feel This, Do That: **The Impact of Daily Emotional** **Labor on Health and Well-Being**

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11:45-12:30



“Work... is a place where all our basic processes, including emotional processes, play out daily. People feel guilty at work, they feel angry, they feel happy, they feel anxious, often all in the same day”

- Weiss, 2002, p. 1



Emotions

While not universally accepted, there appear to be six

Happiness

Surprise

Fear

Sadness

Anger

Disgust



Emotional Labor

The expectation or requirement to express or suppress specific emotions at work



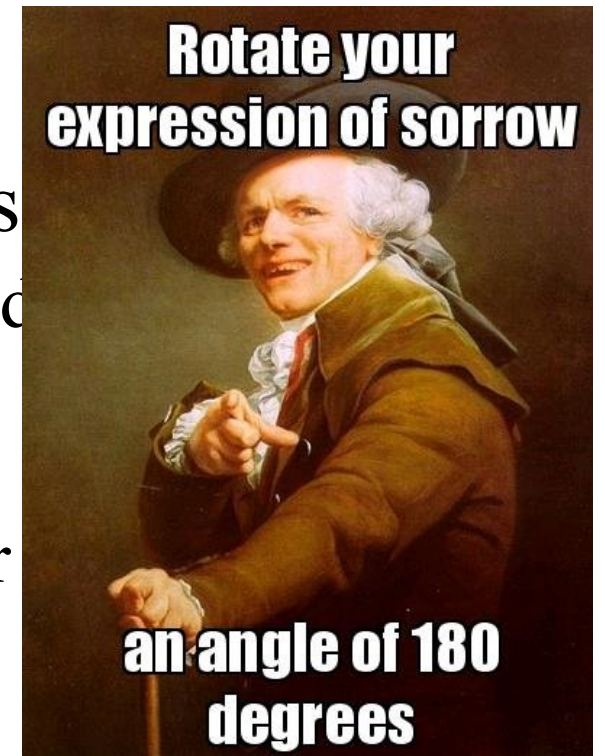
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**Bedside
Manner**



Emotional Labor

- Types of emotions:
 - **Felt:** the individual's actual emotions
 - **Displayed:** required or appropriate emotions
 - **Surface Acting:** Hiding one's inner feelings and forgoing emotional expressions in response to display rules.
 - **Deep Acting:** Trying to modify one's true inner feelings based on display rules



Emotional Labor

- **Positive effects:** Enhancements in financial, mental, and physical well-being¹
- **Negative effects:** Greater levels of burnout, psychological strain, and psychosomatic complaints²



South Carolina Officer Leroy Smith, 2015, helping unidentified white supremacist (Photo: Rob Godfrey via Twitter)

¹ Adelman, 1987; Brotheridge & Grandey, 2002; Rafaeli & Sutton, 1987

² Hülshager & Schewe, 2011



Time 1

Emotional Work Requirements

+

Daily

Emotional Labor

-

Psychological Well-Being

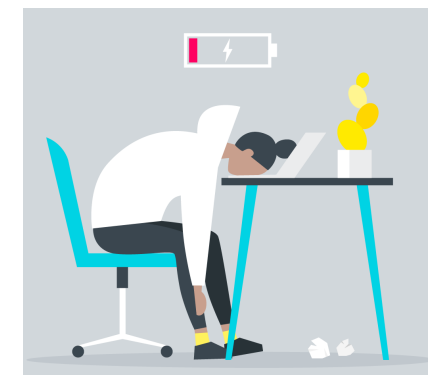
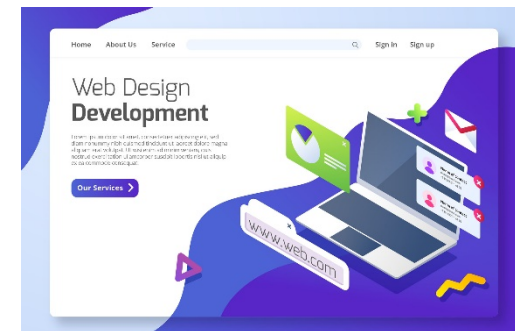
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Physical Health

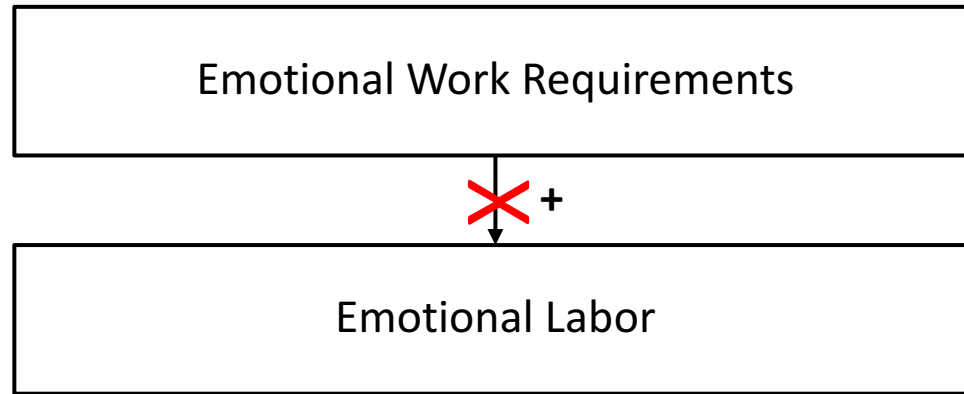
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Time 2

Burnout



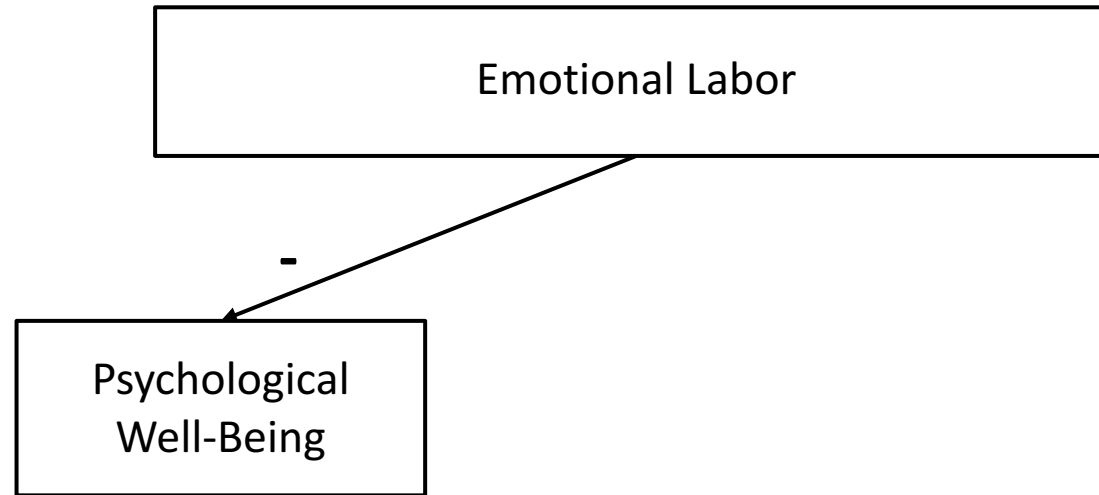
RESULTS



- **Not Supported.** There was no relationship between emotional work requirements and daily emotional labor. ($B = .33$, $SE = .23$, $t(41) = 1.44$, $p > .05$)

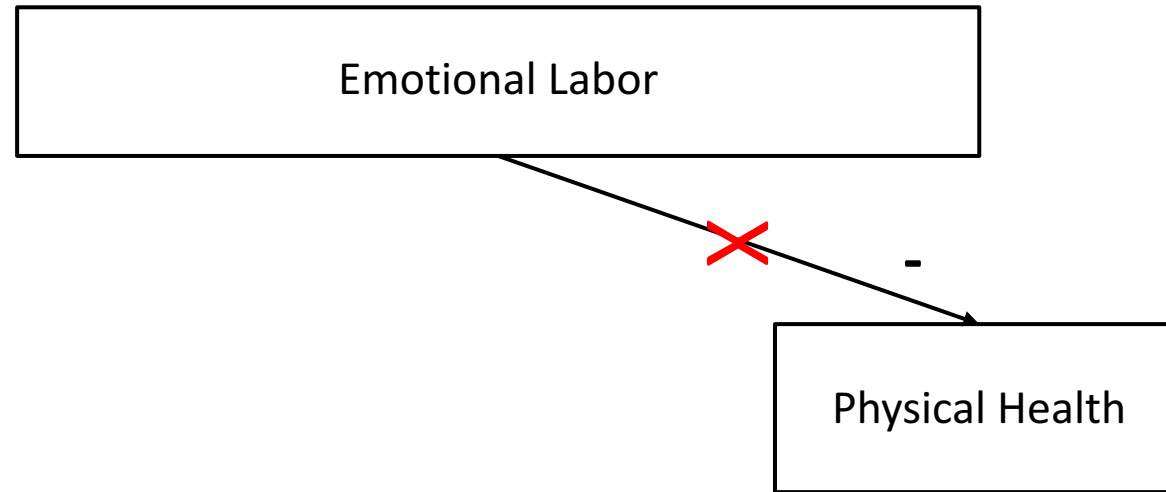


RESULTS



- **Partially Supported.** There was a non-significant negative within-person relationship ($B = -.26$, $SE = .17$, $t(42) = -1.53$, $p > .05$)
- and significant negative between-person relationship with emotional labor and psychological well-being. ($B = -.33$, $SE = .13$, $t(41) = -2.54$, $p < .05$)

RESULTS

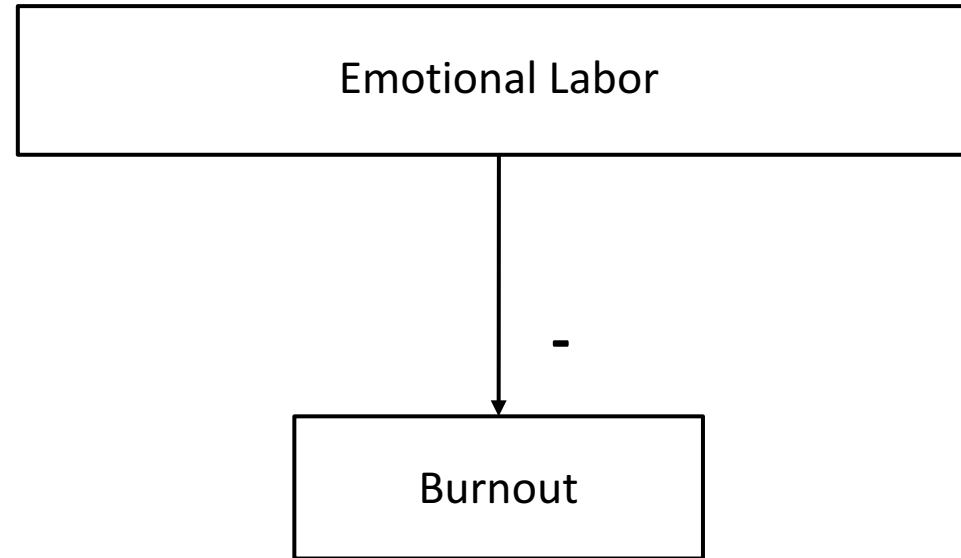


- **Not Supported.** For physical health, the results suggest there is not a significant relationship at the within- ($B = -.17$, $SE = .12$, $t(42) = -1.50$, $p > .05$) or between-person level. ($B = -.16$, $SE = .11$, $t(41) = -1.39$, $p > .05$)

Summary of Multilevel Modeling Analyses									
Variable	1			2			3		
	B	t	SE	B	t	SE	B	t	SE
Intercept	2.33	18.04	0.13	5.47	15.62	0.35	5.35	19.36	0.28
Emotional Labor (Level 1)				-0.26	-1.52	0.17	-0.17	-1.50	0.12
Emotional Labor (Level 2)				-0.33	-2.54	0.13	-0.16	-1.39	0.11
Emotional Work Requirements	0.33	1.44	0.23						

Note: **Bolded values** = $p < .05$.
Model 1 Outcome- Daily Emotional Labor
Model 2 Outcome- Daily Psychological Well-Being
Model 3 Outcome- Daily Physical Health

RESULTS



- **Supported.** The results suggest that there is a significant positive relationship between emotional labor and burnout. ($r = .38, p < .05, n = 28$)

Means, standard deviations, and correlations among study variables

Variable	<i>M</i>	<i>SD</i>	1	2	3	4	5	6	7
1. Age	30.31	7.38	---	-.19	.33	-.10	.16	-.26	-.09
2. Sex	1.53	0.51	-.05	---	-.08	.11	-.41	-.23	-.17
3. Emotional Work Requirements	2.80	0.65	.31	.13	---	.11	.15	-.28	-.13
4. Daily Emotional Labor	2.30	0.87	.01	.16	.06	---	-.50	-.33	.38
5. Daily Psychological Well-Being	4.74	0.87	.15	-.14	.07	-.14	---	.33	-.39
6. Daily Physical Health	5.00	0.73	-.06	-.19	-.18	-.02	.38	---	.02
7. Burnout	2.38	0.31							---

Note: Day-level variables were averaged across measurement occasions

Means and standard deviations are from data collected during first two phases of data collection.

Burnout was collected in phase three, therefore the mean and standard deviation for burnout is created from participants who participated in all three phases.

Correlations below diagonal are from first two phases of data collection ($n = 43$). Correlations above diagonal are from all three phases ($n = 28$).

Sex was coded 1 = Male and 2 = Female

Bolded values = $p < .05$

Discussion

- This daily survey study provides support for existing cross-sectional data by confirming
 - negative relationship between emotional labor (surface acting) and psychological well-being
 - positive relationship between emotional labor (surface acting) and burnout
- One does not need to be in extreme emotional contexts or performing for commerce to experience negative effects from performing emotional labor
- Limitations: self-report, correlational, single organization

Take-Aways

- Emotions are important and inevitable
- Simply *faking* can be problematic
- Better to try to actually *change* emotions (if needed)



Thank you!

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