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:

<table>
<thead>
<tr>
<th>Happiness</th>
<th>Surprise</th>
<th>Fear</th>
<th>Sadness</th>
<th>Anger</th>
<th>Disgust</th>
</tr>
</thead>
</table>

![Image of a person holding a camera]
Emotional Labor

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

¹ Adelman, 1987; Brotheridge & Grandey, 2002; Rafaeli & Sutton, 1987
² Hülsheger & Schewe, 2011
Emotional Work Requirements

Emotional Labor

Psychological Well-Being

Physical Health

Burnout

Time 1

Daily

Time 2
• **Not Supported.** There was no relationship between emotional work requirements and daily emotional labor. (B = .33, SE = .23, t(41) = 1.44, p > .05)
• 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)
• 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)

<table>
<thead>
<tr>
<th>Summary of Multilevel Modeling Analyses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Intercept</td>
</tr>
<tr>
<td>Emotional Labor (Level 1)</td>
</tr>
<tr>
<td>Emotional Labor (Level 2)</td>
</tr>
<tr>
<td>Emotional Work Requirements</td>
</tr>
</tbody>
</table>

Note: Bolded values – p < .05.
• **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

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

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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