Emotional Labour at Workplace through Gender Perspective: Community Analysis (Case Study of Metropolitan Cities)

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ABSTRACT

In today's world emotional management has become a key concern among dual earner in metropolitan families as it critically influences the gender health. An affective revolution has occurred over the last 30 years of academics and managers alike have come to realize that Emotions in the workplace play a large role in an organization. Thus, this study was conducted to find out the effect of emotional labour on biological difference among dual earner families. The data was analyzed through Community Analysis. The result of the study conclude that female respondents had high mean value which means that female go through more emotional labour at workplace in comparisons to male counterpart.

Key Word: Emotional Labour, Gender, Workplace, Community Analysis

Introduction

"The state of literature shows that affect (another term for emotion used in organizational behavior studies) matters because people are not isolated "emotion islands" rather they bring all of themselves to work including their traits , moods and emotion and their affective experiences influence others." according to paper coauthoredby*Donald Gibson*of Fairfield university Dolan School of Business. An affective revolution has occurred over the last 30 years of academics and managers alike have come to realize that Emotions in the workplace play a large role in an organization says *Barsade* who has been doing research in the area of emotions and work dynamics for 15 years. Everybody brings their emotion to work. You bring your brain to work you bring your emotions to work feelings drive performance they drive behavior and other feelings, think of people as emotion conductors". (**Ashkanasy, 2000**)

Emotion in the workplace plays an efficient role in how an organization communicates with in itself and to the outside world." Events at work have real emotional impact on participants. The consequences of emotional states in the workplace both behavioral and attitudinal have substantial significance for individuals, groups and society .Positive emotions in the workplace help employees obtain favorable outcomes such achievement, job enrichment and higher quality social status. Negative emotions such as fear anger stress hostility sadness and guilt however increase the predictability of workplace deviance and how the outside world views the organization.

Earlier research studies did not focus much on the emotion as a aspect while dealing with organizational behavior.(**Arvey ,Renz & Watson ,1998,Putnam & Mumby 1993**). The present declining health condition and increasing stress among the earners have compelled researchers to focus on this aspect as result now emotion as a influential factor has gained importance. (**Arvey et al ,1998**) .The situation becomes more interesting when emotion studies are clubbed with gender aspect.

Communalities;-

	Initial	Extraction
Gender	1.000	.913
Nature of Job	1.000	.662
I express my feelings freely when I go to work	1.000	.830
I am unable to express my true feeling to the people I work with	1.000	.963
At work I keep my emotions to myself	1.000	.815
There is lot of variety in the kinds of things I do at work	1.000	.803
I keep learning new things in my job	1.000	.818
My job requires that I do same things over and over	1.000	.658
My supervisor decides how my work tasks should be done	1.000	.848
The way I act at work is very different from the way I act at home	1.000	.922
I feel that I cannot express my true self when I am at work	1.000	.856
I basically have to become a different person when I at work	1.000	.887
I often have trouble understanding my emotions sometimes	1.000	.883
I am in touch with my emotions and when I am at work	1.000	.732

Extraction Method: Principal Component Analysis.

Communalities Analysis;-

The next item from the output is a table of communalities which shows how much of the variance (i.e. the communality value which should be more than 0.5 to be considered for further analysis. Else these variables are to be removed from further steps factor analysis) in the variables has been accounted for by the extracted factors. For instance over 96.3 % of the

variance in "I am unable to express my true feeling to the people I work with" is accounted for, while 66.2 % of the variance in "Nature of Job" is accounted for Emotional labour at work place. 14 explanatory variables are playing to significant role to determine emotional labour at work place.

Total Variance Explained

| Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	5.506	39.327	39.327	5.506	39.327	39.327
2	3.429	24.496	63.823	3.429	24.496	63.823
3	1.597	11.405	75.227	1.597	11.405	75.227
4	1.058	7.556	82.783	1.058	7.556	82.783
5	.740	5.283	88.066			
6	.536	3.830	91.896			
7	.434	3.102	94.998			
8	.325	2.318	97.316			
9	.196	1.401	98.718			
10	.102	.730	99.448			
11	.053	.376	99.825			
12	.024	.168	99.992			
13	.001	.008	100.000			
14	1.779E-15	1.271E-14	100.000			

Extraction Method: Principal Component Analysis.

Total variance explained;-

Eigenvalue actually reflects the number of extracted factors whose sum should be equal to number of items which are subjected to factor analysis. The next item shows all the factors extractable from the analysis along with their eigenvalues. The Eigenvalue table has been divided into three sub-sections, i.e. Initial Eigen Values, Extracted Sums of Squared Loadings and Rotation of Sums of Squared Loadings. For analysis and interpretation purpose we are only concerned with Extracted Sums of Squared Loadings. Here one should note that Notice that the first factor accounts for 39.327 % of the variance, the second 24.496 %, the third 11.405% & the Fourth 7.556. That have Extraction Sums of Squared Loadings percentage values are 39.32, 24.496, 11.405, & 7.556 respectively. And the Cumulative percentages of the all four variables have respectively 39.327, 63.823, 75.227 & 82.783. All the remaining factors are not significant.

Scree Plot
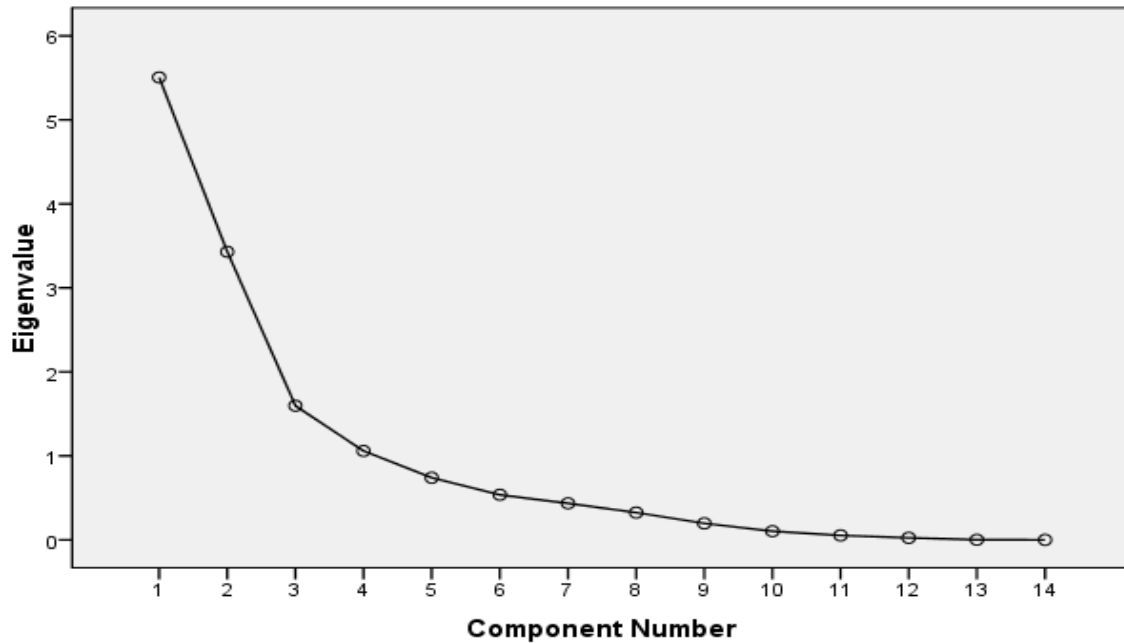
Scree plot;-

The scree plot is a graph of the eigenvalues against all the factors. The graph is useful for determining how many factors to retain. The point of interest is where the curve starts to flatten. It can be seen that the curve begins to flatten between factors 3 and 4. Note also that factor 4 onwards have an eigenvalue of less than 1, so only four factors have been retained.

Component Matrix[a]

	Component			
	1	2	3	4
Gender	.937	.098	.148	-.054
Nature of Job	-.181	.708	.327	.142
I express my feelings freely when I go to work	.825	-.354	.129	.087
I am unable to express my true feeling to the people I work with	.867	-.400	-.209	.086
At work I keep my emotions to myself	.674	.597	-.017	.066
There is lot of variety in the kinds of things I do at work	-.026	.255	.847	.138
I keep learning new things in my job	.807	.371	.011	-.170

My job requires that I do same things over and over	.242	.575	.304	.421
My supervisor decides how my work tasks should be done	.457	-.527	.366	-.477
The way I act at work is very different from the way I act at home	-.279	.807	-.329	-.290
I feel that I cannot express my true self when I am at work	.793	.417	-.179	.148
I basically have to become a different person when I at work	.174	-.791	.114	.467
I often have trouble understanding my emotions sometimes	.766	.115	-.488	.212
I am in touch with my emotions and when I am at work	.682	.040	.269	-.440

Extraction Method: Principal Component Analysis.

a. 4 components extracted.

Component Matrix analysis;-

The Above table below shows the loadings (extracted values of each item under 4 variables) of the 14 explanatory variables on the four factors extracted. The higher the absolute value of the loading, the more the factor contributes to the variable (We have extracted three variables wherein the 14 items are divided into 04 variables according to most important items which similar responses in component 1 and simultaneously in component 2, 3 and 4). The gap (empty spaces) on the table represent loadings that are less than 0.5, this makes reading the table easier. We suppressed all loadings less than 0.5.

Conclusion:

The high mean values for the female respondents were noticed, which was a blatant indication that women experienced more emotional labour at work than men did. Females in the reproductive and post-reproductive group did, however, differ significantly from one another. Communality analysis revealed that over 96.3 % of the variance in "I am unable to express my true feeling to the people I work with" is responsible factor, while 66.2 % of the variance in "Nature of Job" is responsible factor for Emotional labour at work place.

Success in the workplace depends on your ability to manage your emotions as well as of those around you. Toxicity at work is a common occurrence and an occupational hazard. One can therefore draw the conclusion that the capacity to manage emotion and emotional information in the workplace aids employees in coping with work-related stress and preserving their psychological well-being. This is why the success of many projects and organizations depends on this capacity.

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