

# **EMOTIONAL LABOUR AT WORKPLACE THROUGH GENDER PERSPECTIVE: FACTOR ANALYSIS (CASE STUDY OF METROPOLITAN CITIES)**

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## **Abstract**

Emotion in the workplace plays an efficient role in how an organization communicates with in itself and to the outside world. Emotional labour is defined as dissembling or alteration of emotion, in order to comply with expectations at work. Gender disparity is matter of keen interest and is observed while making balance between personal and professional life. 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 Factor 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, and Factor Analysis**

## **Introduction**

In today's world emotional management has become a key concern among dual earner in metropolitan families as it critically influences the gender health. Despite these contemporary preoccupations with regard to the importance of emotions at workplace, certain professions or job roles are considered to be over rewarding and easy career options. "Emotional labour is defined as dissembling or alteration of emotion, in order to comply with expectations at work" **(Hochschild,1983).**

The study on emotional labour from female point of view and its effect on gender health has been a matter of concern especially with reference to dual earner who continuously struggle for

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making balance between personal and professional life .Study on the latest statistics result in declination of female participation in labour market as dual earner bear additional pressure of child care, family and their organizational pressure (**ILO 2016**). 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.

Gender disparity is matter of keen interest and is observed while making balance between personal and professional life.”**Hoschild 1983** pointed out that majority of service jobs are performed by women and as such gender becomes an issue for emotional labour. **Wharton and Erickson 1993** also discussed how women are more likely to manage emotions at work as well as home. If women engage in more emotion management situations perhaps they are better at managing emotions (so performance would be better ) but they would be engaging in more suppression of true feelings (so stress would be higher ) **Kruml and geddes (1998)** found a relationship between gender and emotional dissonance in that women were more likely to report feeling differently than they expressed .it is unclear if this means that men are showing emotions that are inappropriate for the job or simply not feeling discrepant emotions.In line with the first point one study suggested that men and women have different motivesv for regulating emotions in that women are more concerned with getting along whereas men are more motivated to stay in control and express powerful emotion such as anger or pride (**Timmers ,Fischer &Manstead 1998**) however in customer service sretting men need to manage their emotions”.

### **Factor analysis of Emotional labour at Work place**

**Factor analysis** is a technique that is used to reduce a large number of variables into fewer numbers of factors. This technique extracts maximum common variance from all variables and puts them into a common score. As an index of all variables, we can use this score for further analysis. Factor analysis is part of [general linear model \(GLM\)](#) and this method also assumes several assumptions: there is linear relationship, there is no multicollinearity, it includes relevant variables into analysis, and there is true correlation between variables and factors.

**Descriptive Statistics**

	Mean	Std. Deviation	Analysis N
Gender	1.5000	.50050	500
Nature of Job	1.4960	.50048	500
I express my feelings freely when I go to work	3.0940	1.50122	500
I am unable to express my true feeling to the people I work with	3.5060	1.32116	500
At work I keep my emotions to myself	3.5020	1.12629	500
There is lot of variety in the kinds of things I do at work	3.3280	.94350	500
I keep learning new things in my job	3.8340	.99015	500
My job requires that I do same things over and over	3.5020	1.26221	500
My supervisor decides how my work tasks should be done	3.0940	1.44268	500
The way I act at work is very different from the way I act at home	2.9980	1.47321	500
I feel that I cannot express my true self when I am at work	3.8320	.98880	500
I basically have to become a different person when I at work	3.9160	.86397	500
I often have trouble understanding my emotions sometimes	3.8360	.98542	500
I am in touch with my emotions and when I am at work	3.5020	1.38630	500

The analysis of 500 Respondents is a table of descriptive statistics for all the variables under investigation. Typically, the mean, standard deviation and number of respondents (250 male and 250 female) who participated in the survey are given with the selected variables. Looking at the mean, one can conclude that “I basically have to become a different person when I at work” is the most important variable that influences the respondents (Male and Female) with Emotion in

the workplace. It has the highest mean of 3.9160. Whereas the “I often have trouble understanding my emotions sometimes” explanatory variables have the 3.8360,” I keep learning new things in my job” have the mean 3.8340. But the explanatory variables Nature of Job, Gender, & I express my feelings freely when I go to work having the mean value of 1.4960, 1.5000, & 3.0940 respectively.

**The correlation matrix;-**

**Correlation Matrix<sup>a</sup>**

	Gender	Nature of Job	I express my feelings freely when I go to work with	I am unable to express my true feelings to the people I work with	At work I keep my emotions to myself	The re is lot of variety in the kinds of things I do at work	I keep learning new things in my job	My job requires that I do something new over and over	My supervisor decides how my work tasks should be done	The way I act at work is very different from the way I act at home	I feel that I can express my true self when I am at work	I basically have to become a different person when I am at work	I often have trouble understanding my emotions when I am at work	I am in touch with my emotions and when I am at work
Correlation	1.000	.000	.724	.756	.603	.110	.847	.287	.407	-.219	.680	.088	.679	.724
Nature of Job		1.000	-.281	-.505	.293	.359	.166	.328	-.525	.336	-.001	-.474	-.168	-.001

I express my feelings freely when I go to work	.724	-.281	1.000	.821	.431	-.008	.523	-.006	.581	-.633	.466	.382	.518	.424
I am unable to express my true feeling to the people I work with	.756	-.505	.821	1.000	.288	-.251	.515	-.044	.465	-.506	.578	.464	.766	.504
At work I keep my emotions to myself	.603	.293	.431	.288	1.000	.114	.761	.448	-.016	.255	.833	-.309	.535	.384
There is lot of variety in the kinds of things I do at work	.110	.359	-.008	-.251	.114	1.000	-.017	.378	.089	-.020	.025	-.067	-.300	.128
I keep learning new things in my job	.847	.166	.523	.515	.761	-.017	1.000	.325	.249	.062	.663	-.218	.576	.554

My job requires that I do same things over and over	.287	.328	-.006	-.044	.448	.378	.325	1.000	-.132	.234	.447	-.208	.169	.066
My supervisor decides how my work tasks should be done	.407	.525	.581	.465	-.016	.089	.249	-.132	1.000	-.503	.020	.265	.017	.480
The way I act at work is very different from the way I act at home	-.219	.336	-.633	-.506	.255	-.020	.062	.234	-.503	1.000	.177	-.855	.009	-.115
I feel that I cannot express my true self when I am at work	.680	.001	.466	.578	.833	.025	.663	.447	.020	.177	1.000	-.124	.745	.494

I basically have to become a different person when I am at work	.088	-.474	.382	.464	-.309	-.067	-.218	-.208	.265	-.855	-.124	1.000	.069	.027
I often have trouble understanding my emotions sometimes	.679	-.168	.518	.766	.535	-.300	.576	.169	.017	.009	.745	.069	1.000	.313
I am in touch with my emotions and when I am at work	.724	-.001	.424	.504	.384	.128	.554	.066	.480	-.115	.494	.027	.313	1.000

a. This matrix is not positive definite.

**The correlation matrix Analysis;-**

The next output from the analysis is the correlation coefficient. A correlation matrix is simple a rectangular array of numbers which gives the correlation coefficients between a single variable and every other variables in the investigation. The correlation coefficient between a variable and itself is always 1, hence the principal diagonal of the correlation matrix contains 1 (See Red Line

in the Table 2 below). The correlation coefficients above and below the principal diagonal are the same. The determinant of the correlation matrix is shown at the foot of the table below.

With respect to Correlation Matrix if any pair of variables has a value less than 0.5, consider dropping one of them from the analysis (by repeating the factor analysis test in SPSS by removing variables whose value is less than 0.5). The off-diagonal elements (The values on the left and right side of diagonal in the table below) should all be very small (close to zero) in a good model. the correlation between I basically have to become a different person when I at work & Gender having coefficient value 0.088, and most of the explanatory variable have the coefficient value are nearer to zero hence the model is strong and all the explanatory variables playing significant role to determine Emotion labour in the workplace in the respondents.

**Conclusion:**

It was observed that the high values of means were for female respondents which clearly indicated that they suffered from emotional labour at workplace more in comparison to men. However significant difference was observed between reproductive and post reproductive group among females. Factorial analysis revealed that “I basically have to become a different person when I at work” is the most important factor influencing the respondents. (Male and Female) with Emotion in the workplace. It has the highest mean of 3.9160. Whereas the “I often have trouble understanding my emotions sometimes” explanatory variables have the 3.8360,” I keep learning new things in my job” have the mean 3.8340. But the explanatory variables Nature of Job, Gender, & I express my feelings freely when I go to work having the mean value of 1.4960, 1.5000, & 3.0940 respectively.

Being able to not only control your emotions but gauge the emotions of those around you and affective influence them is imperative to success in the workplace,” Toxicity in the workplace is a regular occurrence and an occupational hazard .that is why the success of many projects and organizations itself depend on the handle one can conclude that the ability to effectively deal with emotion and emotional information in the workplace assist employees in managing occupational stress and maintaining psychological well being.

**Resources**

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