

septembre 2024



Objectif : veille bibliographique bimestrielle portant sur les émotions au travail, sur le management émotionnel, sur le travail émotionnel en entreprises, sur la régulation des émotions en entreprises, et les émotions dans ses liens avec l'épuisement professionnel, avec le télétravail et avec l'IA dans la sphère professionnelle.

La validation des informations fournies (exactitude, fiabilité, pertinence par rapport aux principes de prévention, etc.) est du ressort des auteurs des articles signalés dans la veille. Les informations ne sont pas le reflet de la position de l'INRS. Les éléments issus de cette veille sont fournis sans garantie d'exhaustivité. Les liens mentionnés dans le bulletin donnent accès aux documents sous réserve d'un abonnement à la ressource.

Les bulletins de veille sont disponibles sur le [portail documentaire de l'INRS](#). L'abonnement permet de recevoir une alerte mail lors de la publication d'un nouveau bulletin (bouton « M'abonner » disponible après connexion à son compte).

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Emotions au travail – généralités

[\[PDF\] Poséidon au pays des organisations. Le travail émotionnel quarante ans après The Managed Heart](#)

R Dickason - Revue française de gestion, 2024 - shs.cairn.info

Cette revue narrative de la littérature sur le travail émotionnel met en dialogue une diversité de focales théoriques, de disciplines et de travaux (incontournables ou bien méconnus) afin de proposer un nouveau récit autour de ce concept. Trois axes sont développés : 1) le travail émotionnel comme activité invisible mais omniprésente et potentiellement délétère, 2) le glissement vers une pluralité de cadres organisationnels et 3) les dimensions oubliées du travail émotionnel. Ceci amène à présenter une synthétisation du travail émotionnel sous forme de carré.

[La déshumanisation organisationnelle: Une étude sur les ressources personnelles et les ruminations affectives](#)

L Gérard, G Caesens - dial.uclouvain.be

La déshumanisation organisationnelle est un phénomène particulièrement délétère pour le travailleur qui en est victime (Taskin et al., 2019). De nombreuses recherches se sont intéressées à ces conséquences en matière de bien-être chez le travailleur, de comportements ou encore d'attitudes envers l'organisation (e.g., Caesens et al., 2017; Caesens & Stinglhamber, 2019; Demoulin et al., 2020; Lagios et al., 2021; Nguyen et al., 2021; Taskin et al., 2019) mais également sur différents modérateurs et médiateurs entrant dans son réseau nomologique (e.g., Brison et al., 2022; Lagios et al., 2022; Sarwar & Muhammad, 2021; Stinglhamber et al., 2021). Cependant, aucune recherche ne s'est réellement intéressée à la question des ruminations affectives chez l'employé en lien avec la déshumanisation organisationnelle. Dès lors, nous explorons la relation potentielle entre ces deux phénomènes afin de comprendre si la déshumanisation organisationnelle peut représenter un antécédent de la rumination affective. Au travers de cette recherche, nous nous intéressons également à la question des ressources personnelles et plus précisément, la question de la pratique d'activité physique et d'autocompassion qui, au travers de la littérature actuelle, jouent toutes deux un rôle modérateur entre de nombreux stressseurs du travail et leurs conséquences respectives (e.g., Anjum et al., 2020; Isoard-Gauthier et al., 2019; Ma et al., 2022; Sliter et al., 2014). Nous explorons donc le potentiel rôle modérateur de la pratique d'activité physique et d'autocompassion sur la relation entre la déshumanisation organisationnelle et la rumination affective. Ensuite, alors que la déshumanisation organisationnelle et la rumination affective présentent toutes deux certaines conséquences communes (e.g., Mullen et al., 2020; Pauli et al., 2023; Sousa & Neves, 2021; Weigelt et al., 2023), nous explorons également le potentiel rôle médiateur de la rumination affective sur la relation entre la déshumanisation organisationnelle et ces conséquences communes (i.e., symptômes psychosomatiques, tensions psychologiques, épuisement émotionnel et la satisfaction au travail). Enfin, nous nous intéressons au potentiel effet indirect de la déshumanisation organisationnelle sur la consommation d'alcool comme une échappatoire via la rumination affective (e.g., Fontesse et al., 2020; Frone, 2015). Pour ce faire, nous avons effectué une recherche quantitative sur base de questionnaires auto-rapportés destinés à des travailleurs actifs. Les analyses statistiques ont permis de démontrer qu'il existe bien une corrélation significative entre la déshumanisation organisationnelle et la rumination affective, mais également qu'il existe une médiation partielle de la rumination affective sur la relation entre la déshumanisation organisationnelle et les quatre conséquences détaillées plus tôt. Cependant, les résultats n'ont pas permis de démontrer un rôle modérateur de l'activité physique et de l'autocompassion sur la relation entre la déshumanisation organisationnelle et la rumination affective. L'hypothèse d'un effet indirect de la déshumanisation organisationnelle sur la consommation d'alcool comme un échappatoire est également rejetée, bien que proche d'un seuil significatif. Cette étude démontre cependant des limites, que ce soit à travers notre échantillon, certaines échelles utilisées ou encore le design de notre étude. Ces dernières sont détaillées au sein de notre dernier chapitre, en complément des recommandations pour les recherches futures.

[Explorer le vécu émotionnel des soignants face au deuil périnatal](#)

N Gillet, AC Dubois, M Kirsch - dial.uclouvain.be

Ce mémoire traite du sujet du vécu et des émotions ressenties par les soignants lorsqu'ils sont confrontés au deuil périnatal. Cette problématique est importante dans le domaine de la santé



publique en raison du nombre de cas de burn-out et de dépression parmi les professionnels de santé. L'objectif de l'étude est d'interroger le vécu des professionnels et d'identifier les facteurs influençant leur vécu émotionnel ainsi que les différents types de soutiens et d'accompagnements qui leur sont offerts ou qui pourraient être envisagés dans ce contexte. Méthodes : L'étude utilise une approche qualitative en réalisant des entretiens semi-directifs avec des soignants confrontés au deuil périnatal (sage-femmes, infirmières pédiatriques, enseignantes, psychologue et gynécologue). Les entretiens ont été réalisés en visioconférence et enregistrés pour être ensuite analysés à l'aide d'une méthode d'analyse thématique afin d'identifier les principaux thèmes et en lien avec la question de recherche. Résultats : Les résultats ont montré que toutes les participantes ont été confrontées au deuil périnatal, et cette expérience reste ancrée dans leur esprit. Le soutien qu'elles reçoivent provient principalement de leurs pairs. Nous avons pu observer des variations individuelles dans les réactions émotionnelles et dans ce que chaque professionnelle met en place afin de faire face à la situation. Par ailleurs, un manque de formation adéquate est unanimement relevé par toutes les participantes. La prise en charge des interruptions médicales de grossesse est jugée plus facile à aborder par les soignants en raison de l'anticipation et la clarté des protocoles.

[PDF] [L'attitude policière face au filicide: La gestion des émotions dans la police](#)

A De Cleyre, MS Devresse - dial.uclouvain.be

Ce mémoire aborde l'attitude des policiers qui ont traité d'un dossier de filicide durant leur carrière, en étudiant les mécanismes de gestion émotionnelle mis en place par ceux-ci, leur discours sur les émotions au regard de leur métier et les risques psychosociaux auxquels ils sont exposés. Ce mémoire vise à analyser l'expérience des policiers et leur discours quant aux émotions générées par l'affaire qui leur est demandé de raconter. Ce travail est réalisé en deux temps. En premier temps, est établi un éclairage théorique du filicide, de la manière dont il est appréhendé par notre société actuelle, ainsi qu'une vue d'ensemble théorique sur la gestion des émotions dans la police, et sur la place des émotions au sein du monde professionnel. En deuxième temps, des entretiens avec des policiers de sections diverses servent de fondement pour une analyse empirique de l'attitude des policiers confrontés à des dossiers de filicide.

[Travailler dans un EHPAD pendant la pandémie de Covid-19-Quels déterminants de la charge émotionnelle des professionnels du secteur?](#)

M Plault, L Triplet... - ... -économie du travail, 2024 - classiques-garnier.com

À partir d'une enquête menée entre 2021 et 2022 basée sur des méthodes quantitatives complétées par une enquête qualitative, cet article étudie les déterminants de la charge émotionnelle éprouvée par les travailleurs des Établissements d'Hébergement pour Personnes Agées Dépendantes (EHPAD) pendant la première année de l'épidémie de Covid-19. Les résultats montrent qu'une majorité de travailleurs a éprouvé une forte charge émotionnelle. Son intensité varie, à la fois selon des facteurs déjà identifiés par la littérature, mais également selon l'ampleur de l'épidémie et sa gestion par l'établissement, ainsi que selon l'accès aux soins hospitaliers et ambulatoires.

[les personnes enseignantes en situation d'insertion professionnelle pour développer la compétence émotionnelle](#)

L Lafortune - degruyter.com

[PDF] [Le rôle des émotions dans le processus de recrutement: Etude de cas au sein de PaHRtners](#)

M Selbiani - 2024 - matheo.uliege.be

Ce mémoire explore le rôle des émotions dans le processus de recrutement, en se concentrant sur l'influence des émotions des recruteurs. Bien que la recherche existante se penche souvent sur les émotions des candidats, cette étude se distingue en examinant comment les émotions des recruteurs peuvent affecter leurs décisions de sélection. S'appuyant sur le modèle des émotions à cinq niveaux d'Ashkanasy (2003), l'étude utilise une méthodologie qualitative incluant des entretiens semi-directifs et des observations participantes au sein de PaHRtners, cabinet de recrutement. Ce travail vise à apporter une nouvelle compréhension de l'impact des émotions sur le recrutement et propose des pistes pour améliorer les pratiques professionnelles dans ce domaine.



[LIVRE] [Faire advenir les émotions d'une politique culturelle: le rôle des médiateur·rices des institutions culturelles](#)

F Eloy, T Legon – chapitre 4 extrait de « Culture & émotions », 2024 - shs.cairn.info

Ce chapitre entend montrer qu'un des objectifs centraux de la médiation culturelle (poursuivi plus ou moins consciemment) est de faire advenir des émotions spécifiques, qu'il s'agira de détailler, ce qui passe par une « domestication » des publics et de leurs affects « ordinaires ». Ainsi, dès les prémices de la politique de démocratisation culturelle, la dimension émotionnelle est présentée comme centrale dans le rapport aux œuvres visé par l'action du ministère des Affaires culturelles, moyen, selon André Malraux, d'affirmer la spécificité de ce dernier par rapport à celui de l'Éducation nationale. C'est ce qu'illustre par exemple cette citation désormais célèbre tirée d'un discours au Sénat en décembre 1959 : « Notre travail, c'est de faire aimer les génies de l'humanité et notamment ceux de la France, ce n'est pas de les faire connaître. La connaissance est à l'université ; l'amour, peut-être, est à nous. » Dans ce cadre, les institutions doivent servir à ce que chaque Français·e connaisse le « choc esthétique » provoqué par la confrontation avec la beauté des (grandes) œuvres. Cette émotion est vue comme naissant automatiquement ou « naturellement » de la pratique effective, via la croyance magique du choc esthétique.

[PDF] [L'influence des émotions des enseignants de l'ULiège sur la délivrance des feedbacks: quelles émotions émergent et quels déclencheurs pouvons-nous identifier?](#)

L Pugliese - 2024 - matheo.uliege.be

Ce mémoire explore l'influence des émotions des enseignants de l'Université de Liège (ULiège) sur la manière dont ils délivrent des feedbacks aux étudiants, un aspect crucial du processus d'évaluation (Hattie & Timperley, 2007). Le feedback est profondément lié au contexte pédagogique et à la relation enseignant-étudiant, qui joue un rôle déterminant dans son efficacité (William, 2011). Toutefois, la dimension émotionnelle de cette pratique reste sous-explorée dans la littérature (Schutz & Zembylas, 2009). En se concentrant sur les émotions des enseignants, cette recherche s'appuie sur une analyse phénoménologique interprétative (IPA) pour approfondir notre compréhension de leurs expériences émotionnelles, de leurs déclencheurs et de leur impact sur la qualité du feedback (Smith et al., 2009). Les résultats se basent sur huit entretiens semi-dirigés menés avec des enseignants de l'Université de Liège. Ce travail vise à combler une lacune identifiée dans les recherches actuelles en offrant des insights détaillés sur le vécu émotionnel des enseignants dans le contexte de l'enseignement supérieur (Trigwell, 2011 ; Pekrun et al., 2002a). Concrètement, cette étude interroge dans quelle mesure les enseignants ressentent des émotions, sur base de quels déclencheurs, et quelles stratégies de régulation émotionnelle ils mettent en place par la suite.

[Double profil des enseignants en formation: quel impact des émotions sur la persévérance?](#)

M Hascoët, C Audrin - 2024 - orfee.hepl.ch

De nombreuses études ont mis en évidence le grand nombre d'abandon de la profession au sein des enseignants notamment en Suisse (Ingersoll, 2001; Stokking et al., 2003). Il apparaît donc crucial de comprendre les déterminants des volontés de persévérer dans le métier. La littérature a par ailleurs démontré que les émotions des enseignants étaient notamment liées à leur bien-être et à leur engagement dans le métier (Büssing et al., 2019). Dans cette recherche, nous nous intéressons à la double identité des enseignants (professionnels et étudiants) en formation en Suisse et souhaitons étudier comment les émotions ressenties en classe (dans une posture d'enseignant) mais également en formation (dans une posture d'étudiant) peuvent impacter la volonté de persévérer dans les études et le métier. Nous avons collecté des données auprès de 668 futurs enseignants et leur avons demandé de rapporter les émotions ressenties en contexte d'enseignement ainsi que leur intention de persévérer dans le métier. Les participants ont également rapporté les émotions ressenties en contexte académique et leur intention de persévérer dans leur formation. À l'aide de modèles à équation structurelles, nos résultats suggèrent que l'intensité des émotions négatives ressenties est un facteur de risque pour la persévérance dans le métier mais également dans leur formation. Ces résultats sont discutés à l'aune des précédentes recherches portant sur les émotions des enseignants novices.

[LIVRE] [Grief: The Emotion Human Resources Must Address.](#)

A Bhaduri - Chapter 9 extrait de « The Routledge Handbook of Global and Digital Governance



Crossroads », Taylor & Francis, 2024 - <https://doi.org/10.4324/9781003316077>

Grief can come in many forms. While the triggers may differ, it is an emotion we have never brought into the workplace. There is limited dialog and even sparser action because of the many myths this emotion is associated with. In this chapter, we confront the complex and often-overlooked issue of grief among employees, an emotion that particularly came to our consciousness during the Covid-19 pandemic. Job loss, the death of a loved one or colleague, and more became part of eight billion people as they dealt with the devastation. While the pandemic has subsided, grief continues to remain a part of our life. We have not yet learned to talk about loss in the workplace, even though there are so many processes in the world of work that trigger a sense of loss. There is an unspoken rule that we can speak about the meaning that work provides but we do not know how to discuss the loss of meaning. Hiring and onboarding are celebrated in the workplace, but we rarely see organizations being sensitive to employees who have experienced the loss of identity or control or structure because of a reorganization. The company's Human Resources Department can play a vital role in addressing grief. To do that, they need to recognize the various kinds of laws that trigger grief. This chapter explores the various sources that can trigger grief and dispels common myths that often prevent employers from adequately supporting their grieving employees. This compassionate analysis provides a much-needed framework for understanding and addressing grief in the workplace.

[ACTE DE CONFERENCE] [Instilling human soft skills to Thailand's gen-Z undergraduates : laying groundwork for work life's efficacy and workplace readiness.](#)

S ROCHANASAK - Procedia of Multidisciplinary Research, 2024 - so09.tci-thaijo.org

Gen-Zs are those who were born from 1995 to 2010. They account for approximately 19% of the Thailand's population. They are independent and value flexibility. Today's teachers/trainers/managers must consider emphasizing instilling human soft skills in them. Born in the digital era, they are categorized as tech-savvy people. Thus, on average, their lives revolve around social media platforms for about 7 hours daily. With the myriad of social media platforms, applications, online courses, how-to videos available to learn and hone their hard skills, easily access to the internet at their fingertip, combined with countless hours spent on smartphones and other electronic devices, and as a result, not enough time to spend on learning Emotional Intelligence side. Hence, it is increasingly essential for today's teachers to spend time instilling and incorporating soft or human/people skills when facilitating, and incorporating such concepts and aspects into in-class activities and learning process. In addition, Gen-Z people prefer learning by doing rather than lecturing (EBC et al.). Not only can this article serve as a work-life balance guidance, but it also helps prepare them to deal with people in general, people-related complexities, peoples' emotions and sensitivity in today's working world. This work-experienced and explanatory-based article conclusively examines, defines, and pinpoints critical soft skills needed (e.g., communicating with others with rational and clarity, being creative and possess strategic thinking, having leadership skills (as opposed to go-by-the flow or submissive type of person), being an independent thinker, having self-confidence and conscience, being self-motivated, complemented by emotional quotient skills, such as empathy, positive attitude, humility, and flexibility...www.berkeleywellbeing.com/emotional-skills) and applied the skills mentioned above to complementary suit Gen-Zs' traits and personality in order to successfully achieve meaningful outcomes as well as equipped them with strong mental strength, resilience and perseverance to deal with the dynamics and the challenges of workplace environment and cultures in the present and the future eras of employment. To support the writing, Somhar T. (2024)'s article in <https://www.nationthailand.com/life/40038140> states that new generation graduates oftentimes struggle in the transition from school to work due to a lack of career readiness caused mainly by low educational achievement, a lack of marketable skills and a lack of interpersonal skills, according to a Thailand Development Research Institute (TDRI) report in 2020.

[Emotional Well-Being and Coping Strategies during the COVID-19 Crisis.](#)

Silvia Francesca Maria Pizzoli, Alessandro Alberto Rossi. - Behavioral Sciences (ISSN 2076-328X).

This Special Issue aims to highlight recent findings on psychological struggles, emotional well-being, and coping strategies adopted to face the challenges related to the pandemic.

[HTML] [Expectation dissonance: the role of perceived negativity bias in enterprise social media](#)



[in explaining accountability and support](#)

W van Zoonen, T van der Meer... - Information Technology & ..., 2024 - emerald.com

Enterprise social media (ESM) are expressive spaces where users exchange emotional workplace communication. While some studies have explored how positive emotions may be contagious, little research explored the notion that negative communication may accumulate on enterprise social media. This study explores perceived negativity bias and its correlates in the context of ESM. This study relies on survey data collected from 599 employees of a global organization. The response rate was 18.7%. Structural equation modeling was used to test the hypotheses. The results contribute to research on ESM by demonstrating that perceived negativity bias is positively related to feelings of accountability and negatively associated with social support. Furthermore, the results indicate that unmet communication expectations on ESM can have implications for perceived social support beyond online contexts and accountability through perceived negativity bias. The findings demonstrate how employees' unmet expectations about ESM use increase feelings that a digital environment is disproportionately negative, which may create an "unsafe" space for employees and a fear of being held accountable for their contributions. This study highlights how the Expectation-Disconfirmation Theory provides a fruitful framework for studying enterprise social technologies.

[\[PDF\] The emotional impact of patient deaths on physicians](#)

A Teodorescu, L Simion - www.paliatia.eu - paliatia.eu

In recent years, more importance has begun to be attached to emotional life, especially in the case of doctors dealing with the death of patients. The care and death of seriously ill patients has a strong emotional impact on doctors. The grief caused by the death of patients affects not only the personal life of physicians but also their professional life and, if left unaddressed, can lead to burnout and impact both patient care and the doctor-patient relationship. The aim of the study was to identify the emotional experiences of physicians coping with the death of patients and to understand how it affects them. The overall objective of the study was to reduce the emotional impact of patients' death on physicians by normalizing the loss and using coping methods. A retrospective study was conducted between March and June 2023, which consisted of a 21-question questionnaire distributed online and addressed to physicians who had experienced at least once in their lifetime the death of a patient. The research questions focused mainly on the impact of patient death on the personal and professional lives of doctors. A total of 124 physician respondents were included in the study. The frequency with which physicians experience patient death differs by specialty and professional experience. The medical specialties where physicians face the most patients who die are oncology, internal medicine, cardiology, anesthesiology and intensive care. The most common emotions that physicians encounter after the death of a patient are: acceptance, anxiety, depression, disappointment, exhaustion, frustration, anger, helplessness, stress, sadness, guilt. The death of a patient can have a significant emotional impact on physicians and varies from physician to physician. The emotions generated by the death of a patient can influence physicians' personal and professional lives to varying degrees. In order to prevent burnout, doctors should be more aware of their own emotional experiences related to the death of a patient and seek help from colleagues or a psychologist to keep themselves in the best possible physical and emotional state.

[\[HTML\] The curious physician: exploring the role of curiosity in professionalism, patient care, and well-being](#)

TJ Bugaj, TA Schwarz, HC Friederich... - Annals of ..., 2024 - Taylor & Francis

This qualitative study was conducted with 12 physicians from the University of Heidelberg Medical Hospital. Participants were contacted randomly via email and invited to participate in the study. Data were collected through semi-structured interviews between September 2019 and February 2020. The authors employed Mayring's approach, which denotes a qualitative content analysis method characterized by its systematic and rule-guided approach to analyzing textual data, aiming to extract meaningful insights and patterns or themes. The identified themes were linked to overall categories to draw conclusions from the data. The interviewees highlighted three main areas regarding curiosity's importance [Citation1]: as a driving force for (lifelong) education [Citation2], in building empathetic physician-patient relationships, and [Citation3] as a core quality of a good researcher. They primarily linked curiosity with positive emotions, while the non-expression of curiosity was associated with dissatisfaction, boredom, and exhaustion. Factors such as heavy workloads, time constraints, stress,



and lack of autonomy inhibit their curiosity, while varied activities, professional exchange with colleagues, and exposure to new challenges foster it. Physicians' perspectives on the link between burnout and curiosity were not consistent. Interestingly, some viewed curiosity as protective against burnout, while others saw excessive curiosity as a potential source of frustration and burnout. This study represents the first attempt to explore physicians' perspectives on curiosity in medicine. The findings highlight the potential importance of curiosity in shaping medical professionalism and improving patient care. However, its pursuit is hampered by the challenging working conditions faced by doctors, suggesting a need for enhanced support and cultivation.

[Exploring the causes, consequences, and solutions of Chinese EFL teachers' psychological ill-being: A qualitative investigation](#)

L Ding - European Journal of Education, 2024 - Wiley Online Library

Teachers' psycho-affective states are considerably reported to play a vital role in English as a foreign language (EFL) education. However, the overall mechanism, realization, and representation of teachers' psychological ill-being (PIB) have been widely kept under the shadow of well-being. To fill this gap, this qualitative investigation examined 46 Chinese EFL teachers' perceptions about the causes, outcomes and solutions of PIB. The results of thematic analysis revealed that PIB was caused by different personal, interpersonal, professional, task, student and contextual factors among Chinese EFL teachers. More specifically, ill-being emerged out of "heavy workload pressure", "mental and physical exhaustion", "unrelated tasks to teaching", "students' classroom behavior and performance", "unfriendly school climate", "poor interpersonal relationships with colleagues" and "social and cultural environment". The findings also indicated that teachers' ill-being led to different outcomes such as "reducing teaching quality", "creating negative emotions", "causing physical and mental health problems", "leading to burnout" and "hurting students' feeling and learning rate". To solve this aversive state, the participants suggested different techniques such as "reducing workload", "learning emotion regulation strategies", "establishing a positive classroom/school climate", "offering teacher training courses", "providing support and facilities for teachers", "increasing salary" and "reading books". A discussion of the findings and implications for EFL teachers, teacher educators and policy-makers is provided to enhance their emotional literacy and competency regarding negative teacher-related emotions in L2 teaching.

[Impact of state and trait emotion regulation on daily emotional exhaustion among Korean school counsellors](#)

H Lim, GE Jang, G Park, H Lee, SM Lee - Stress and Health, 2024 - Wiley Online Library

School counsellors in South Korea face significant emotional exhaustion due to their challenging occupational environment. Previous studies have shown that cognitive reappraisal (CR) reduces emotional exhaustion, whereas expressive suppression (ES) increases it. However, these findings predominantly rely on trait questionnaires within cross-sectional approaches, overlooking the dynamic nature of emotion regulation (ER) strategy selection. Individuals may choose strategies that deviate from their general tendencies based on situational demands. There is limited empirical knowledge regarding the interaction between trait and state regulation strategies and their influence on exhaustion. Utilizing the strategy-situation fit hypothesis, this study examines the context-specific effects of ER strategies, considering both situational contexts and individual response tendencies. A multilevel analysis was performed to examine the influence of state and trait ER strategies on daily emotional exhaustion. A daily diary study was conducted for 5 days with 111 Korean school counsellors. Daily CR was associated with lower daily exhaustion and daily ES predicted higher daily exhaustion. Contrastingly, none of the trait ER strategies had an impact on daily exhaustion, but the trait level of both strategies significantly moderated the relationship between daily CR and exhaustion. The positive impact of daily CR was more pronounced in school counsellors who often utilized suppression strategies, and this impact was also evident in trait reappraisal. Re-evaluating daily emotions instead of suppressing them may assist in coping with emotional exhaustion caused by work. The effectiveness of these strategies may vary based on an individual's inclination to regulate emotions as state and trait. ER may aid in implementing preventive interventions for school counsellors experiencing emotional exhaustion.

[Beyond the job description: an autoethnography of the emotional dimension of disability](#)



support work

BA Antwi Asamoah - 2024 - mspace.lib.umanitoba.ca

This autoethnographic study explores the emotional dimensions of disability support work through the personal experiences of the researcher. The research investigates the long-term effects of emotional labour on support workers, focusing on both positive and negative impacts. Through detailed reflective narratives, the study highlights how emotional labour has enhanced emotional intelligence, professional growth, and commitment to advocacy. Conversely, it also examines the challenges of emotional exhaustion, mental health impacts, and strained personal relationships. By employing an autoethnographic approach, the research provides an authentic portrayal of the daily emotional complexities faced by disability support workers. It emphasizes the importance of understanding and addressing these emotional demands to improve the well-being of both support workers and clients. The study also incorporates insights from an MSc in Disability Studies, which has influenced the researcher's approach to caregiving and emotional labour management. The findings underscore the necessity for sustainable practices and organizational support systems to manage emotional labour effectively. Recommendations include regular emotional health check-ins, training programs in emotional regulation, supportive organizational policies, structured support systems, cultural competence training, systemic policy reforms, adequate resources and staffing, and involving support workers in management decisions. This research contributes to a deeper understanding of the emotional labour involved in disability support work and highlights the need for comprehensive strategies to support those in this vital field.

Strengthening teachers' social-emotional skills : the preliminary results of a mindful-based protocol.

AM Mariani, C Giacconi, S Ceccacci - ITALIAN JOURNAL OF ..., 2024 - ojs.gsdjournal.it

This contribution presents the results of an experimental study aimed at increasing the socio-emotional skills of teachers and educators through a mindful-based protocol. Teachers' social-emotional competence is important for mastering their profession's social and emotional challenges, preventing stress and burnout, and building positive teacher/student relationships. Psychometric questionnaires and an open-ended questionnaire were administered. The study's results highlight a positive influence on perceived stress and emotions management.

Constructing and validating the questionnaire of therapists' emotional experiences in the treatment session Case Study: Therapists of Isfahan

A Delavar, F Namdarpour, M Tabrizi - Research in Cognitive and ..., 2024 - cbs.ui.ac.ir

This article is derived from research in the field of therapists' emotional experiences in the treatment session, with a mixed method and sequential exploratory approach (qualitative-quantitative), and is related to the quantitative phase of this research. The primary purpose of this article was to create and validate a questionnaire on the emotional experiences of therapists, based on the five main factors identified in the qualitative phase. The statistical population was all psychotherapists working in Isfahan City in 2022-3. The sample size was consisted of 235 psychotherapists. Data collection was by quota sampling method. Data analysis carried out with two methods exploratory factor analysis and structural equation modeling with a partial least squares approach. The software used for data analysis was R 4.3.0, SPSS Statistics 26, and SmartPLS. The initially designed questionnaire consisted of 54 items. After performing preliminary data analysis, preliminary data verification, and exploratory factor analysis on the final data, the items were reduced from 54 to 35. The final factorial structure included six factors of emotions related to job burnout (8 items), emotions related to job challenges (7 items), emotional abilities (5 items), type of emotions experienced (5 items), emotions caused by the type of communication with clients (7 items), and emotions caused by doubt and uncertainty (3 items). The validated questionnaire can be used by clinics and psychotherapy centers to diagnose the emotional experiences of therapists and their possible injuries.

[PDF] Compassion fatigue and healthcare professionals: Challenges

D Bhugra, A Ventriglio - International Journal of Social ..., 2024 - journals.sagepub.com

Burnout has been defined as physical, emotional and psychological exhaustion often as a result of excessive workload over which the individual may have limited or no control. In addition, burnout includes loss of a sense of personal achievements. The symptoms of burnout are increasingly being



recognised when we have demands placed on us which we are not able to meet and cope with. We all have days when we feel under par and are not able to work to our full potential. This feeling is often transitory and after rest and relaxation we can pick up where we left off. Burnout on the other hand, is pervasive and debilitating. Burnout is not exclusive to medical or healthcare professionals but raises specific challenges in diagnosis and management. The sensation of burnout also includes feelings of depersonalisation where the individual loses their empathy and have poor reactions to patients and their care-partners.

[PDF] [Developing and Validating a Questionnaire for Iranian EFL Teachers' Emotionality in the Iranian Context](#)

M Mortazavi Nezhad, F Samimi, S Afraz - Journal of Applied Linguistics ..., 2024 - sanad.iau.ir

Teacher emotions refer to the range of feelings and affective states experienced by educators during their professional practice, particularly in the context of teaching and interacting with students. This study aimed at developing a questionnaire for Iranian EFL teachers' emotionality. In so doing, a qualitative thematic analysis method was used. The participants recruited for this study included 25 Iranian EFL teachers (15 males and 10 females) (in the qualitative phase) and 200 Iranian EFL teachers (120 males and 80 females) (in the quantitative phase) who were selected from different language institutes of Iran through convenient sampling. To collect the data, semi-structured interviews, audio-reflective journals, and observations were used. To analyze the data, thematic analysis and exploratory factor analysis (EFA) were used. According to the results, a questionnaire namely, the Questionnaire for Iranian EFL Teachers' Emotionality in the Iranian Context was developed in 30 Likert items in six sub-scales including enjoyment, anxiety, burnout, responsiveness, emotional support, and flexibility. The results confirmed the reliability and validity of the developed questionnaire for Iranian EFL teachers' emotionality. In line with the findings of the study, it can be concluded that Iranian EFL teachers experience emotionality in the form of positive and negative emotions. They experience such positive emotions as enjoyment, responsiveness, emotional support and flexibility. The negative emotions they experience include anxiety and burnout. Therefore, EFL teaching is a profession intermingled with diverse emotions. The findings have some implications for EFL teachers, learners, teacher education administrators and researchers.

[HTML] [Weight in the workplace: Weight discrimination impacts professional outcomes as a function of social pain minimization](#)

BN Johnson, JM Hunger, G Sawhney... - Occupational Health ..., 2024 - Springer

Workplace weight discrimination is pervasive and harms both individuals and organizations. However, despite its negative effects on employees and employers, the social and psychological processes linking weight discrimination and workplace outcomes remain unclear. Rooted in evidence that people regularly dehumanize and dismiss the emotions of heavier individuals, the current work tests one socioemotional pathway linking workplace weight discrimination and professional outcomes: social pain minimization (SPM). SPM refers to feelings of emotion invalidation when people share negative social experiences with others and feel their hurts are discounted and dismissed by their colleagues. Across two studies using cross-sectional and prospective designs (Ntotal = 661), the current work provides evidence that workplace weight discrimination increased feelings of SPM, which in turn was associated with greater burnout, lower job satisfaction, and more counterproductive work behaviors. In the wake of workplace weight discrimination, subsequent SPM negatively affects workplace outcomes. For those experiencing workplace weight discrimination, mistreatment and invalidation frequently operate as a one-two punch to critical organizational outcomes.

[Heart on a Sleeve: An Examination of Emotions on Race Subjects in Anti-Oppressive Educational Leadership and Policy Studies](#)

T Grosland - Leadership and Policy in Schools, 2024 - Taylor & Francis

Attention to leadership matters because leaders often set the tone and agenda for how academic learning occurs, is viewed, and gets valued. These agendas are influenced by social matters that turn political in conflict involving anger and sadness. Yet, emotions are not analyzed in educational leadership scholarship concerning anti-oppression and specifically race and racism subjects. As such, concerns about racial justice leadership in the current political and policy milieu warrants closely examining the role of emotion in leadership. Inspired by critical theoretical methodologies, this essay



brings narrative and emotion theories in education to bear on political and policy subjects in leadership and policy, particularly those on race. The objective is to address emotion as it happens in a narrative about political and policy subjects generally, and particularly that of race and racism. This theoretical analysis demonstrates that emotions related to race matters in leadership and policy are a key. Based on this reality, advancing anti-oppressive educational leadership and policy necessitates bringing attention to a grossly neglected subject—emotion. This documentation and theoretical emotion analysis is a novel shift in how to mitigate the occupational burnout that happens during anti-oppressive education in educational leadership and policy on race subjects.

Development of a Program to Strengthen Caring and Social-Emotional Abilities for Middle School Educational Staff

R Tarrasch, N Yirmiya - Breaking the Silos: Exploring the Multiple ..., 2024 - Springer

Building resilience through social-emotional learning (SEL), ethics, mindfulness, and compassion practices equips individuals with skills to manage emotions, foster relationships, and make responsible decisions. SEL programs have shown positive effects on students' academic and personal development. Teachers play a crucial role in fostering SEL and creating a positive classroom climate. Educators working with 7th graders participated in a workshop combining mindfulness training, SEL, and pro-social classroom approaches. They were interviewed after the first year of the program, and thematic analysis was employed to categorize their responses. Most expressed satisfaction with the program's structure and mentioned its positive impact on team cohesion, personal well-being, and self-development. They also expressed a preference for an extended workshop. The staff in one school conveyed their dissatisfaction.

Effect of Mindfulness Intervention on Compassion Fatigue Among Nurses: A Randomized Controlled Trial Study

AA Hayajneh, MO Al-Younis, M Rababa... - Holistic Nursing ... - journals.lww.com

Compassion fatigue is a syndrome defined by both mental and physical restlessness. Mindfulness intervention can enhance one's emotions with nonjudgmental awareness and greater consciousness of thoughts and feelings. This study aims to examine the effect of mindfulness intervention on compassion fatigue among nurses. A randomized controlled trial was conducted, recruiting 100 nurses from three hospitals and dividing participants into an intervention and a control group. Increased mindfulness awareness was found in the comparison group in the research. The intervention group's mean burnout level was significantly lower than the comparison group. Age, gender, marital status, household size, and household income were among the sociodemographic factors that significantly correlated with compassion fatigue, which was determined through burnout and secondary traumatic stress. Nurses reported significant levels of compassion fatigue; however, this was significantly decreased through mindfulness intervention.

[PDF] "The goal is to make you weaker": Mental well-being and risks among European cross-border investigative journalists

B de Jong, J Kotišová - Journalism, 2024 - journals.sagepub.com

The increased scale of cross-border journalistic investigations brings about severe challenges: online harassment, physical violence, legal threats, but also emotional challenges and mental stress that can lead to burnout. The latter has never been the focus of studies on cross-border investigative journalistic collaborations. This paper seeks to fill in this gap and contribute to the understanding of how the cross-border aspects of investigative journalists' work shape their mental well-being. Based on eighteen semi-structured interviews conducted with investigative journalists across Europe in the first half of 2023, this study addresses the following research questions: What are the specific challenges, threats, and risks encountered by investigative journalists working on cross-border collaborations? How do these challenges and risks affect investigative journalists' mental well-being? What coping mechanisms do investigative journalists employ? Our findings show that cross-border investigative journalists experience a systemic neglect of mental well-being in the profession. Moreover, journalists face country-specific challenges, stemming from varying legal constraints and disparities in institutional support and protection across countries. The lack of safety measures that protect journalists beyond physical safety, multitasking, and the lack of concern for cross-border investigative journalists' mental well-being can prove particularly challenging for freelancers. At the



same time, the cross-border collaborations are depicted as a source of mutual assistance, protection, and a sense of community among international journalists.

[PDF] [Effectiveness of spaced education pedagogy in enhancing Nurses' knowledge on emotional resilience—A quasi-experimental trial](#)

SH Lim, SY Ang, YYA Lim, WXB Leow... - Journal of Nursing ..., 2024 - Wiley Online Library

A quasi-experimental study with single group pre-test and post-test trial was conducted. Full-time registered nurses working in an acute care hospital were invited to participate from June 2021 to June 2022. The group used the mobile application daily for 1 month. Pre-test measurement includes socio-demographic data and baseline resilience level before the intervention. Post-test measurement includes resilience level, usability and acceptability of mobile-assisted cognitive-behavioral therapy measured upon completion of the training. The mobile application enabled the delivery of resilience educational content in small quantities through a repeating manner, with a concurrent evaluation of learner's understanding. When compared to their baseline (mean = 24.38, SD = 5.50), participants reported significant increase in the Connor-Davison Resilience Scale score (mean = 26.33, SD = 5.57) ($t = -4.40$, $p < 0.001$). Upon 1 month usage of the mobile application, a higher percentage of the participants reported intermediate to high level of resilience (57.4%), as compared to prior usage (54.7%). Respondents reported knowledge of most useful strategies for their daily lives including: (i) managing negative emotions (54.1%); (ii) psychoeducation about mental health and the risks of burnout (44.7%); (iii) achieving work and life balance (43.5%); and (iv) depiction of workplace scenarios to demonstrate what can be and cannot be controlled during times of change (43.5%). Participants reported usability of the mobile application with a mean SUS score 70.5 (SD = 13.0), which was considered "acceptable." Overall, 82.3% of the participants found the mobile application appealing, 64.7% reported they were likely to use the mobile application in the future and 72.9% would recommend it to other nurses. The mobile application provided nurses with the availability and convenience to access resilience building learning content integrated with the spaced education pedagogy.

[Five Pivotal Practices for Leaders to Cultivate Empathy within Virtual Scrum Teams](#)

DM Hongchai, CM Weber - 2024 Portland International ..., 2024 - ieeexplore.ieee.org

In the digital and global economy, business leaders need more than just business and technology competencies; they also require empathy. However, there is a notable scarcity of research on empathy in Scrum for product development. This study aims to uncover critical insights into how leaders can foster empathy within virtual Scrum teams. Accordingly, this paper proposes five pivotal themes leaders can employ: Scrum fundamentals, meditation, self- and other-analysis, healthy interactions, and informal connections. These vital strategies offer actionable methods for leaders seeking to enhance empathy within their virtual Scrum teams.

[Leading with Joy: Lessons from the Literature](#)

JA Keach, JM Klotz, GJ Talis - commons.lib.jmu.edu

This article provides an introduction for library leaders at all levels to support equitable conditions for joy in the workplace, as well as for anyone who wants to develop their personal practice of joy through lessons discovered in popular, academic, and professional writing and multimedia. Joy has a place in contemporary libraries' conversations about burnout, vocational awe, and care. The article begins with a guide to the annotated bibliography which explores five themes: defining joy, finding individual joy, work and organizational joy, empowering change with joy, and joy-adjacent emotions. The thematic guide may be read alone or used as an invitation to read specific entries within the annotated bibliography which follows. This article's elevation of joy resources and concepts will inspire group discussions, provide a foundation for future research, and offer practical advice for leaders seeking to cultivate joyful work environments.

[Quality of life and psycho-emotional adjustment of professionals working in a psychiatric gerontology service](#)

J Bury, M Vander Haegen - Revue medicale de Liege, 2024 - pubmed.ncbi.nlm.nih.gov

Given the lack of hope for a cure of dementia, healthcare professionals provide end-of-life patients and their families with close support. The strain they place on their medical, technical, relational and



emotional skills is not without consequences for their quality of life and psycho-emotional adjustment. The aim of this study is to evaluate the consequences of the work of practitioners in a gerontological psychiatric service in Belgium. The study was carried out on 20 professionals working on a regular basis in this hospital department. The practitioners completed several questionnaires (quality of life, stress, emotional work, anxiety-depressive symptoms). The results showed that a state of emotional consonance (or congruence) underpins their quality of life and psycho-emotional adjustment. In contrast, a state of dissonance seems to contribute to the onset of symptoms such as anxiety or depression among healthcare professionals. The study highlights the importance of developing national prevention strategies and plans to detect psychological distress in healthcare professionals working in the field of psychiatric gerontology.

[Do There Exist an Emotion Trend in Scientific Papers? PRO-VE Conference as a Case](#)

R Venumuddala, L Xu, P de Vrieze - Working Conference on Virtual ..., 2024 - Springer

Scientific writing aims for formality and objectivity, yet emotions are integral to human communication, decision-making, and collaboration, all of which are fundamental to scientific progress. Existing research on emotion detection has mainly focused on datasets from social media and online platforms, where emotional expressions are abundant. However, scientific texts pose unique challenges due to their formal language and the rarity of explicit emotional words, necessitating specialised investigation. This study investigates the presence and nature of emotions in scientific texts, specifically analysing the abstracts from the PRO-VE conference series from 2012 to 2022. Two emotion detection methods are employed: a lexicon-based approach and a hybrid machine learning-based approach. The lexicon-based approach utilises the NRC Emotion Lexicon to identify and quantify emotions within the PRO-VE abstracts, while the hybrid approach integrates Word2Vec for word embedding generation and a Random Forest classifier for emotion prediction. The findings reveal a predominance of positive emotions, such as trust, anticipation, and joy, in the PRO-VE abstracts, consistent with the objective nature of scientific writing. In light of the PRO-VE conference series' 25th anniversary, an analysis of trends and patterns in the detected emotions offers insights into the emotional landscape of this prestigious conference series. The study also critically examines the limitations of the experiments, including the dataset size and the prevalence of positive emotions.

[Understanding Teacher Emotions Through Electrodermal Activity in Teaching: A Narrative Review](#)

S Mercer, A Leone - Q-TIMES WEBMAGAZINE, 2024 - iris.unipa.it

Research demonstrates that the emotional state of teachers significantly impacts both their occupational health and the classroom environment. Stress and emotional variations affect teaching self-efficacy and students' outcomes, making the study of teacher emotions essential. Electrodermal activity (EDA) measures autonomic arousal through skin conductance changes and shows promise for biofeedback in pedagogical self-reflection, and teacher stress measurement. This paper presents a narrative review of literature on the use of EDA specifically with teachers, mapping key themes and research gaps, and discussing future research implications. With the rise of wearable EDA devices, there is significant potential for their use in teaching. Understanding teacher emotions through EDA can inform and refine strategies for self-reflection, stress management, and overall professional development.

[\[PDF\] Emotion recognition and clinical empathy: An observational study of nurses](#)

M Shaw, A Bilog, D Reyes, G Klim, EJ Taylor - Applied Nursing Research, 2024 - Elsevier

To explore nurse ability to recognize emotion and its association with clinical empathy. Empathy is elemental to nursing care and positively affects patient and nurse outcomes, yet self-reported clinical empathy has declined over the past decade. One hypothesized contributor to the ability of a nurse to be empathic is whether they can recognize emotion, a phenomenon thus far unstudied among nurses. This cross-sectional study used online survey methods to collect data from 166 licensed nurses employed in one of 22 hospitals in Florida, USA. The Geneva Emotion Recognition Test-Short Form (GERT-SF) measured behavioral empathy—the ability to identify 7 positive and 7 negative basic emotions from non-language-based audiovisual clips with actors expressing these emotions. The Jefferson Scale of Empathy-Health Professionals measured self-reported clinical empathy in patient care. Demographic and work-related factors were assessed with investigator-designed items.



Descriptive and bivariate statistical analyses were employed. Although nurses self-reported very high clinical empathy, their ability to recognize emotions using the GERT-S tool was fair. Emotion recognition and clinical empathy were weakly correlated ($r = 0.175$, $p = 0.024$, 95 % CI = 0.02–0.32). The least recognized emotion for the participants to identify was anxiety. No demographic variables were associated with either emotion recognition or clinical empathy. These findings expose how nurse perceptions of being empathic may poorly align with the ability to recognize a patient's emotional response. Thus, findings have implications for teaching empathy, as well as for how researchers validly and reliably measure these constructs.

[PDF] [Paramedics' experiences and observations: work-related emotions and well-being resources during the initial months of the COVID-19 pandemic.](#)

H Myrskykari, H Nordquist - BMC Emergency Medicine, 2024 - Springer

This qualitative study utilized reflective essay material written by experienced, advanced-level Finnish paramedics ($n = 30$). The essays used in this study were written during the fall of 2020 and reflected the period when Finland had declared a state of emergency (on 17.3.2020) and the Emergency Powers Act was implemented. The data was analyzed using an inductive thematic analysis. The emotions experienced by the EMS personnel in their new working circumstances formed three themes: (1) New concerns arose that were constantly present; (2) Surviving without proper guidance; and (3) Rapidly approaching breaking point. Three themes were formed from work-related factors that were identified as resources for the well-being of the EMS personnel. These were: (1) A high level of organizational efficiency was achieved; (2) Adaptable EMS operations; and (3) Encouraging atmosphere. Crisis management practices should be more attentive to personnel needs, ensuring that managerial and psychological support is readily available in crisis situations. Preparedness that ensures effective organizational adaptation also supports personnel well-being during sudden changes in working circumstances.

[PDF] [The effect of psychological capital on job engagement, organizational commitment and job satisfaction; the mediating role of job emotions](#)

H Jorfi, A Hakim - Industrial and Organizational Psychology Studies, 2024 - jioms.scu.ac.ir

Psychological capital is one of the indicators of positive psychology with characteristics such as a person's belief in his abilities to achieve success, having perseverance in pursuing goals, creating positive documents about herself and enduring problems. One of the consequences of psychological capital is increasing job engagement of employees. In recent years, attention has been paid to job engagement and it has been noticed by leaders and managers of organizations as a vital element in organizational effectiveness (Bedarkar & Pandita, 2013). Job engagement consists of a set of internal forces that originates beyond the existence of a person and society, initiates work-related behaviors of individuals and determines its direction, intensity, and continuity (Xu et al., 2023). Another consequence of psychological capital is increasing the organizational commitment of employees. Organizational commitment is the desire to participate in constructive activities and exercises instead of feeling aimless (Heinz, 2015). In addition to employees' organizational commitment, their job satisfaction can also be affected by psychological capital. Job satisfaction is a variable to measure employees' positive or negative feelings about their job or work experience. (Locke, 2020). Another factor that can be influenced by psychological capital is the job emotions of employees.

[PDF] [Interpersonal relations, emotion and decision making support: conceptualization and a proposal for measurement/Paper presented at the 2024 System.](#)

EE Rouwette, PGG Schwarz - researchgate.net

Approaches to decision making support such as group model building reserve an important role for concepts laden with emotion. Depending on the relevance of the issue at hand, decision makers are more or less motivated to process information. In the decision process affective (relationship) conflict may emerge. Attending to information and to interpersonal relations helps to build problem understanding, culminating in joint commitment to actions to improve the situation. Regardless of the central role of emotion, descriptions of the decision making process focus largely on information exchange and cognition. It seems emotions are only desirable when attached to important goals, while the essence of decision making is a rational process of discovering the best options to reach these



goals. Emotions emanating from interpersonal frictions are treated as an unwanted, but unfortunately sometimes unavoidable distraction from analysing information. In the decision support literature, decision making teams seem to consist of participants brought together for the first time, who squarely focus on analysing the issue at hand and in the process build positive interpersonal relations. In reality teams often do not start as a blank slate but instead members have worked with one another before, bringing their expectations and interpersonal preferences to the new cooperation. The interpersonal setting and task interact to create emotions, which subsequently influence both the type of information considered and depth of information processing. Studies of emotion in the workplace indicate that the organizational context sets limits on how and to which extent emotions may be expressed, making their presence and effects particularly hard to study. This paper describes the role of emotions and interpersonal relations in team decision making by deducing central concepts based on psychological theories and empirical studies in business and strategy. Concepts are operationalized and used to analyse a strategy formation process at a Dutch water authority. We end with recommendations for facilitators, team leaders and researchers.

[Religiosity and positive emotions as predictors of work engagement among academics in Algeria](#)

A Elkheloufi, A Benlahcene, AM Al Ansi... - Journal of Applied ..., 2024 - emerald.com

Integration of religiosity and positive emotions at workplace sheds light on the intersection of faith and professional well-being where these two factors lead to increased job satisfaction, higher productivity and improved overall mental health. The study examines the relationship between religiosity, positive emotions and work engagement among academics in Algeria. This research is based on the Conservation of Resources (COR) theory and the job demands-resources (JD-R) model of work engagement. The study uses a cross-sectional self-administered questionnaire with stratified random sampling to collect data from 356 academics at public universities in Algeria. The data were analysed using partial least squares structural equation modelling (PLS-SEM) with Smart PLS 3. The results indicate that religiosity is positively associated with work engagement, and positive emotions mediate the relationship between religiosity and work engagement. The study also illustrates that job demands (workload) moderate the relationship between positive emotions and work engagement.

[\[PDF\] Analysing the public's beliefs, emotions and sentiments towards Metaverse workplace: A big-data qualitative inquiry](#)

AB Mahmoud - Acta Psychologica, 2024 - Elsevier

The Metaverse is gaining attention as a potential future workplace, and advancements in VR/AR technologies are set to revolutionise how we work and collaborate. Extensive research using big data is still needed to fully comprehend the public's perception of this emerging field. Grounded in the Technology Acceptance Model (TAM), the Diffusion of Innovations Theory (DIT), and Social Presence Theory (SPT), this study seeks to fill this knowledge gap. Using a methodology that involved machine learning and qualitative analysis of big data, the research gathered comments from social media users on widely viewed YouTube videos discussing the Metaverse workplace. The initial dataset, which contained 6982 comments, underwent thorough cleaning processes, resulting in the analysis of 2804 comments through thematic, emotion, and sentiment analyses. The process of the thematic analysis revealed that out of the total comments, 472 were unclassified, while the remaining 2332 helped structure the public's beliefs about the Metaverse workplace into four overarching themes: 1- benefits of flexibility and accessibility (37 %), highlighting VR's potential to transform workspaces, especially for creative fields and efficient space use; 2- Health concerns (26 %), including eye strain and physical discomfort from prolonged headset use; 3- data privacy and corporate control fears (20 %), reflecting worries over pervasive data collection and potential misuse of power; 4- scepticism over readiness and practicality (17 %), noting visual clarity challenges and ergonomic issues. The overall vibes about working in the Metaverse are mixed. While more than half the sentiments were positive, expressing contentment, curiosity and enthusiasm, there were also concerns about health effects, data privacy, and integration issues. The public recognises Metaverse's potential for remote work, desiring improvements in areas like visual clarity, ergonomics and productivity support before widespread adoption. This study is a pioneering effort in the field, providing a first-of-its-kind structure of the public's beliefs about the Metaverse workplace, drawing upon naturally occurring data. The findings



not only contribute to the academic understanding of the Metaverse workplace but also have significant implications for society and practitioners for optimising the positive aspects to enhance overall acceptance in this relatively understudied field.

Ethical leadership and reporting behavior of employees: social cognitive perspective of morality on the bases of emotions

M Farooq, F Khan - Journal of Economic and Administrative Sciences, 2024 - emerald.com

The present study seeks to examine the impact of ethical leadership on employees' voice behavior and internal whistleblowing in organizations. Specifically, the study investigates the mediating role of moral emotions in the link between ethical leadership and employees' reporting behaviors such as voice behavior and internal whistleblowing. This research utilized a sample of 200 employees from various private companies in Pakistan, gathering data via questionnaires to validate the hypotheses. We employed Structural Equation Modeling (SEM) to evaluate the model and conducted a mediation analysis using 5,000 bootstrap samples. This research found that ethical leadership positively impacts employees' moral emotions, encouraging them to voice concerns and report misdeeds. Additionally, the study affirms a direct and positive connection between ethical leadership and employees' reporting behaviors, including voice behavior and internal whistleblowing.

Support from Work Friends and Perceived Occupational Stress with the Mediating Role of Emotion-Focused Rumination

M Farokhi, MS Sharifi Rad, F Ghiyasi - Organizational Culture ..., 2024 - jomc.ut.ac.ir

Humans are social beings and communicate with their fellows. When people are supported by their friends in the workplace, they can reduce their work stress. This research was conducted with the aim of investigating the effect of Support from work friends on perceived occupational stress with the mediating role of emotion-focused rumination. The current research is applied in terms of purpose and descriptive-correlational in nature. The target population of the study was the employees of Isfahan province Telecommunications Company. To determine the sample size, Krejcie and Morgan's table was used; based on this table, the sample size of 210 people was determined, and sampling was done using a convenience method. The research data were gathered using standard questionnaires, including perceived occupational stress, support from friends of work, and emotion-focused rumination, the validity of which was confirmed through content validity, structural validity (convergent and divergent validity) and reliability using Cronbach's alpha. The analysis and testing of the hypotheses and the considered relationships have been done using structural equation modeling analysis. The results indicate that support from friends at work does not directly affect perceived Occupational stress; however, support from friends at work affects =emotion-focused rumination, which in turn has an effect on perceived occupational stress. Additionally, emotion-focused rumination plays a mediating role in the relationship between support from friends at work and perceived occupational stress.

The dark spiral: exploring the impact of employee exploitation on cutting corners, unraveling the link through negative emotions and moral disengagement

QA Burhan, MF Malik - Business Process Management Journal, 2024 - emerald.com

The pervasive issue of employee exploitation has surfaced as a salient ethical quandary within the context of modern-day workplaces, thereby demanding expeditious and imperative deliberation and redressal. This research endeavor aims to meticulously investigate the ramifications of employee exploitation on the proclivity to partake in the act of cutting corners within the workplace. This analysis encompasses the sequential mediating variables of negative emotions, namely resentment, anger, and frustration, as well as moral disengagement. A purposive sampling technique and self-administered questionnaires were utilized in this study of 132 SME sector personnel. The current study is time-lagged in nature and uses the Amos software, the data were analyzed using exploratory and confirmatory factor analyses, as well as structural equation modeling. According to the results, employee exploitation has a strong positive impact on cutting corners. This effect is mediated progressively by negative emotions (resentment, anguish, frustration), as well as moral disengagement. According to the findings, organizations should prioritize addressing employee exploitation to build a healthy work environment that promotes employee well-being and encourages employee voice.



[PDF] [Workplace happiness in architectural companies in the city of Valencia: a gender comparison](#)

AL Rodríguez-Leudo, E Navarro-Astor - Frontiers in Sustainable ..., 2024 - frontiersin.org

How to make work life increasingly meaningful and ensuring that business actions aim at improving quality of life is a trending topic. Yet, it has not often been studied within architectural firms, that play a crucial role in achieving sustainable development goals, especially those related to equity, equality, and the creation of pleasant work environments. This study aims to identify whether there are gender differences in the perception and levels of workplace happiness of individuals working within architectural companies in Valencia (Spain). A mixed methodology based on qualitative and quantitative data has been applied with a sample of 201 workers from 60 practices. Participants perceive themselves as flourishing and quite happy at work. Yet, there are gender differences in the factors that motivate workplace happiness. While women prioritize the work environment, their colleagues and teams, men point out to career development. Thus, recognition, appreciation, feeling valued and goals and achievements are among the main drivers of men's workplace happiness. In addition, women tend to experience negative emotions such as anxiety, anger, or sadness more frequently than men. Given these results, architectural companies face a considerable challenge.

[PDF] [The Effect of Workplace Envy, Negative Emotion, and Perception of Injustice on Turnover Intention: Conceptual Framework](#)

NW Dahri, M Aqil - INTERNATIONAL JOURNAL OF ..., 2024 - jurnal.smartindo.org

This study examines the effect of workplace envy, negative emotions, and perceptions of injustice on turnover intention. This paper explored the article published in various databases. This study will develop the variable of negative behavior that is detrimental to the organization because several studies have found that the number of negative behaviors of employees in organizations is increasing globally. Three propositions developed in this study relate to empirical and theoretical issues: first, workplace envy has a positive and significant effect on turnover intention; second, negative emotion has a positive and significant effect on turnover intention; and third, the perception of injustice has a positive and significant effect on turnover intention. The discussion is carried out as a literature review of previous studies in developing propositions. This research aims to contribute to the literature and conceptual model of the influence of work motivation and transformational leadership on employee performance, with job satisfaction as a mediating variable.

[PDF] [The chain mediating role of negative emotions at work and meaning in life between interpersonal conflict at work and depressive symptoms among nurses.](#)

T Zhao, H Yan, H Wang, M Guo - BMC nursing, 2024 - Springer

Depressive symptoms among nurses have been a significant public health concern. Although many studies have demonstrated the potential relationship between interpersonal conflict at work and depressive symptoms, the mechanisms underlying this relationship among nurses remain unclear. Based on the theoretical and empirical research, this study aimed to investigate the multiple mediating effects of negative emotion at work and meaning in life on the relationship between interpersonal conflict at work and depressive symptoms among nurses. An online multicenter cross-sectional study was conducted in 15 hospitals from different geographical areas of Hunan Province, China, from December 2021 to February 2022. A total of 1754 nurses completed validated self-reported questionnaires, including their sociodemographic information, interpersonal conflict at work, negative emotions at work, meaning in life, and depressive symptoms. Descriptive statistics analysis, Spearman's correlation analysis, multiple linear regression analysis, and chain mediation analysis were performed using IBM SPSS software (version 29) and Mplus software (version 8). There were significant correlations between interpersonal conflict at work, negative emotions at work, meaning in life, and depressive symptoms ($r = -0.206 \sim 0.518$, all $p < 0.01$). Interpersonal conflict at work had a statistically significantly direct effect on depressive symptoms ($\beta = 0.061$; 95% confidence interval, CI: $0.011 \sim 0.126$, $p = 0.039$). Analysis of mediating effects revealed that interpersonal conflict at work also influenced depressive symptoms through two statistically significantly indirect pathways: (a) the mediating effect of negative emotions at work ($\beta = 0.167$; 95% CI: $0.138 \sim 0.195$, $p < 0.001$) and (b) the chain mediating effect between negative emotions at work and meaning in life ($\beta = 0.008$; 95% CI:



0.003 ~ 0.013, $p = 0.005$). Interpersonal conflict at work has a direct positive effect on depressive symptoms among nurses. Meanwhile, interpersonal conflict at work can influence depressive symptoms among nurses through the mediating effect of negative emotions at work and the chain mediating effect between negative emotions at work and meaning in life.

[I felt completely broken, but I needed to be whole: the embodied and relational emotional experience of prison guards](#)

CE Lima - 2024 - btdt.ibict.br

The prison environment is traditionally known to be challenging, complex, and hostile, not only for inmates but also for the professionals working in these institutions. In Brazil, the nature of prison work is marked by specificities such as overcrowding, the rise of criminal gangs operating inside and outside prisons, and the presence of power relations and political interests that turn these environments into true emotional arenas. One of the human figures inherent in prisons is the prison guards, whose work routine includes exposure to violence, high pressure, and the challenging task of practicing a stigmatized profession while simultaneously maintaining order and security. This context motivated the objective of this study, which is to understand how prison guards experience emotions at work and how they experience – in embodied ways – their relationship with their surroundings. The thesis was conducted through a phenomenological approach inspired by Maurice Merleau-Ponty. The research method used combined insider ethnography with Interpretative Phenomenological Analysis of twenty interviews conducted with twenty prison guards. Among the research results, it is highlighted that the emotional experience of prison guards is embodied and relational, as it is intertwined with other bodies, space, and time. The contributions of the research are twofold: first, I expand knowledge on emotion studies in organizational studies by theorizing its relational aspect. Secondly, I present an alternative way to explore emotions, whose approach broadens the possibility of understanding the experience with an enriched focus on cultural, material, and contextual dimensions.

Management émotionnel

[Management Strategies to Prevent Employee Burnout in the Digital Era](#)

S Gyurchinova - 2024 - opus.hs-furtwangen.de

In the digital age, we've seen significant changes in the way we communicate, conduct business and handle information. While the benefits and advances brought about by digitalization are undeniable, employee burnout has become an increasingly important issue, with serious implications for workers' mental health. Job stress, characterised by prolonged tension, can lead to various physiological, psychosomatic, and psychological responses, ultimately resulting in deteriorating health, exhaustion, and reduced job engagement. Constant connectivity and the expectation of constant availability due to digitalisation increase the pressure and stress on employees. In this context, management plays a crucial role in mitigating employee burnout in a digital environment through effective leadership and management strategies. This includes understanding employees' emotions, considering their needs and desires, prioritising their well-being and involvement in the organisation, valuing their ideas, respecting their limits and encouraging self-management, where employees take responsibility for their own well-being. This thesis examines the impact of management on preventing employee burnout in the digital age. The research questions focus on how inadequate management strategies affect productivity and contribute to rising levels of employee burnout in organisations that are rapidly adopting digitalisation without adequate support and training. The following section discusses various studies and resources related to burnout, digital burnout, the impact of digitalisation on employees, and the role of management in preventing employee burnout.

[We Don't Usually Talk About This: Emotions and Emotional Labor amongst Social and Crisis Workers at "Social and Crisis Emergency Service"](#)

L Gripenberg - 2024 - helda.helsinki.fi

The study deals with the experiences of emotions and emotional labor of social workers and crises workers employed at the "Social and Crisis Emergency Service" of Western Uusimaa Wellbeing County of Finland. It engages with the scientific discussion on emotions in social work and more specifically on emotional labor first studied by Hochschild in the 1980s amongst flight attendants. The



epistemological framework of the research is critical realism, which is based on the assumption that there is an objective reality to be studied and analyzed through carefully chosen research methods. The choice of methods should be based on the research task. For the current study I have chosen a qualitative approach in the form of thematic interviews. I have interviewed nine workers of the “Social and Crisis Emergency Service” and analyzed the data by means of thematization. The study revealed the type of emotions most commonly experienced amongst employees at the unit as well as the common emotion management strategies used by employees. Employees used large scale of emotion management techniques and in general felt that work related emotions do not penetrate and influence their personal sphere. As most common emotion management strategies were recognized discussing with a trusted colleague and collective emotional management. The interviewees were not familiar with the concepts emotional labor and feeling rules. It was a common opinion that the management’s expectations on employees’ behavior are based on the codes of ethics of the profession. However the majority of interviewees told that from their point of view, the management does not have demands on the way employees feel, rather employees’ emotions are considered a private issue. The unit provides support for emotion management of employees in forms of debriefing discussion with the manager and access to occupational health care. Recently a new form of group work counselling has been initiated at the unit, which is expected to promote team cohesion and collective emotion management. The study emphasizes the importance of recognizing and supporting the emotional labor of social workers in the conditions of changes in the welfare state, neoliberal politics and the constantly increasing demands on efficiency and cutting costs in public sphere.

Travail émotionnel

Quelle est l'aptitude policière en matière de gestion émotionnelle face aux situations rencontrées sur le terrain ?

B André, B Renard - dial.uclouvain.be

Policier. En voilà un métier bien complexe. Entre devoirs, valeurs, interactions humaines et autres, le métier de policier engendre et nécessite bien plus de travail émotionnel qu'on ne le croit. Le policier se voit rencontrer d'innombrables situations lorsqu'il enfle son uniforme et se rend sur le terrain. Scènes de violence, chocs visuels, victimes, agresseurs, lois, protocoles, émotions,... tant d'éléments à prendre en compte. Pourtant, il faut agir vite et de façon adéquate. Mais qu'en est-il du policier en tant qu'individu percevant ces émotions affluer de toutes parts ? Une mauvaise gestion des émotions peut entraîner de lourdes conséquences tant pour le professionnel que pour autrui. La gestion émotionnelle est primordiale au sein de la police et bien que le sujet y semble tabou, les institutions prennent conscience de son importance tant pour le bon fonctionnement des opérations policières que pour le bien-être des membres. Diverses stratégies de gestion émotionnelle ont ainsi été mises en place. Cependant, demander de l'aide auprès de ces services entraînent-ils des risques pour le professionnel ? Le métier de policier n'impacte pas seulement le professionnel sur son lieu de travail mais également dans sa vie privée car même si on l'oublie parfois, le policier reste avant tout un être humain comme chacun d'entre nous. Il s'agit d'un métier de contact où le policier peut faire face aux côtés sombres de l'être humain. Il semble donc essentiel d'insister sur la nécessité d'une aptitude policière en matière de gestion émotionnelle face aux situations rencontrées sur le terrain.

Qualité de vie et ajustement psycho-émotionnel des professionnels exerçant au sein d'un service de gérontologie psychiatrique

J Bury, M Vander Haegen - Revue Médicale de Liège, 2024 - orbi.uliege.be

Face à l'absence d'espoir curatif dans la démence, les professionnels de la santé accompagnent au plus près les patients en fin de vie et leurs proches. La sollicitation quotidienne de leurs compétences médicales, techniques, relationnelles ou encore émotionnelles n'est pas sans conséquence sur leur qualité de vie et leur ajustement psycho-émotionnel. L'objectif de l'étude est d'évaluer les conséquences du travail des praticiens exerçant dans un service de gérontologie psychiatrique en Belgique. L'étude est menée sur 20 professionnels occupant un travail régulier dans ce service hospitalier. Les praticiens répondent à plusieurs questionnaires (qualité de vie, symptômes anxio-dépressifs, insomnie, stress, travail émotionnel). Les résultats montrent qu'un état de consonance (ou



de congruence) émotionnelle soutient leur qualité de vie et leur ajustement psycho-émotionnel. À l’opposé, un état de dissonance semble contribuer à l’apparition de symptômes tels que de l’anxiété ou de la dépression chez les professionnels de la santé. L’étude met en évidence l’importance de mettre en place des stratégies et des plans nationaux de prévention dans le champ de la gérontologie psychiatrique.

[PDF] [**Psychological Capital, Emotional Labour, and Burnout among Malaysian Workers**](#)

ASA Wahid, MK Omar, IH Mohd - EVOLUTIONARY STUDIES IN ..., 2024 - esiculture.com

Burnout, characterized by emotional exhaustion, depersonalization, and a diminished sense of personal accomplishment, is an occupational phenomenon now recognized by the World Health Organization. This study explores the interplay between psychological capital and emotional labour in contributing to burnout among workers in a Malaysian non-profit organization (NPO). Psychological capital encompasses positive psychological states such as self-efficacy, optimism, hope, and resilience. Emotional labour involves managing emotions to fulfil job roles, often requiring workers to present emotions that may not reflect their true feelings. The constant need to maintain these emotional displays can lead to emotional dissonance and burnout. Given Malaysia's demographic shifts towards an ageing population, the implications of burnout among NPO workers, who provide critical services to vulnerable groups, are significant. The high workload and emotional demands placed on these workers can result in chronic stress, emotional exhaustion, and a decrease in job performance and motivation. This study aims to fill the research gap by examining the specific factors that contribute to burnout in the Malaysian context, considering the unique cultural and social dynamics that may influence these relationships. The findings of this research can provide valuable insights for developing interventions to enhance psychological resilience and manage emotional labour more effectively among NPO workers. By addressing these challenges, organizations can support their workforce in maintaining high levels of service quality and personal well-being, which is crucial for the sustainability of NPOs and the well-being of the communities they serve.

[PDF] [**“You close the door, wipe your sadness and put on a smiling face”: a qualitative study of the emotional labour of healthcare professionals providing palliative care in nursing homes in France.**](#)

B Umubyeyi, D Leboul, E Bagaragaza - BMC Health Services Research, 2024 – Springer

This qualitative study used a multiple case study approach. We purposively selected nine nursing homes from three geographical provinces in France with diverse ownership statuses (public, private, associative). Individual interviews and focus group discussions were held with 93 healthcare professionals from various occupational groups employed in the participating nursing homes. Data was collected from April 2021 to September 2022 and was analysed using thematic content analysis. Data revealed that providing palliative care to dying residents within the nursing home context results in intertwined rewarding and exhausting emotional experiences for healthcare professionals. Professionals have to utilize multifaceted emotional strategies to navigate these experiences, including suppressing and modifying emotions and distancing themselves emotionally from residents to protect themselves from emotional suffering. Participants noted a lack of formal space to express emotions. Unrecognized emotional labour undermines the wellbeing of healthcare professionals in nursing homes, whereas acknowledging emotions enhances satisfaction and gives enhanced meaning to their crucial role in resident care. Acknowledging emotional labour as an inevitable component of providing palliative care in nursing homes is critical to supporting healthcare professional wellbeing, resilience, and retention, which may ultimately improve the quality of care for dying residents. Ensuring quality care and supporting the emotional wellbeing of nursing home professionals requires an organisational culture that considers emotional expression a collective strength-building resource rather than an individual responsibility, in hopes of shaping a new culture that fully acknowledges their humanity alongside their professional skills.

[**Emotional Labor among Fashion Models: A Scoping Review**](#)

AM Nikoo, R Vijaya, V Srinivas - International Journal of Indian Psychology, 2024 - ijip.co.in

Emotional labor is the effort, planning, and control needed to express appropriate and desired emotions during interpersonal transactions. It is particularly relevant in the service and hospitality



industry and has garnered attention from researchers over the years. However, there have not been any significant attempts in exploring emotional labor among fashion models, a profession in which emotional labor plays a crucial role in carrying out occupational roles. Models perform emotional labor when they are acting on-ramp, posing in front of the camera or interacting with clients. The aim of this review paper was to explore the representation of emotional labor in scientific literature, and assess its relevance and effects among individuals working in the fashion industry, specifically fashion models. The antecedents of emotional labor along with its consequences on individuals from various careers have also been discussed, with specific emphasis on fashion models. After reviewing research articles from the existing literature on emotional labor, evidence of both negative (depression, anxiety, burnout, emotional exhaustion, etc.) and positive consequences (feeling more confident, with knowing how to perform emotions, job satisfaction, etc.) of emotional labor were found. However, evidence for the negative consequences of emotional labor was more apparent in literature. Furthermore, the review highlighted the need to study the impact of emotional labor on fashion models' wellbeing through systematic research studies. Based on the review, recommendations were also made on how employees and employers can utilize psychological training to help them better manage their emotions and perform at the workplace, which inevitably has positive impacts on job satisfaction and long term success.

[PDF] [Solving the Riddle of Emotional Labor: How Display Rules and Emotive Intensity Interact](#)
CW Hsieh, Y Tong, F Liu... - Review of Public ..., 2024 - journals.sagepub.com

There is uncertainty among emotional labor researchers as to when emotive expression leads to positive work outcomes and when it does not. This study uses the circumplex model of affect to test whether the answer lies in the interaction of display rules and emotive intensity. The model postulates that emotive experiences are two-dimensional, with gradations from positive to negative affect and from low to high intensity. The analysis uses display rules of social work, a frequent occupation in government and nonprofit services, to compare enthusiasm (high intensity), empathy (medium intensity), and calmness (low intensity). Results produce differential effects on organizational commitment and emotional exhaustion. Emotive expression has a beneficial effect when arousal is intense. Higher intensity leads to more commitment and less exhaustion. We conclude that emotive intensity is a missing link in the relationship between emotional labor and work outcomes. Implications for supervision, training, and development are discussed.

[PDF] [The Differentiating Characteristics of Performing Emotional Labor on Employee Well-Being](#)
S Olsen - 2024 - search.proquest.com

[Beyond the job description: an autoethnography of the emotional dimension of disability support work](#)

BA Antwi Asamoah - 2024 - mspace.lib.umanitoba.ca

This autoethnographic study explores the emotional dimensions of disability support work through the personal experiences of the researcher. The research investigates the long-term effects of emotional labour on support workers, focusing on both positive and negative impacts. Through detailed reflective narratives, the study highlights how emotional labour has enhanced emotional intelligence, professional growth, and commitment to advocacy. Conversely, it also examines the challenges of emotional exhaustion, mental health impacts, and strained personal relationships. By employing an autoethnographic approach, the research provides an authentic portrayal of the daily emotional complexities faced by disability support workers. It emphasizes the importance of understanding and addressing these emotional demands to improve the well-being of both support workers and clients. The study also incorporates insights from an MSc in Disability Studies, which has influenced the researcher's approach to caregiving and emotional labour management. The findings underscore the necessity for sustainable practices and organizational support systems to manage emotional labour effectively. Recommendations include regular emotional health check-ins, training programs in emotional regulation, supportive organizational policies, structured support systems, cultural competence training, systemic policy reforms, adequate resources and staffing, and involving support workers in management decisions. This research contributes to a deeper understanding of the emotional labour involved in disability support work and highlights the need for comprehensive



strategies to support those in this vital field.

[HTML] [Exploring the emotional labour of paediatric oncology nurses and its impact on their well-being: An integrative review](#)

W SHAQIQI, P SMITH, R SHAQIQI - European Journal of Oncology Nursing, 2024 - Elsevier

Nurses perform emotional labour to display culturally and organizationally appropriate emotional responses when interacting with patients, families, and colleagues. More emotional labour is often required paediatric oncology settings than in other units due to children's suffering and death. The MEDLINE, CINALH, ScienceDirect, and PubMed databases were searched for relevant evidence published from 2000 to 2023. Selected studies were evaluated for quality and synthesized into themes. The Preferred Reporting Items for Systematic reviews and Meta-Analyses literature search extension was followed. Eighteen empirical studies were reviewed. Nurses acknowledged the importance of managing and displaying emotions through emotional labour to gain patients' and families' trust and provide care in a safe and comfortable environment. They described emotional labour in the forms of empathy and close relationships. The frequency and intensity of performing emotional labour vary among nurses based on different factors. Nurses reported feelings associated with burnout, compassion fatigue, secondary traumatic stress, and emotional dissonance. The three main coping behaviours were avoidance, changing practice and sharing feelings. Although using emotional labour facilitates high-quality care, it may negatively influence nurses' well-being without implementing effective supportive interventions. A considerable number of paediatric oncology nurses intended to leave the unit. The proposed solutions are to address this issue at the organizational level by providing training and support services to enhance nurses' competence in performing this high-level skill and minimize its negative impacts.

[Emotional labour strategies, emotional job demands, and burnout among academic staff in Jordanian universities](#)

MN Alrawashdeh, RO Alsawalqa... - International Studies in ..., 2024 - Taylor & Francis

This study examined the relationships between emotional labour strategies and its antecedents and consequences among academic staff in Jordanian universities. A total of 547 university teachers from three public Jordanian Universities responded to a questionnaire survey. The results showed that university teachers who experienced higher levels of negative emotion regulation, engaged in detached engagement, exhibited impulse control, anticipated emotions less, and displayed less emotional countenance were more likely to experience difficulties with emotion regulation. Those who engaged more in surface acting and faced greater challenges in regulating their emotions were more likely to experience burnout. Additionally, difficulties in emotion regulation still served as a potential mediator in the link between surface acting and emotional job demands, and between personal accomplishment and emotional job demands. Emotional job demands exhibited a positive relationship with surface acting. The challenges posed by emotional job demands might not directly lead to difficulties in emotion regulation.

[PDF] [A Mixed Methods Approach Exploring Teacher Emotional Labor and Burnout among Middle School Teachers](#)

CL Oats - 2024 - search.proquest.com

According to a National Center for Analysis of Longitudinal Data in Education Research (CALDER) study, teacher shortages are often confined to schools with specific characteristics. These include urban, rural, high-poverty, high minority and low-achieving schools and within mathematics, science, and special education departments (Aragon, 2016, p. 6; Ingersoll et al., 2018, p. 21). Given the specific settings in which shortages are most pronounced, McDole and Francies (2022) suggest, "...recruiting and retaining teachers is less about teachers generally and more about finding and keeping the right teachers, in the right subjects, for the right schools" (p. 1). Fischer, Erwin, Pechota, & Syverson (2022) suggest in their "50 State Comparison of Recruitment and Retention" review that there remains declining participation in teacher preparation programs. Fewer high school graduates are interested in pursuing education majors and fewer college students are pursuing teaching careers (Aragon, 2016). Once in the teaching profession, many go on to report overall job dissatisfaction, a loss of autonomy, and limitations in feedback, recognition, advancement and reward. These factors contribute to a negative stigma concerning the profession. In a longitudinal study of a nationally



representative cohort, teacher turnover, as measured annually by the combined percentage of “movers” and “leavers,” after five years was 46 percent (29 percent of teachers moved schools or districts and 17 percent stopped teaching) (Aragon, 2016, p. 3). There is also great pressure for teachers to perform through proof of significant student achievement data even though all schools are not served equally with sufficient staff, learning resources, and budgets. This inequity is especially evident within high-poverty, high-minority, urban, and rural public schools which have among the highest rates of turnover (Ingersoll et al., 2018).

[PDF] [Dimensions of Emotional Intelligence as Predictors of Emotional Labor Strategies Among EMS Professionals](#)

JM McTaggart - 2024 - search.proquest.com

Emergency medical service professionals face frequent demands of emotional labor, requiring them to regulate their emotions to best provide patient care in critical situations and handle emotional upset in the public they serve. Surface acting (faking emotions to meet work expectations) is associated with outcomes like burnout, increased turnover intent, and reduced job satisfaction. Emotional intelligence has been identified as a factor influencing emotional labor strategies; however, more research is needed. This research examined the extent to which dimensions of emotional intelligence (self-emotion appraisal, others' emotion appraisal, use of emotion, and regulation of emotion) predict emotional labor strategies among emergency medical service professionals. Grandey's framework of emotional labor was used as a model to examine how demographics, job experience, and emotional intelligence discriminate among types of emotional labor strategies using an anonymous survey research design of 221 EMS professionals. A discriminant function analysis was conducted, and the resulting discriminant functions were statistically significant in placing EMS professionals into groups based on their emotional labor strategies; however, the extent and accuracy of prediction was not substantive. Suggestions for future research include examining emotional intelligence as a mediating or moderating variable impacting emotional labor and considering emotion regulation profiles specific to the demands of EMS. These results can contribute to positive social change through the continuing education of EMS professionals to cultivate more healthy emotional labor strategies to avoid turnover, burnout, and job satisfaction, with the goal of improving patient care.

[PDF] [Developing an Emotional Labor Scale for Employees in the Service Industry](#)

M Yarosake, J Haenjohn... - Human Resource and ..., 2024 - ideas.repec.org

This research aims to develop an emotional labor scale and examine the consistency of the emotional labor measurement model with empirical data. The study focuses on individuals with long-term work experience and incorporates cross-cultural perspectives to address gaps in current research. Additionally, it seeks to create a standardized model for measuring and evaluating emotional labor that is applicable to contemporary work environments. Methodology: The population is front-service employees of hotels in Chonburi Province, and the sample consists of 280 front-service employees of hotels in Pattaya City, Chonburi Province. The research methodology for developing the emotional labor scale in this phase is quantitative research, using confirmatory factor analysis to examine the consistency of the emotional labor measurement model. Findings: The results of the model fit analysis and quality assessment of the CFA model found that the RMSEA (Root Mean Square Error of Approximation) was 0.217, indicating a lack of fit between the model and data. The CFI (Comparative Fit Index) was 0.591. The TLI (Tucker-Lewis Index) was 0.442. Finally, the IFI (Incremental Fit Index) was 0.595. Based on the presented indices, this model has a poor fit with the data. The RMSEA, CFI, TLI, and IFI values are lower than the recommended criteria, indicating a discrepancy between the model and data. Unique Contribution to Theory, Policy and Practice: These findings suggest that current emotional labor measurement models may not accurately capture the experiences of workers across different cultures and with varying lengths of work experience. Policymakers and organizations should consider developing more nuanced and culturally sensitive approaches to assess and manage emotional labor in the workplace. This could involve creating tailored training programs, revising performance evaluation metrics, and implementing supportive policies that acknowledge the complexity of emotional labor across diverse work environments.

[PDF] [Moderating Effect Of Psychological Capital On The Relationship Between Leader's Emotional Labour Strategies And Workplace Behaviour-Related Outcomes](#)



J Iqbal, HA Ashraf, J Karamat, W Munir... - Migration ..., 2024 - researchgate.net

The main purpose of this study is to investigate the moderating impact psychological capital (PsyCap) on the relationship between leaders' emotional labor strategies and workplace behavior-related outcomes. This research was conducted by collecting data from the Nurses of the Public health sector, Pakistan. A self-monitored questionnaire survey was conducted and collected in 4-months from respondents. Almost 800 questionnaires were distributed to targeted respondents, 585 filled returned, 450 filled questionnaires were fit for analysis and adopted by applying a simple random sampling technique. The findings of the study revealed a positive relationship of surface acting (SA), deep level acting (DLA), and displaying genuine emotion (DGE) with organizational citizenship behavior (OCB). Likewise, the study also confirms the negative relationships of deep acting and DGE with counterproductive workplace behavior (CWB). In addition, the study findings also sanction the moderating effect of psychological capital on the relationships SA, DA, and DGE with OCB and DA and DGE with CWB. The implications of the study extensively focus on human resource practice, Nurses of the health sector of Pakistan. Theoretical opinion to the significant role of emotional labor strategies and workplace behavior-related outcomes such as OCB and CWB underpinnings of Job-Resource Model and COR theory. The study employed a cross-sectional correlational design, Caution should also be taken when generalizing the findings of the present study made use of Nurses as respondents from the public health sector of Punjab, Pakistan which is just a fraction. Furthermore, the study employed a quota and convenient sampling techniques¹ that affect the current study's generalizability. Nevertheless, this study is one of a mono quantitative methods kind and, therefore, opens the door for further studies on the in this context and future mixed method quantitative and qualitative longitudinal studies should also be conducted in other sectors. The existing literature is comparatively quiet. This is an emerging study in the area on the relationship between different types of emotional labor strategies and workplace behavior-related outcomes under the support of conservation resource theory and job-demand resource model in the Pakistani health sector setting. The findings of this study pose much appropriate relevance to Nurses and allied health professions where emotional protocols are essential job errands of the health care sector of Pakistan.

[When helping hurts: the impact of social belonging interventions on public employees' happiness at work](#)

P Chansukree - International Review of Public Administration, 2024 - Taylor & Francis

This study deployed an advice-giving survey experiment among public employees in order to test the impact of social belonging interventions on happiness at work. Participants (N = 1,250) were randomly assigned to one of two groups: the treatment group gave advice and then reported happiness at work, while the control group flipped this sequence, reporting their happiness at work and then giving advice. Contrasting previous studies, our findings show that social belonging interventions in the form of advice-giving negatively affect happiness at work. The treatment group reported lower happiness scores across all survey items compared to the control group. Various phenomena may explain this finding: the advice-giving task may 1) threaten public employees' professional identity, especially if they feel unqualified to advise on workplace well-being, 2) require emotional labor and compassion fatigue, or 3) lead public employees to focus more on existing problems and challenges, lowering their self-reported happiness at work. Further research is needed to explore the mechanisms behind these findings and their implications for enhancing well-being in the public sector workplace.

[PDF] [Emotional Labor in the Workplace: A Meta-Analysis Study](#)

İD Ülbeği - academia.edu

The main purpose of this study is to reveal the results of studies on emotional labor in Turkey. For this purpose, the study examined emotional labor in the workplace in Turkish context by using the psychometric meta-analysis method. The study assessed the relationships between the sub-dimensions of the emotional labor scale and the relationships between emotional labor and various variables in the Turkish literature.

[HTML] [Synthesizing cultural intelligence, emotional labor, and job satisfaction in the concept of a social cognitive model](#)

R Lam, C Cheung - Journal of Hospitality and Tourism Management, 2024 - Elsevier

Hotel frontline employees apply cultural intelligence (CQ) and engage in emotional labor (EL) to



provide quality guest services at all times. The service job requirements of displaying positive emotions and the demand to work under time pressure create burnout and stress to the frontline staff. Guided by social-cognitive theory, this study aims to first examine how hotel employees' CQ affect different EL factors used in cross-cultural service encounters. Second, the impacts of CQ and EL on employees' job satisfaction (JS). Finally, the mediating effect of each EL dimension on the relationship between CQ and JS. The self-administered survey was conducted in 11 three-to five-star hotels in Hong Kong. A total number of 719 valid responses from frontline employees who had cross-cultural service encounters experiences were used for statistical analysis via partial least squares structural equation modeling. Findings support the importance of CQ on three EL dimensions and JS. Moreover, the EL dimension of Expression of naturally felt emotions (EN) was found to mediate on CQ-JS relationship. This study expands our understanding of the interplay between the effects of CQ and the underlying EL dimensions and the crucial roles of employees' CQ and EN on JS in a multicultural hospitality workplace. A comprehensive approach to nurture and develop employees' CQ and EN through four major sources of self-efficacy are also considered and discussed.

[HTML] [Emotion as pedagogy: why the emotion labor of L2 educators matters](#)

PI De Costa, M Nazari - International Review of Applied Linguistics in ..., 2024 - degruyter.com

Since Arlie Hochschild first introduced the notion of emotional labor in 1983 in her pathbreaking book, *The managed heart: Commercialization of human feelings*, the stark reality that individuals have to respond to affective expectations of institutions placed upon them has not gone unnoticed. Many who work in the service industry for a wage have been able to relate to the tacit affective expectations of their employers. More importantly, these lofty expectations are not uncommon in increasingly neoliberal-oriented education systems. Also relevant to understanding our lived classroom realities is the sibling construct of feeling rules; these rules often shape how one should feel and which emotions one should perform in a workplace context. Within educational settings, the enactment of feelings rules subsequently determines which emotions are permitted and which are sanctioned; teachers, for example, are expected to be empathetic, calm and kind, while feelings such as anxiety, anger and vulnerability (Zembylas 2007) are often frowned upon by schools as they contradict the social imaginary of what emotions teachers ought to express. Inevitably, teachers end up being emotional laborers who find themselves often having to reconcile tensions between expression of feelings – as dictated by professional circumstances – and their actual feelings. It is precisely this conundrum that constitutes the focus of this special issue.

[HTML] [Organizational Support and Emotional Labor of the Employees in a Government Hospital](#)

A Toriales, C Menes, E Toriales - ... Multidisciplinary Journal of ..., 2024 - risejournals.org

COVID-19 presented an unprecedented challenge for healthcare workers and systems around the world. This study explored the extent of organizational support and level of emotional labor of the employees in a government hospital in Negros Occidental amidst the COVID-19 pandemic. This is a mixed method research which also described the experiences of healthcare workers of a government hospital. A survey questionnaire thru googleform was sent to 313 respondents and an online and face to face interview were done with 3 participants for the qualitative part. Age, sex, length of service, status of employment and division assigned were the demographic variables in the study. Based on the aspects of organizational support that includes; perceived organizational support, organizational empowerment and organizational rewards, employees rated these aspects as to great or to great extent of organizational support. On the part of Level of Emotional Labor, the overall result obtained a moderately high level of emotional labor. And it is also noted that on the aspect of deep acting, result showed that there is a high level of emotional labor for the employees of a government hospital. In conclusion, the findings provide a clear insight that employees of a government hospital are satisfied with extent of organizational support that the organization is providing them and maintains a moderately high level of emotional labor in the organization. For the qualitative side of study, the following themes resulted in the study: (4) significant themes described their experiences, namely: 1) Challenges experienced by healthcare workers, with sub themes (Workplace changes during the pandemic, work challenges brought by pandemic, Social stigma and discrimination, Mental and Emotional Health Concerns 2) Pulling through COVID-19 and 3) Support for Frontline Health Care Workers and 4) Healthcare workers' resilience.



We Don't Usually Talk About This: Emotions and Emotional Labor amongst Social and Crisis Workers at “Social and Crisis Emergency Service”

L Gripenberg - 2024 - helda.helsinki.fi

The study deals with the experiences of emotions and emotional labor of social workers and crises workers employed at the “Social and Crisis Emergency Service” of Western Uusimaa Wellbeing County of Finland. It engages with the scientific discussion on emotions in social work and more specifically on emotional labor first studied by Hochschild in the 1980s amongst flight attendants. The epistemological framework of the research is critical realism, which is based on the assumption that there is an objective reality to be studied and analyzed through carefully chosen research methods. The choice of methods should be based on the research task. For the current study I have chosen qualitative approach in the form of thematic interviews. I have interviewed nine workers of the “Social and Crisis Emergency Service” and analyzed the data by means of thematization. The study revealed the type of emotions most commonly experienced amongst employees at the unit as well as the common emotion management strategies used by employees. Employees used large scale of emotion management techniques and in general felt that work related emotions do not penetrate and influence their personal sphere. As most common emotion management strategies were recognized discussing with a trusted colleague and collective emotional management. The interviewees were not familiar with the concepts emotional labor and feeling rules. It was common opinion that the management's expectations on employees behavior are based on the codes of ethics of the profession. However the majority of interviewees told that from their point of view, the management does not have demands on the way employees feel, rather employees emotions are considered a private issue. The unit provides support for emotion management of employees in forms of debriefing discussion with the manager and access to occupational health care. Recently a new form of group work counselling has been initiated at the unit, which is expected to promote team cohesion and collective emotion management. The study emphasizes the importance of recognizing and supporting the emotional labor of social workers in the conditions of changes in the welfare state, neoliberal politics and the constantly increasing demands on efficiency and cutting costs in public sphere.

[HTML] **Emotional Labor and Burnout in Front-Line Managers: A Quantitative Correlational Study**

MS Kurth - 2024 - search.proquest.com

A quantitative correlational-predictive study was conducted to examine if, and to what extent, emotionality (EM), sociability (SO), self-control (SC), and well-being (WB) individually moderate the predictive relationship between emotional labor (EL) and burnout (BO) in front-line managers in the Southwestern region of the United States. Front-line managers (N = 167) completed demographic questions, the Emotional Labor Scale (ELS), Areas of Worklife Scale (AWS), and Trait Emotional Intelligence Questionnaire, Short-Form (TEIQue-SF). A PROCESS v4.2 Model 1 Moderation was completed in SPSS v29 with four predictive model summaries that were statistically significant ($p < .0125$). There was no significant individual moderation effect of emotionality, sociability, self-control, or well-being between emotional labor and burnout: EM ($b = -.0877$, $p = .2578$), SO ($b = .0525$, $p = .5208$), SC ($b = -.0500$, $p = .5381$), and WB ($b = .0066$, $p = .0794$). Further discussion is provided on the analysis, highlighting the study's strengths and limitations. Although the results failed to reject the null hypotheses, the current study offers valuable insights that can inform organizations about best practices and interventions for mitigating burnout in front-line managers. These findings underscore the importance of addressing managerial well-being.

Effects of Emotional Labor and Job Stress Perceived by Insurance and Asset Managers on Their Job Satisfaction

K Juhan, J Seyong, J Joon-Chul - 2024 - scholarworks.bwise.kr

Occupational stress is often high among the employees of insurance companies. We aimed to examine the effects of emotional labor and job stress on job satisfaction among insurance and asset managers and the moderating effect of regular exercise participation in these relationships. Methods: This study was conducted in October 2022. A total of 261 insurance and asset managers working at Samsung Life Insurance Company, Seoul, Republic of Korea, were selected using non-probability



purposive sampling. Data were collected using questionnaires. The data collected were analyzed using frequency analysis, descriptive statistics, confirmatory factor analysis, correlation analysis, structural equation model analysis, measurement equivalence tests, multi-group structural equation model analysis, and parametric comparison analysis. Results: Both emotional labor and job stress had a negative effect on the job satisfaction of insurance and asset managers ($P < 0.05$). Regular exercise participation moderated the relationship between emotional labor and job satisfaction ($P < 0.05$) but not the relationship between job stress and job satisfaction. Conclusion: The results of this study might help encourage devising of strategies that increase exercise participation among insurance and asset managers in order to reduce their emotional labor and job stress while simultaneously increase their job satisfaction.

[HTML] [Examining the Mediating Role of Effort, Engagement, and Supervisory Satisfaction in the Relationship Between Emotional Labor and Burnout](#)

L Washington - 2024 - search.proquest.com

Employee burnout significantly impacts employee well-being, organizational efficiency, and overall productivity. Emotional labor, a central determinant of burnout, is necessary for effective governance but it is not known how the role of effort, engagement, and supervisory satisfaction contribute to burnout among federal employees in the United States government. Given the rising concern over federal employee burnout, understanding these dynamics is vital for policymakers, managers, and employees. Underpinned by the conservation of resources theory, the purpose of this study was to explore the direct effect of emotional labor on burnout and the indirect mediating effects of effort, engagement, and supervisory satisfaction using the 2016 Merit Principles Survey. Using an exploratory quantitative research design, the study included the use of Hayes PROCESS mediation modeling to examine the relationships between the variables among 9,695 federal employees. The results revealed a significant direct effect of emotional labor on burnout. Furthermore, the analysis indicated that increased effort was associated with increased burnout, while higher engagement and supervisory satisfaction were associated with reduced burnout. The findings suggest that emotional-based policies and practices that enhance employee engagement and supervisory support may effectively reduce burnout among federal employees. Additionally, interventions aimed at managing emotional labor demands may further mitigate burnout. These insights contribute to positive social change through a deeper understanding of burnout in federal workplaces and offer practical strategies for fostering a healthier, more productive workforce.

[HTML] [Emotional Labor and Work-Family Balance in Minority Caregivers: A Quantitative Study](#)

AA Amaoh-Boakye - 2024 - search.proquest.com

This study examined the impact of emotional labor, income, gender, and ethnicity on work-family balance among minority caregivers in the United States. Despite the crucial role minority caregivers play in providing care, limited studies have examined factors influencing their ability to balance work and family responsibilities. To address this gap, this study posed five research questions: Will emotional labor, income, gender, and ethnicity predict work-family balance among minority caregivers? Will emotional labor independently predict work-family balance among minority caregivers? Will income independently predict work-family balance among minority caregivers? Will gender independently predict work-family balance among minority caregivers? Will ethnicity independently predict work-family balance among minority caregivers? Which variable or combinations of emotional labor, income, gender, and ethnicity best predict work-family balance among minority caregivers? The study utilized a quantitative, non-experimental predictive correlational design and a non-probability purposive sampling method, with a sample of 95 minority caregivers based in New York, comprising 75% women from African American, Hispanic American, Asian American, American Indian, and Arab American ethnicities. The data was analyzed using multiple linear regression. The multiple linear regression analysis revealed that emotional labor, specifically the suppression and faking of emotions, significantly negatively predicted work-family balance while controlling for income, gender, ethnicity, and work-family enrichment influences. Income, gender and ethnicity did not emerge as significant predictors. The findings of this study suggest that the emotional demands of caregiving jobs may uniquely disrupt the work-family balance for minority populations. The limitations of this dissertation study are discussed, and recommendations are provided.



[PDF] [The association of emotional labour and workplace violence with health-related productivity loss](#)

H Ko, D Kim, SS Cho, DW Lee, J Choi... - Journal of ..., 2024 - academic.oup.com

This study explored the association between emotional labour and workplace violence with health-related productivity loss (HRPL). We used the initial dataset from a survey known as the Korean Work, Sleep, and Health Study, an ongoing nationwide panel study initiated in 2022. To assess emotional labour, the study included 2386 workers who worked in customer service. The Korean Workplace Violence Scale-13 and the Korean Emotional Labour Scale-11 were used to assess the level of exposure to workplace violence, and the intensity of emotional labour, respectively. The Work Productivity and Activity Impairment Questionnaire was used to measure HRPL, including absenteeism and presenteeism. We examined differences in HRPL based on workplace violence and emotional labour using generalised linear regression models. HRPL increased with an increase in workplace violence and emotional labour scores. Notably, the mean HRPL was highest in high-risk group of both workplace violence and emotional labour. The mean HRPL increased as the number of 'high-risk' components for workplace violence and emotional labour increased. All the workplace violence and emotional labour components exhibited higher HRPL in the 'high-risk' groups compared to the 'low-risk' groups. Our study showed that both emotional labour and workplace violence are associated with reduced productivity.

[PDF] [The role of perceived organisational support on the emotional labour and well-being of legal professionals](#)

A Thokan - ujcontent.uj.ac.za

Previous research suggests that employees perform emotional labour (EL) in their professional roles. The legal profession requires lawyers to display emotions that an organisation deems appropriate. Lawyers tend to represent cases that are highly emotive or sensitive; despite this, there is an expectation for lawyers to perform emotion management and not give in to anger and anxiety that may be prevalent in the case. This ensures the portrayal of rationality and professionalism. Literature posits that EL can potentially negatively affect employees' psychological well-being (PWB). On the other hand, studies show that perceived organisational support (POS) enhances employees' PWB. However, within the South African context, no studies could be identified that address this research problem of the relationship between EL and PWB. Furthermore, no studies in the South African context could be identified that explain the role of POS on the relationship between EL and PWB. For these reasons, the study set out to address the following overarching objectives: first, to determine the effect of EL on the PWB of lawyers within the South African workplace. Second, to determine the moderating role of POS in this relationship. The study adopted a quantitative cross-sectional research design with a sample of 152 participants. The data were analysed using Hayes PROCESS software in SPSS. The data revealed that surface acting had a significantly negative relationship with PWB. The results also showed that no moderation effect exists. The research findings imply that increased levels of surface acting reduce employees' PWB. Keywords: emotional labour, surface acting, deep acting, psychological well-being, perceived organisational support, lawyers.

[PDF] [The emotional labour of peer work: encountering stigma in mental healthcare spaces](#)

EL Seal, J Flore, R Kokanović, T Borovica... - Health Sociology ..., 2024 - Taylor & Francis

This article focuses on the workplace experiences of peer workers with a diagnosis of borderline personality disorder (BPD) in mental healthcare settings in Australia. Our article is located at the intersection of political, social, cultural, and legislative forces that have fostered the development of peer work as a paid profession. We draw on the concept of stigma to analyse findings from qualitative interviews with peer workers conducted in [state], Australia. By examining peer work in the broader context of lifeworlds of BPD, we address the interplay of work and professional identity, and the experience of a profoundly stigmatised diagnosis at this intersection. Our findings demonstrate the physical and emotional effects of stigma and how it produces boundaries and inequalities between peer workers and other health practitioners. These boundaries are reinforced by invisible markers that delineate what is expected, 'normal' and deemed professional in the workplace. Moreover, these same medico-socio-political relations help shape peer workers' identities and experiences. The development of peer workforces in mental healthcare service delivery is a prominent area of reform in Australia and internationally. Our research highlights the urgency of efforts to transform current socio-cultural-



political relations that inhibit peer workers in their roles and impact workplace experiences.

Emotional Labour, Job Satisfaction, and Burnout in Medical Technicians: Insights from the Korea Veterans Health Service

ET Hong, YH Seo - 2024 - researchsquare.com

Previous research on emotional labour, job satisfaction, and burnout in hospitals has primarily focused on nurses or treated medical technicians as a single occupational group. However, recognising the diverse experiences within different medical technician roles necessitates a more nuanced analysis. This study aims to determine the correlation among emotional labour, job satisfaction, and burnout in medical technicians and provide foundational data for human resource management. Participants included 570 medical technologists, radiology technologists, physical therapists, and dental hygienists working in six hospitals under the Korea Veterans Health Service in July 2022. A standardised self-administered questionnaire was used, with 290 participants responding, yielding a response rate of 50.9%. In Model I, burnout was the dependent variable, while emotional labour, job satisfaction, and subjective health status were the independent variables. Model II considered participants' sociodemographic characteristics and factors influencing their current job choice or potential job changes, building on Model I. Factors influencing burnout varied across medical technician occupations. In Model II, burnout was significantly affected by medical technologists' job satisfaction ($B = -0.203$, $P = 0.014$), radiology technologists' emotional labour ($B = 0.546$, $P = 0.024$), physical therapists' emotional labour ($B = 0.466$, $P < 0.001$) and subjective health status ($B = 3.234$, $P = 0.029$), and dental hygienists' subjective health status ($B = 5.788$, $P = 0.030$). These results highlight the need for tailored management strategies and further research. Given the variation in factors significantly affecting burnout among occupational groups, tailored interventions, and detailed research specific to each group are necessary.

[PDF] "It's a Thing": What Nurse Elders Believe Novice Nurses Need to Know About Managing Emotional Labour

CA Ross - Canadian Journal of Nursing Research, 2024 - journals.sagepub.com

This exploratory research study illuminated elder nurses' experiential knowledge and beliefs of what is important for novices to learn about EL. Conventional Content Analysis (CCA) of qualitative survey data from 688 nurses with 20+ years of experience. CCA generated descriptive categories and sub-categories: What the elders themselves learned as student nurses, and their advice to novices in the individual realm, ("It's a Thing," healthy disengagement, supporting mental and physical well-being, reframing self-reproach), team realm (peer support, mentors), and institutional realm (structural barriers to mentors' support of novices, building novices' capacities for self-advocacy, resources to support health and well-being). The elders' data confronted and reframed legacy individuated narratives in the literature by supporting and contextualizing nurses' emotional work. Elders advised novices that EL is a reality requiring concrete strategies to manage it throughout their practices. Elders extended their focus for management of EL beyond the individual to include peer support, mentorship, and the structural conditions in which nurses perform their EL, highlighting the need to empower nurses by building their capacity for self-advocacy of their workers' rights.

[PDF] The role of perceived organisational support on the emotional labour and well-being of legal professionals

A Thokan - ujcontent.uj.ac.za

Previous research suggests that employees perform emotional labour (EL) in their professional roles. The legal profession requires lawyers to display emotions that an organisation deems appropriate. Lawyers tend to represent cases that are highly emotive or sensitive; despite this, there is an expectation for lawyers to perform emotion management and not give in to anger and anxiety that may be prevalent in the case. This ensures the portrayal of rationality and professionalism. Literature posits that EL can potentially negatively affect employees' psychological well-being (PWB). On the other hand, studies show that perceived organisational support (POS) enhances employees' PWB. However, within the South African context, no studies could be identified that address this research problem of the relationship between EL and PWB. Furthermore, no studies in the South African context could be identified that explain the role of POS on the relationship between EL and PWB. For these reasons, the study set out to address the following overarching objectives: first, to determine the



effect of EL on the PWB of lawyers within the South African workplace. Second, to determine the moderating role of POS in this relationship. The study adopted a quantitative cross-sectional research design with a sample of 152 participants. The data were analysed using Hayes PROCESS software in SPSS. The data revealed that surface acting had a significantly negative relationship with PWB. The results also showed that no moderation effect exists. The research findings imply that increased levels of surface acting reduce employees' PWB.

Emotional Agility and Social Intelligence: Unravelling Entrepreneurs' Behavior in Omani SMEs

AM Al-Ansi, M Jaboob, AS Jaboob, AMSB Awain - 2024 - preprints.org

Emotional agility and social intelligence at small to medium-sized enterprises (SMEs) can be an invigorating experience, filled with opportunities for growth, innovation, and collaboration. This research aims to investigate the Omani entrepreneurs' emotions and intelligence at workplace through self-experiences in SMEs. A sample of 222 Omani entrepreneurs participated in online survey that was designed to attain the objectives of this research. Data was collected using google drive and analyzed using multiple regression path analysis. The results revealed that emotional agility and social intelligence have positive and significant impact on employee thriving at work in Omani SMEs. Further, openness to experience mediates the relationships between entrepreneurs' emotions and intelligence and sustainable workplace. These results confirm the effective role of openness to experience among Omani entrepreneurs where they should adopt new strategies and techniques to improve their skills and support their SMEs. This research highlighted the role of interpersonal skills including agility and intelligence of entrepreneurs in Arab context.

The impact of emotions at work on the experienced engagement in individual ambidexterity

N Rautavirta - 2024 - aaltodoc.aalto.fi

The demands of modern work and the constant transformation of working life has emphasized the importance of employees to the success of organizations. Previous research has shown the importance of multiple individual competences and psychological characteristics, such as emotions, in the success of organizations. Emotions and emotional skills have been accompanied by other transferable skills, of which individual ambidexterity can be considered one. Research on individual ambidexterity has grown in recent years. It has emerged as a key skill for coping in working life and it can be seen as one of the factors behind the success of organizations. Individual ambidexterity refers to an individual's ability to be both explorative, i.e. to be able to explore and experiment, and exploitative, i.e. to be able to perform routine tasks and activities, and moreover to move smoothly between these activities. However, research analyzing individual characteristics that may impact on individual ambidexterity is still rare. Especially the role of emotions remains slightly unknown. This quantitative study aims to investigate the impact of positive and negative emotions at work on the experienced level of engagement in individual ambidexterity, that is, the level of engagement in exploitative and explorative activities as perceived by employees themselves. The significance of this study is to increase the organizations' understanding of the impact of emotions on individual ambidexterity and thereby potentially strengthen the understanding of the key role of emotions for transferable skills and organizations performance. The data used in this study were part of the larger TUNTO2-project funded by the Finnish Work Environment Fund. The data were cross-sectional, and it was collected by an online survey (N=834) conducted in three Finnish organizations from different sectors. The data was analyzed by using a three-step model hierarchical regression analysis model. Based on the survey-data from 834 Finnish employees, findings indicated that the role of emotions on the level of engagement in individual ambidexterity is significant, but the impact of emotions differs between the two dimensions of ambidexterity. Results from regression analysis indicated that positive emotions have a positive impact on the level of engagement in both explorative activities and exploitative activities. Negative emotions, however, have a significant negative impact on the level of engagement in exploitative activities alone. When considering both negative and positive emotions together, the impact of negative emotions appears to be significant also related to decreased level of engagement in exploration. Overall, the study aimed to increase the knowledge of the impact of emotions on the engagement in individual ambidexterity. Contrary to the hypothesized, experienced negative emotions do not have a strong negative impact on the engagement in exploration alone. Based on this, it might be more effective to create and enable positive emotional climates to increase the experienced engagement on exploration and exploitation, rather than to focus on reducing



workplace distress.

[HTML] [Synthesizing cultural intelligence, emotional labor, and job satisfaction in the concept of a social cognitive model](#)

R Lam, C Cheung - Journal of Hospitality and Tourism Management, 2024 - Elsevier

Hotel frontline employees apply cultural intelligence (CQ) and engage in emotional labor (EL) to provide quality guest services at all times. The service job requirements of displaying positive emotions and the demand to work under time pressure create burnout and stress to the frontline staff. Guided by social-cognitive theory, this study aims to first examine how hotel employees' CQ affect different EL factors used in cross-cultural service encounters. Second, the impacts of CQ and EL on employees' job satisfaction (JS). Finally, the mediating effect of each EL dimension on the relationship between CQ and JS. The self-administered survey was conducted in 11 three-to five-star hotels in Hong Kong. A total number of 719 valid responses from frontline employees who had cross-cultural service encounters experiences were used for statistical analysis via partial least squares structural equation modeling. Findings support the importance of CQ on three EL dimensions and JS. Moreover, the EL dimension of Expression of naturally felt emotions (EN) was found to mediate on CQ-JS relationship. This study expands our understanding of the interplay between the effects of CQ and the underlying EL dimensions and the crucial roles of employees' CQ and EN on JS in a multicultural hospitality workplace. A comprehensive approach to nurture and develop employees' CQ and EN through four major sources of self-efficacy are also considered and discussed.

Emotions et épuisement professionnel

[LIVRE] [Équilibre émotionnel en insertion professionnelle pour un bien-être au travail. Développer et prendre en compte la compétence émotionnelle.](#)

Lafranchise, Nathalie, Lafortune, Louise and Rousseau, Nadia. Extrait de « La santé psychosociale des enseignants et des enseignantes ». - Presses de l'Université du Québec, 2011, pp. 109-136. <https://doi.org/10.1515/9782760530058-006>

[PDF] [Stress et épuisement professionnel chez les infirmiers d'état du district sanitaire de Richard Toll au Sénégal.](#)

NAT KOUAMBER, O André, N BASSIROU... - revues.acaref.net

Cet article est le résultat d'un long processus d'investigation empirique dans district sanitaire de Richard Toll au Sénégal. L'étude est faite pour évaluer le stress et le burnout chez les infirmiers d'Etat du district sanitaire de richard Toll au Sénégal. Elle a ciblé les infirmiers d'Etat chef de poste ; les Majors des centres de santé, les infirmiers d'Etat superviseurs de soins de santé primaire ; les infirmiers d'Etat point focaux des programmes de santé et les infirmiers d'Etat qui travaillent dans les services des postes et centres de santé du district. L'étude est de type descriptif à viser exploratoire phénoménologique du stress et de l'épuisement professionnel chez les infirmiers (ères) d'Etat du district sanitaire de richard Toll au Sénégal. Le taux de de satisfaction est de 100 % et il n'y avait pas de personnel exclu et les fiches ont été bien renseignées. L'étude a montré que 43% des infirmiers d'Etat du district sanitaire de Richard Toll au Sénégal étaient en situation de stress c'est-à-dire en situation de tension au travail avec des disparités dans le Job strain (les sujets détendus ont un score de 5%, les sujets actifs à 38% et les sujets passifs à 14%). Par conséquent 38% des infirmiers d'Etat sont en situation de burnout avec une sévérité à 14%. On a constaté que 38% des infirmiers d'Etat ont eu un score élevé dans l'épuisement émotionnel, 29% dans la dépersonnalisation et 14% un score faible dans l'accomplissement personnel. De même, on a trouvé des liens statistiques entre le travail infirmier, le stress de même que pour le burnout. L'analyse univariée dans les différentes dimensions du stress et du Burnout a montré un lien statistiquement significatif entre le stress, le Burnout et la profession infirmière dans le district. Ainsi le nombre de degré de liberté $d = 127,84$ était supérieur au seuil de critique de la loi de khi deux $SC = 26,51$ donc l'hypothèse nulle a été rejeté.

[PDF] [Women's Double Penalty During Telework: A Mixed Method Investigation of the Gender Effect of Interruptions Between Work and Childcare](#)



C Desjardins, M Fortin, M Ohana... - Group & Organization ..., 2024 - journals.sagepub.com

Telework arrangements remain popular since they have been “normalized” in the context of the pandemic. Telework may help reduce the gender gap in access to work despite women’s prominent role in caring responsibilities. However, the work experience and career effects of such arrangements may also be gendered, particularly given the increased number of cross-domain interruptions that tend to accompany telework. We investigated the gendered effects of cross-domain interruptions between childcare and telework through a mixed methods approach, including a daily diary study with 339 teleworking parents and semi-structured interviews with 16 teleworking mothers and 16 teleworking fathers. We find that childcare-to-work interruptions have negative effects on the fulfillment of career motives, on work engagement and emotional exhaustion, for both men and women. The effects of work-to-childcare interruptions are, however, different for men compared to women, with only women’s perceived daily balance being negatively affected. Interestingly, men even benefit from some positive effects of these interruptions, which allow them to experience more daily authenticity and challenge. Our qualitative findings help to interpret these findings by suggesting gender motive differences with women reporting more relational and (to a smaller extent) uncertainty related work motives. The interview data also illustrate how various approaches to the division of household labor and boundary management may contribute to gendered interruption experiences. Overall, these findings illustrate how the daily experiences of teleworkers can contribute to growing gender gaps in terms of career and wellbeing.

Relationship Between E-Ethical Leadership and Emotional Exhaustion: A Moderated Mediation Model

C Santiago-Torner, JA Corral-Marfil, E Tarrats-Pons - 2024 - preprints.org

The risk factors and positive factors of teleworking have been widely analyzed. Emotional exhaustion has been one of the most studied among them. However, the impact of ethical leadership in virtual environments has remained completely unnoticed. There is no clear answer to whether the ethical leader is a factor that buffers or accelerates stress-related processes in teleworking. Furthermore, the role of perceived work autonomy as a theoretical mechanism that protects against specific adverse psychological outcomes requires more scientific evidence because the results obtained so far are confusing and contradictory. Therefore, this study explores how and when ethical leadership influences emotional exhaustion through work autonomy and teleworking intensity (TI). The sample consisted of 448 professionals from six organizations in the Colombian electricity sector. The mediation effect was evaluated through a four-step procedure, and the moderated mediation model was analyzed using statistical tools such as PROCESS and AMOS macros for SPSS. Surprisingly, our results revealed a positive relationship between ethical leadership and emotional exhaustion, with work autonomy potentially mediating this relationship. However, teleworking intensity (TI) was found to moderate this mediation process. Specifically, the negative impact of ethical leadership on emotional exhaustion was nullified when TI was high. Moreover, a high level of TI strengthened the relationship between ethical leadership and work autonomy, while weakening the positive relationship between work autonomy and emotional exhaustion. In conclusion, our study suggests a potential positive relationship between ethical leadership and emotional exhaustion from the follower’s perspective. However, the number of teleworking days can influence this trend, potentially even reversing it. In other words, teleworking intensity (TI) is a resource as its intensity increases, and it can alter the direction of work autonomy and reconfigure the relationship between ethical leadership and emotional exhaustion. This study, to the best of our knowledge, is the first to analyze these variables, significantly contributing to our understanding of the attributes of ethical leadership and its impact on employee well-being.

[HTML] Patient mistreatment, emotional exhaustion and work-family conflict among nurses: a moderated mediation model of social sharing of negative work events and perceived organizational support.

W Yan, Z Cheng, D Xiao... - BMC Medical ..., 2024 - bmcmmededuc.biomedcentral.com

During the COVID-19 pandemic in China, a cross-sectional study was conducted with a sample of 1627 nurses from the Hematology Specialist Alliance of Chongqing from October to November 2022. Questionnaires were administered to measure patient mistreatment, perceived organizational support,



social sharing of negative work events, emotional exhaustion, and work-family conflict. Hierarchical linear regression and conditional processes were used for statistical analyses. Patient mistreatment was positively associated with emotional exhaustion ($\beta = 0.354$, $p < 0.001$) and work-family conflict ($\beta = 0.314$, $p < 0.001$). Social sharing of negative work events played a partial mediating role in the relationship between patient mistreatment and emotional exhaustion (effect = 0.067, SE = 0.013), and work-family conflict (effect = 0.077, SE = 0.014). Moderated mediation analysis found that the mediation effect was stronger when the perceived organizational support was high. Our findings reveal the amplifying effect of social sharing of negative work events on nurses' emotional exhaustion and work-family conflict. Perceived organizational support strengthens the positive effect of patient mistreatment on the social sharing of negative work events, thus resulting in increased emotional exhaustion and work-family conflict. We also discuss practical implications, limitations, and directions for future research.

[HTML] [View From the Other Side of the Stethoscope: Managing A Sense of Failure.](#)

WS Harpham - Oncology Times, 2024 - journals.lww.com

Every so often while in practice, I silently carried the pain of a patient's poor outcome. One case began with a call interrupting a typical, busy day. Like quick-acting poison, news about a patient of mine made me suddenly lightheaded and queasy. My hands began shaking after realizing the likely cause of the crisis: a medication I'd prescribed. Throughout the hospitalization, I expressed compassion while caring for my very ill patient with an appearance of equanimity and confidence, an exhausting act while hiding embarrassment and self-doubt. Lying in bed at night, I ruminated about whether I'd done anything wrong. Worries about the family suing filled me with anxiety, and shame for my self-centeredness. Woven through the disturbing thoughts and feelings was a sense of failure.

[Burnout in Agile Teams: The Role of Mindful Software Development](#)

H Jafarzadeh, H Mosafer, J Sarabadani - Available at SSRN 4964854 - papers.ssrn.com

This study aims to investigate the role of mindfulness as a dynamic personality trait in reducing burnout in agile software development environments. It focuses on how mindfulness influences the use of problem-focused and emotion-focused coping strategies to mitigate burnout. The research draws on the theoretical foundations of mindfulness and the transactional model of stress and coping (TMSC) to develop a model for understanding the relationships between mindfulness, coping behaviors, and burnout. The proposed model was tested through a survey of 319 IT and software development professionals using agile methods. Finally, path analysis was conducted using SmartPLS to assess the hypothesized relationships. The analysis revealed that all hypothesized relationships were statistically significant. Hypotheses H1, H3, and H4 were supported at a significance level of $\alpha = 0.001$, while H2 was supported at $\alpha = 0.01$. The direction of the relationships aligned with the hypothesized model, except for H2 (mindful engagement with agile and emotion-focused coping), which was significant but in the opposite direction. No statistically significant effects were found for the control variables. The findings of this research suggest that individuals with higher levels of mindfulness are more likely to adopt problem-focused coping behaviors, which in turn leads to reduced levels of burnout.

[A Multimodal Physiological-Psychological Data-Driven Study on Differentiation in Miners' Job Burnout and Risk Preferences](#)

F Tian, W Qiu, H Li, Z Zhao - Frontiers in Psychology - frontiersin.org

This study aims to explore the mediating and moderating effects of emotional regulation strategies among miners regarding their personality traits and work fatigue, and to expand understanding of the cognitive and physiological data related to miners' risk decision-making following fatigue. Method: Fifty adult miners (Mage=25, aged 18-40, 100% male) were selected as participants. Emotional regulation tendency, significant levels of personality traits based on the Big Five Personality Traits questionnaire, and the three-dimensional levels of work fatigue were measured using emotional regulation strategy scale, Big Five Personality Traits questionnaire, and work fatigue scale, respectively. The eye-brain consistency hypothesis posits that eye movement trajectories and fixation points reflect the brain's cognitive processes and focus. Therefore, combining eye-tracking experiments, miners' preferences in risk decision-making were further measured. Results: Expressive suppression strategies mediated between conscientiousness and depersonalization; expressive suppression strategies moderated



between agreeableness and emotional exhaustion. In eye-tracking physiological experiments, significant differences were found in eye movement data among miners with varying levels of emotional exhaustion. Conclusion: Preferences in emotional regulation strategies play mediating and moderating roles between miners' Big Five Personality Traits and work fatigue. The levels and dimensions of work fatigue are influenced not only by personality traits but also by individual tendencies in emotional regulation strategies, which significantly affect performance in risk decisionmaking. The findings of this study can further enrich theories related to work fatigue among miners and provide insights for personalized safety management in mining.

[PDF] [Self-control as a mediator of the relationship between emotional dissonance and emotional exhaustion of teachers.](#)

V Olefir - scienceandeducation.pdpu.edu.ua

Relevance of the problem. Since emotional exhaustion has a negative impact on the productivity of teachers, their mental and physical health, the study of the mechanisms of this phenomenon is extremely important for the implementation of targeted psychological interventions. The purpose of this study was to study the relationship between teachers' experience of emotional dissonance, self-control, and the level of their emotional exhaustion. We hypothesized that teachers' emotional dissonance is associated with a high level of teachers' emotional exhaustion. We also expected that self-control would mediate the relationship between experiencing emotional dissonance and emotional exhaustion. Research methods. 81 working middle school teachers participated in the cross-sectional study. The following research methods were used: the adapted Frankfurt Scale of Work Emotions, the Short Scale of Self-Control (BSCS), the Emotional Exhaustion Scale from the Maslach Questionnaire (MBI-HSS). The mediation model was analyzed using a Bayesian approach to structural equation modeling. Results. The results obtained confirmed the hypothesis that the emotional dissonance experienced by teachers at work is significantly associated with their burnout. The mediation hypothesis was also supported by empirical data. These results shed light on the relationship between the emotional demands of teachers' jobs and the experience of emotional exhaustion.

[HTML] [Emotional exhaustion behind the badge: Examining the effects of affective commitment, surface acting, and gender among police personnel](#)

Y Zhang, F Liu, CW Hsieh - Chinese Public Administration ..., 2024 - journals.sagepub.com

Public service organizations, such as the police, place great value on employee commitment because the public interest is at stake. While previous literature establishes a negative association between affective commitment and emotional exhaustion, the underlying mechanism remains insufficiently explored. Drawing on the perspective of emotional labor, this paper investigates whether surface acting, which refers to the feigning of expected emotions, mediates the impact of affective commitment on emotional exhaustion among police personnel. Furthermore, the study aims to explore whether this mediating effect is influenced by gender. The dataset utilized in this research comprises responses obtained from a survey administered to 465 police officers employed by the Taipei City Police Department. Our findings reveal a significant suppression effect of surface acting in the affective commitment-emotional exhaustion relationship, suggesting that surface acting, as a result of low affective commitment, has a detrimental impact on emotional well-being. Interestingly, the effects of affective commitment and surface acting on emotional exhaustion are stronger in male police officers compared to their female counterparts. In summary, the results of this study contribute to the existing literature and have broader implications for high-stress work environments. The findings provide insights into how organizations can better support the well-being of their employees by promoting commitment and addressing surface acting. Moreover, the study underscores the importance of considering gender differences in understanding the impact of these variables on emotional exhaustion among police personnel.

[PDF] [Exploring the Relationships Among Display Rules, Emotional Job Demands, Emotional Labour and Kindergarten Teachers' Occupational Well-Being](#)

X Zheng, J Fu, J Peng - European Journal of Education, 2024 - Wiley Online Library

This study investigates the intricate relationships among display rules, emotional job demands (EJD), emotional labour and the occupational well-being (OWB) of kindergarten teachers in China. Utilising



the job demands–resources (JD-R) model, this study specifically assesses the influence of EJD and displays rules on two dimensions of teachers' OWB (job satisfaction and emotional exhaustion), while exploring the mediating role of emotional labour strategies. Data were collected from a sample of 1220 Chinese kindergarten teachers. By employing structural equation modelling and mediation analysis, the findings reveal that positive display rules can enhance job satisfaction and alleviate emotional exhaustion. Conversely, negative display rules are linked to heightened emotional exhaustion and diminished job satisfaction. The analysis further discerns that two emotional labour strategies significantly mediate these associations. Surface acting exacerbates adverse outcomes, whereas the natural expression of emotions acts as a salient buffer, augmenting job satisfaction and reducing emotional exhaustion. In addition, EJD can positively predict job satisfaction through deep acting. These insights underscore the necessity of cultivating educational environments that advocate for natural emotional expression and reinforce positive display rules, thereby enhancing teachers' OWB. This research offers valuable implications for educational policymakers and practitioners, emphasising the need to address the emotional aspects of teaching in early childhood education.

[PDF] [Psychological Capital, Emotional Labour, and Burnout among Malaysian Workers](#)

ASA Wahid, MK Omar, IH Mohd - EVOLUTIONARY STUDIES IN ..., 2024 - esiculture.com

Burnout, characterized by emotional exhaustion, depersonalization, and a diminished sense of personal accomplishment, is an occupational phenomenon now recognized by the World Health Organization. This study explores the interplay between psychological capital and emotional labour in contributing to burnout among workers in a Malaysian non-profit organization (NPO). Psychological capital encompasses positive psychological states such as self-efficacy, optimism, hope, and resilience. Emotional labour involves managing emotions to fulfil job roles, often requiring workers to present emotions that may not reflect their true feelings. The constant need to maintain these emotional displays can lead to emotional dissonance and burnout. Given Malaysia's demographic shifts towards an ageing population, the implications of burnout among NPO workers, who provide critical services to vulnerable groups, are significant. The high workload and emotional demands placed on these workers can result in chronic stress, emotional exhaustion, and a decrease in job performance and motivation. This study aims to fill the research gap by examining the specific factors that contribute to burnout in the Malaysian context, considering the unique cultural and social dynamics that may influence these relationships. The findings of this research can provide valuable insights for developing interventions to enhance psychological resilience and manage emotional labour more effectively among NPO workers. By addressing these challenges, organizations can support their workforce in maintaining high levels of service quality and personal well-being, which is crucial for the sustainability of NPOs and the well-being of the communities they serve.

[PDF] [The role of emotions in the occurrence of burnout among employees in port companies](#)

B Corina-Maria, M Beatrice-Georgiana... - BlackSea Journal of ..., 2024 - ideas.repec.org

The study of emotion regulation is crucial in influencing behavior and social interactions, being essential for preventing emotional exhaustion and promoting well-being. Emotional regulation is important for port employees, being able to significantly contribute to reducing the risk of burnout by correctly managing it in interactions with customers and colleagues. The study focuses on examining the correlation between burnout and coping strategies in women, as well as identifying differences in rumination as a coping mechanism between male and female participants. The participant pool included 60 adults working in the port environment, equally divided between genders, aged between 22 and 59 years. Each participant received a unique identification code and was assured of the confidentiality of the data provided. For the evaluation, two instruments were used: the Maslach Burnout Questionnaire, which includes 25 items and measures burnout in three dimensions, and the Cognitive-Emotional Coping Questionnaire (CERQ), which includes 36 items divided into nine dimensions for analysis coping methods. The results of the study confirmed the initial hypotheses, demonstrating that there is a significant correlation between burnout and coping strategies in women, including positive refocusing, planning refocusing, and positive reappraisal. Also, significant differences in rumination as a coping mechanism were identified between male and female participants. These findings contribute to the understanding of how coping strategies can influence the level of burnout and provide useful information for the development of effective stress management interventions in the port environment.



[PDF] [A Burnt-Out Health: Stigma towards Mental Health Problems as a Predictor of Burnout in a Sample of Community Social Healthcare Professionals](#)

S Zamorano, C González-Sanguino... - Behavioral ..., 2024 - mdpi.com

Burnout is a primary psychosocial risk factor in the workplace. Mental health stigma, which includes negative cognitions, emotions, and behaviors, also undermines the performance of social healthcare professionals. This study aimed to explore the levels of burnout in a sample of community social healthcare workers as well as its relationships with variables such as stigma towards mental health problems, professional skills, and job characteristics. An online assessment was conducted with 184 social healthcare professionals (75.5% female, mean age = 40.82 years, SD = 9.9). Medium levels of burnout and stigma and high levels of professional skills were observed. Multiple linear regression analyses revealed that stigma towards mental health problems and professional skills predicted emotional exhaustion ($R^2 = 0.153$, $F(4, 179) = 9.245$, $p < 0.001$), depersonalization ($R^2 = 0.213$, $F(3, 180) = 17.540$, $p < 0.001$), and personal accomplishment ($R^2 = 0.289$, $F(5, 178) = 15.87$, $p < 0.001$). These findings suggest that social healthcare systems could benefit from taking care of the mental health of their workers by addressing burnout, tackling negative attitudes towards mental health problems, and providing professional skills training. This would help to make social healthcare systems more inclusive and of higher quality, thereby reducing health costs.

[PDF] [Compassion fatigue and healthcare professionals: Challenges](#)

D Bhugra, A Ventriglio - International Journal of Social ..., 2024 - journals.sagepub.com

Burnout has been defined as physical, emotional and psychological exhaustion often as a result of excessive workload over which the individual may have limited or no control. In addition, burnout includes loss of a sense of personal achievements. The symptoms of burnout are increasingly being recognised when we have demands placed on us which we are not able to meet and cope with. We all have days when we feel under par and are not able to work to our full potential. This feeling is often transitory and after rest and relaxation we can pick up where we left off. Burnout on the other hand, is pervasive and debilitating. Burnout is not exclusive to medical or healthcare professionals but raises specific challenges in diagnosis and management. The sensation of burnout also includes feelings of depersonalisation where the individual loses their empathy and have poor reactions to patients and their care-partners. Most healthcare professionals and workers, no matter where we work and what our background is, chose working in healthcare because we want to help others and make a difference to their functioning and lives by helping manage their illnesses. However, no matter what we do and where we work, often these excessive demands which may be reasonable or unreasonable can cause stress. Figley (1982/2013) calls this 'cost of caring' which leads to compassion fatigue. Under these circumstances, empathy, compassion and caring for others are affected and compassion fatigue sets in. Thus, compassion fatigue is an occupational hazard which is not uncommon among healthcare professionals (Remen, 2010). Being immersed in stress during working hours and taking some of the stress home, it is not surprising that individual healthcare professionals begin to lose their humanity.

[Impact of passion at work on emotional exhaustion: mediating role of negative emotions](#)

W Jiatong, S Dukhaykh, F Jun, T Madina, MT Khan - Current Psychology, 2024 - Springer

The primary objective of this study is to investigate the influence of employees' passion on emotional exhaustion. Additionally, it explores the mediating role of negative emotions between employees' Passion and emotional exhaustion. Furthermore, this study is grounded in self-determination theory (Deci, E. L., & Ryan, R. M. (2000). The what and why of goal pursuits: Human needs and the self-determination of behavior. *Psychological inquiry*, 11(4), 227–268.). The data were collected from public sector educational institutes in Zhejiang Province, China. The sample size for this study was ($n = 300$), comprising teaching and non-teaching staff. A standard questionnaire was utilized for data collection. The average age of the respondents was 39.45 years, $SD = 0.98$, and $Mean = 2.95$. Confirmatory factor analysis was employed to validate the scales. Structural equation modeling (SEM) was conducted for confirmatory analysis and to examine direct and indirect paths. The results of structural equation modeling indicate that harmonious passion (HP) has a negative and significant association with emotional exhaustion (EE), whereas obsessive passion (OP) has a positive and significant association with emotional exhaustion (EE). The direct path from employee passion to



negative emotions (NE) shows that harmonious passion (HP) has a negative and significant association with negative emotions. In contrast, obsessive passion (OP) has a positive and significant association with negative emotions. The direct path from negative emotions (NE) to emotional exhaustion (EE) also shows a positive and significant association. Indirect path results reveal that negative emotions (NE) significantly intervene in the association between obsessive passion (OP) and emotional exhaustion (EE), while no mediation was found for harmonious passion (HP) and emotional exhaustion (EE). This study contributes significantly to the field of organizational behavior and psychology.

[Writing Through Tears: Women, Grief and Hope in the Academy](#)

C Badenhorst, H McLeod, AO Boachie... - Journal of the ..., 2024 - jcacs.journals.yorku.ca

Grief shatters the body, at once collapsing inwards while simultaneously tearing apart. Is there room for grief in the neoliberal academic body? Is there space for small everyday losses as well as large life-changing losses? What do we do when our workspaces silence our grief? As academics, we are subject to a competitive, pressurized working culture resulting in increasing stress, anxiety, exhaustion. We have also experienced a devastating global pandemic. Yet, grief and loss are not emotions we readily acknowledge in our workspaces. Inspired by Shelton and Sieben (2020), we focus on this very topic and emotion, which has affected us in different ways. We bring grief (deep sorrow from death or loss) centre-stage as a way of speaking-back, stepping away from the competition and the success narratives. We use Hendry et al.'s (2018) notion of narrative as being which shifts methodology from a mode of production to a way of being in the world. Our narratives show that loss, even while experienced individually, is felt communally. Grief matters and in writing about grief, we resist neoliberal knowledge, an act which gives us hope.

[\[PDF\] The Conditional Effects of the Transformational Leadership Behaviors on Leaders' Emotional Exhaustion: Roles of Deep Acting and Emotional Intelligence](#)

A Ejaz, S Quratulain, AH Aulakh... - ... American Review of ..., 2024 - journals.sagepub.com

This study used the model of emotional labor as emotion regulation to examine the indirect effect of transformational leadership behaviors on leaders' emotional exhaustion through leaders' deep acting. Further, it is hypothesized that this indirect effect varies depending on the level of leaders' emotional intelligence. The sample included 230 leader-follower dyads working in public sector organizations in Pakistan. The results of the regression analysis showed that deep acting behaviors mediated the relationship between transformational leadership and emotional exhaustion, but only for leaders with low levels of emotional intelligence. These findings highlight the importance and relevance of emotional intelligence in managing emotions and maintaining emotional well-being among transformational leaders in the public sector. We discuss the theoretical and practical implications of our study in the manuscript.

[\[PDF\] Emotional Exhaustion in Morocco: Quantitative Analysis of Influencing Factors among Executives](#)

ELA Ikrame, I Bazine - Journal of Electrical Systems, 2024 - search.proquest.com

- The objective of this study is to explore the relationship between the individual and their organization, with a particular focus on emotional exhaustion. Using a mixed empirical approach, we aim to better understand the causes of emotional exhaustion, thus providing in-depth insights into this critical dimension of the connection between individuals and their professional environment. Following the conclusions of the qualitative study conducted with fourteen executives experiencing emotional exhaustion, we implemented a questionnaire to assess the extent of this phenomenon. A survey of 327 executives in the Moroccan private sector was conducted to validate the quality of measurement scales, the overall model, and research hypotheses. The analysis of the data collected during this survey reveals the significance of workplace monotony, role ambiguity, and recognition at work in triggering emotional exhaustion.

[\[HTML\] Linking Creative Self-Efficacy and Emotional Exhaustion: Mediation Through Cognitive Reappraisal](#)

NY Kim - Psychological Reports, 2024 - journals.sagepub.com



Drawing from the motivational emotion regulation perspective and self-verification theory, this study demonstrates the mechanism linking creative self-efficacy and emotional exhaustion in which cognitive reappraisal serves as a mediator. Study 1 (N = 137) conducted in an experimental setting provided evidence for a causal relationship between creative self-efficacy and cognitive reappraisal. Individuals who have higher creative self-efficacy are more likely than those who have lower creative self-efficacy to engage in cognitive reappraisal because they reinterpret potentially emotion-eliciting situations in a way that reduces their emotional impact. Study 2 (N = 206), a survey study, revealed the indirect effect of creative self-efficacy on emotional exhaustion such that creative self-efficacy drives a mechanism that reduces emotional exhaustion by fostering the use of cognitive reappraisal as an emotion regulation strategy. Finally, Study 3 (N = 210) verified the mediation mechanism in the experimental setting, suggesting that creative self-efficacy can reduce momentary emotional exhaustion through the mediating effect of cognitive reappraisal. The findings provide implications for the research and practices on emotional exhaustion by highlighting the motivational process underlying emotion regulation.

Beyond exhausted: an investigation into teacher burnout and teacher attrition

MC Morales Sr - 2024 - digitalcommons.humboldt.edu

The role of a teacher is an important one. Teachers serve as educators, mentors, and guides for their students. Teachers often invest their time, energy, and emotions into their work. They do essential work and frequently receive little in return. This thesis examines the many challenges that teachers face today. It focuses on teacher workload, financial pressures, curriculum debates, and the effects of the COVID-19 global pandemic. The thesis is divided into three sections. It begins with my experiences as a public school teacher and my difficulties, such as heavy workloads and curriculum management. That is followed by the literature review, which explores the causes behind teachers leaving the profession, the effects of burnout, and classroom management issues. It also examines teachers' financial struggles, primarily focusing on the housing costs in San Mateo County, California. The third section analyzes data gathered from the narrative inquiry of five former public school teachers who left the profession due to burnout.

Detrimental Effects of Remaining Silent about Operational Concerns at Work: Implications for employee outcomes

M Ozer, T Chen, JW Tang - Organization Studies, 2024 - journals.sagepub.com

Although employee opinions play an important role in effective organizational functioning, research shows that employees, paradoxically, tend to withhold their opinions at work. Responding to numerous calls for future research in the literature, we study the adverse effects of employee silence on employee outcomes. Using a field study and an experimental study, we advance the current understanding of employee silence and show its detrimental consequences for employees' job performance and creativity and the mechanisms underlying these relationships. Both studies consistently showed that employees' silence about their work-related operational concerns was positively related to their emotional exhaustion, which was then negatively related to their job performance and creativity. Moreover, they revealed that these relationships were stronger when employees' internal locus of control and the actionability of their concerns were high rather than low.

A Mixed Methods Approach Exploring Teacher Emotional Labor and Burnout among Middle School Teachers

CL Oats - 2024 - search.proquest.com

The purpose of this mixed methods study is to explore and understand the perspectives of teachers who have considered leaving teaching and to identify what factors are most highly related with teacher burnout using both qualitative and quantitative approaches. Factors measured quantitatively will include surface acting (SA), deep acting (DA), and naturally felt emotions (NFE) represented through survey rating scales of three teacher sub-groups that capture a wide range of experience levels within the teaching profession. As "experts" who have a lived experience of the phenomenon, these key participants will help to illustrate the phenomenon of emotional labor with their detailed descriptions about its essence (Creswell & Creswell, 2018, p. 50). In turn, this exchange will help to articulate the process of emotional labor, bring awareness of the phenomenon, make recommendations for teacher preparation programs, and provide implications for future interventions to teaching professionals. As



illustrated in the literature review, previous research has been implemented on associated topics, predominantly contributing factors that impact teachers who leave the profession. The lack of formal emotional training for teachers in equipping them to navigate the emotional labor associated with teaching remained largely unexplored prior to this study. Examining factors that sustain teachers as they move from the pre-service to the early career stage will assist in addressing retention and attrition issues. The lack of formal emotional training for teachers in equipping them to navigate the emotional labor associated with teaching is largely understudied.

[Strategies for coping with stress, emotional control and occupational burnout among surgical nurses](#)

D Rębak, S Uniejewska, J Chmielewski, H Król... - Annals of Agricultural and ... - aaem.pl

Nursing staff constitute 59% of the total number of health care workers worldwide – a total of 27.9 million people. The aim of the study is assessment of the prevalence of stress, including strategies for coping with stress, emotional control, and occupational burnout syndrome, as well as the effect of chronic stress on occupational burnout among surgical nurses. The study included 323 surgical nurses employed in hospitals in the Kielce Province, Poland. Applying the inclusion and exclusion criteria from the study, ultimately, 110 nurses participated in the project. The research tools were standardized questionnaires: PSS-10 (Scale of Experienced Stress), Mini-COPE (Coping Orientations to Problems Experienced), CECS (Courtauld Emotional Control Scale), and LBQ (Link Burnout Questionnaire). The highest mean level of occupational burnout observed was related with the scale of psychophysical exhaustion (raw values: 17.49 ± 5.46 , stens: 5.53 ± 1.53), whereas the lowest mean result was related with the scale of the feeling of the lack of professional effectiveness (raw values: 13.16 ± 3.82 , stens: 5.52 ± 1.65). While analyzing the relationships between the results of LBQ concerning psychophysical exhaustion and the results according to the PSS-10 and Mini-Cope scales, a statistically significant correlation was observed with the result of the PSS-10 ($p < 0.001$), concerning both raw and sten results. Stress is an important factor in the occurrence of the symptoms of occupational burnout in the work of surgical nurses. Two-fifths of scrub nurses experienced a high level of stress. A relationship was found between the feeling of lack of professional effectiveness and anxiety control. Persons who experienced a low own effectiveness strongly suppressed the feeling of anxiety.

[Investigation of Burnout Levels and Reasons of Teachers Teaching Languages \(Language Trainers\) to Foreign Primary School Students](#)

C ÇEVİK KANSU, M Çalışır - Kastamonu Eğitim Dergisi, 2024 - avertis.omu.edu.tr

In this study, it was aimed to examine the burnout levels of teachers (Turkish language instructors) working in the Project for the Integration of Syrian Children into the Turkish Education System (PIKTES). The study was conducted with mixed method. Quantitative data were collected through personal information form and Maslack Burnout Inventory (MBI), while qualitative data were collected through semi-structured interviews. Nonparametric tests were used to analyze quantitative data, and thematic analysis was used to analyze qualitative data. The sample of the study consists of 301 Turkish language instructors from different cities and branches, who were determined by simple random sampling method, one of the probability sampling methods. According to the findings of the research, as a result of quantitative data analysis, it was determined that Turkish Language Teachers were moderately exhausted in the emotional exhaustion sub-dimension, highly exhausted in the depersonalization sub-dimension and low in the personal accomplishment sub-dimension. It was found that the burnout levels of Turkish language instructors differed significantly in the sub-dimensions of the scale according to their views on age, branch and workload, but did not differ significantly according to the number of students. As a result of the qualitative analyses, Turkish language instructors stated that the fact that they were working under the labor law within the scope of PIKTES negatively affected them emotionally and that there were cases where they received negative reactions from their colleagues and supervisors. It was concluded that working with foreign national students negatively affected them physically and emotionally and that PIKTES had a negative impact on their motivation due to working conditions.

[PDF] [Development Exhaustion Emotional and Regulation Emotion Cognitive ,Anxiety Health](#)



Fatigue Chronic with Nurses in Fatigue Cognitive of Mediation the with Syndrome.

O Enayatian, HF Hajjyar, HA Amarghan - Iranian Journal of Psychiatric ..., 2024 - ijpn.ir

Psychosomatic :Introduction the in nurses ,these Among .breakdown mental and physical cause and debilitating are ,syndrome fatigue .syndrome fatigue chronic from suffering of risk from more are who people the among are healthcare of field a of quality the overshadows and ,easily recover not does ,depression to similar symptoms has syndrome This .life s'person was research This .retrospective and correlational and descriptive was method research current The :Methods Shahrivar Hefdeh and Anbia-al Khatam ,Farabi ,Razavi ,Qaim ,Reza Imam in 1402 of spring the in conducted random-non was Sampling .method equation structural was method statistical The .Mashhad in hospitals entry the on based selected and qualified were nurses 291 ,nurses 1000 among ,finally and ,available and ,(EEQ (Exhaustion Emotional ,)PSQI (Questionnaire Quality Sleep include research this of tools The .criteria Chronic Jason ,)CERQ (Questionnaire Regulation Emotion Cognitive ,)HAI (Questionnaire Anxiety Health .Questionnaire Measurement and) RQ (Questionnaire Rumination ,)CFSQ (Questionnaire Syndrome Fatigue in confirmed validity and validity had tools mentioned the All .used was) MFI (Fatigue Multidimensional .software -27.0.1Spss and -24.0Amos using analyzed were data the finally and researches foreign and domestic of regulation cognitive and anxiety health ,quality sleep that showed research the of results The :Results to .role mediating a plays fatigue cognitive if only and directly exhaustion emotional predict cannot emotions regulation cognitive ,anxiety health ,quality sleep and significant were model the of paths indirect the ,Also have cognitive and exhaustion emotional of variance the of 60% of total a explained fatigue cognitive and emotion of (0.05 > P (.fatigue cognitive of 48% explained also anxiety health and quality sleep ,emotion of regulation ,profession nursing the in exhaustion emotional reduce to ,research the of results the to According :Conclusions person a makes that helplessness of state a is fatigue Cognitive .fatigue cognitive to paid be should attention can fatigue cognitive of Improvement .situations life different and important in decisions make to unable and increase sleep quality, reduce anxiety health and use positive emotion cognitive regulation strategies in nurses.

Be overworked: after-hours electronic communication expectations and emotional exhaustion

J Du - Baltic Journal of Management, 2024 - emerald.com

This study aimed to explore two questions. The first is why employees become emotionally exhausted when faced with after-hours electronic communication. The second is how can emotional exhaustion caused by after-hours electronic communication be alleviated ? Our research was based on conservation of resources theory, social exchange theory, and relative deprivation theory. We surveyed 241 employees using three waves of data collection to examine the impact of after-hours electronic communication expectations on their emotional exhaustion. We also explored the mediating effects of relative deprivation and obsessive passion from a cognitive-affective perspective and the moderating effect of leader-member exchange. The results indicate that after-hours electronic communication expectations lead to employee emotional exhaustion, which is mediated by obsessive passion and relative deprivation. The leader-member exchange negatively moderated after-hours electronic communication expectations and relative deprivation but positively moderated after-hours electronic communication expectations and obsessive passion, thereby alleviating employee emotional exhaustion.

Sensitivity analysis of human error in the steel industry: exploring the effects of psychosocial and mental health risk factors and burnout using Bayesian networks

S Yazdanirad, AH Khoshakhlagh, S Al Sulaie... - Frontiers in Public ... - frontiersin.org

Human error and the high rates of fatalities and other occupational accidents in the steel industry are of significant global relevance. The aim of this study was to investigate the effect of psychosocial, mental health, and burnout risk factors on human error probabilities in an industrial environment using Bayesian networks. This cross-sectional study was conducted in 2023. The participants were 252 employees of a steel company. Error probabilities related to the tasks of participants were estimated using the Human Error Assessment and Reduction Technique (HEART). Other data was collected using a survey that consisted of demographic information, the Maslach Burnout Inventory, Depression Anxiety Stress Scales, and a short version of the Copenhagen Psychosocial Questionnaire. A theoretical model was drawn in GeNIe academic software (version 2.3). The results showed that all the



studied variables were able to significantly affect the distribution of human error probabilities. Considering a distribution of 100% for the high state of these variables, the results showed that the greatest increases in error probability were related to two burnout dimensions: emotional exhaustion (29%) and depersonalization (28%). All the variables, with a probability of 100%, increased the probability of high human error probabilities by 46%. The most important variables in terms of their effect on human error probabilities were burnout dimensions, and these variables also had a mediation effect on the psychosocial and mental health variables. Therefore, preventive measures to control human error should first focus on managing the risks of burnout in workers. This, in turn, can also reduce the effect of psychosocial risk factors and mental health problems on human error in the workplace.

[Workplace ostracism and counterproductive work behaviour: parallel mediation of felt accountability and emotional exhaustion](#)

U Shankar, V Kaul, V Gupta, NK Mishra - Journal of Management ..., 2024 - emerald.com

The study aims to address the limited understanding on the role of cognitive mechanisms in workplace ostracism (WO) and negative workplace behaviours (such as counterproductive workplace behaviours (CWBs)) relation. Although the affective routes of this relationship have been extensively studied, the role of cognitive routes remains largely unexplored. A parallel mediation model was developed to study the affective (emotional exhaustion) and the cognitive (felt accountability) mechanisms within the WO and CWBs relation. Regulatory focus theory was used to explain how these routes may influence CWB. Data for the study were gathered cross-sectionally, with common method bias checks. We analysed through Smart PLS for the measurement model and SPSS Hayes PROCESS macros for the structural model. Study results corroborated the proposed model on the salience of the newly proposed cognitive pathway in relation to the affective route of the WO–CWB model.

[Association Between Omega-3 Index and Depersonalization Among Healthcare Workers in a University Hospital: A Cross-Sectional Study](#)

HS Antao, E Sacadura-Leite, P Aguiar, C Gois... - Frontiers in Psychiatry - frontiersin.org

Burnout harms workers physical and mental health due to induced brain changes, autonomous nervous system and hypothalamus-pituitary-adrenal axis excessive activation. Although several correlations and risk factors have been identified, the research around burnout biological correlates remains underdeveloped. The omega-3 index has been proposed in mental health as a contributor to identify high risk patients and monitor disease advancements but the evidence on its relationship with burnout is limited. This study is meant to test the hypothesis that the omega-3 index is inversely associated with burnout levels and to discuss its potential as a biological correlate of burnout. It had an observational, cross-sectional design and was carried out at a university hospital center between March 2021 and July 2023. We invited 319 healthcare professionals (doctors and nurses) at the occupational health and emergency departments. The omega-3 index was determined through a prick finger test. Emotional exhaustion, depersonalization and personal accomplishment were measured by the Maslach Burnout Inventory. Descriptive analyses were conducted to examine the participants' characteristics and outcome variables. Means, medians, interquartile ranges and standard deviations were calculated for continuous variables. Frequencies and percentages were obtained for categorical variables. We have used the individual dimensions' scores as continuous data in the evaluation of their relationship with the omega-3 index. The relationship between burnout levels and the omega-3 index was assessed through linear regression analysis. We surveyed 300 subjects (94% response percentage). High emotional exhaustion and depersonalization were reported by 29.9% and 22.1% of participants, respectively; 26.0% reported low personal accomplishment. The mean omega-3 index was 5.75%. The depersonalization score was, on average, 11.132 points higher (95% CI [4.661; 17.603]) in individuals whose omega-3 index was lower than 4%. An omega-3 index below 4% seems to potentially be a biological correlate of depersonalization. Our results contribute to enlarging the knowledge about burnout biological correlates, an area that has been previously signaled as underdeveloped. Omega-3 index should be included in prospective studies that will investigate the evolution of other burnout biological correlates as the syndrome emerges and progresses in subjects at risk.



Acceptance of disability as a protective factor for emotional exhaustion: An empirical study on employed and unemployed persons with disabilities

E De Carlo, C Martis, F Lecciso, A Levante... - Psicologia ..., 2024 - rivisteweb.it

A diagnosis of disability represents a significant event in an individual's life, as it brings with it a series of challenges and adjustments in both personal and professional areas. Acceptance of disability plays a key role in the process of adaptation, indirectly promoting the psychological well-being of persons with disabilities. Acceptance of disability (hypothesized as a resource) in the work context may promote the reduction of emotional exhaustion (a sub-dimension of burnout), thus significantly influencing the achievement of well-being. Based on these assumptions and according to the Job Demands-Resources. The study involved 102 employed and unemployed persons with disabilities. This research sought to contribute to an understanding of the dynamics between acceptance of disability and psychological well-being also in the work context. The analysis of key variables led to highlighting the importance of promoting acceptance as a crucial factor in reducing the emotional exhaustion of people with disabilities, which inevitably has several practical implications.

The influence of different conflict management styles on depressive symptoms in employees: the mediating role of emotional exhaustion

Q Zhang, Y Lin, Y Zhang, S Yang - Frontiers in Public Health - frontiersin.org

Although some studies have found that conflict management styles impact employees' levels of depression, the expressions of employees' depressive symptoms under various conflict management styles and the underlying mechanisms remain to be elucidated. In this study, a total of 1312 employees were gathered through an online survey to examine their current depressive status. Drawing on the conservation of resources theory, the mediating role of emotional exhaustion in the association between conflict management style and employee depression was further explored. The findings revealed that the prevalence of moderate to severe depression among the workers was 13.9%. Employees with different conflict management styles displayed distinct depression scores. The high coordination style group exhibited a significantly lower depression score compared to the high concession style group. Emotional exhaustion played a mediating role in the impact of both the coordination style and the concession style on employees' depression. It can be seen that the mental health needs of the workplace are imminent. The intervention measures to improve the mental health of employees in the working environment should take into account the cultivation of the coordination style of employee conflict management, reduce their emotional exhaustion, and stay away from depression through the acquisition of constructive and positive coping styles.

Do emotional demands and exhaustion affect work engagement? The mediating role of mindfulness

M Karahan, G Bozkurt, BÇ Aksu, S Bozkurt... - Frontiers in ... - frontiersin.org

The current paper seeks to elucidate the interrelationships among emotional demands (ED), emotional exhaustion (EE), mindfulness, and work engagement (WE), with an explanation of the mediating role of mindfulness within indicated relationships. Background: Nurses working in a stress-related environment face some emotional challenges. New methods such as mindfulness should be learned; therefore, positive outcomes occur along with new developments. Responses were received from nurses through a self-report questionnaire using the convenience sample technique. 429 nurses from health institutions in İstanbul participated in the study. The PLS-SEM technique was used to test the research model. Results: ED and mindfulness, EE and mindfulness, and mindfulness and WE relationships were found. While mindfulness was a mediator between EE and WE, it was not a mediator between ED and WE. It has been revealed that nurses cope with job-related challenges by being present at the moment with high awareness. Furthermore, mindful nurses also foster positive outcomes. Precautions should be taken because of the nursing shortage. It is better to provide mindfulness training to nursing students in schools before their professional lives. Implementing and using technologies might be helpful for nurses.

Ethical Leadership and Emotional Exhaustion: The Impact of Moral Intensity and Affective Commitment

C Santiago-Torner, M González-Carrasco... - Administrative ..., 2024 - mdpi.com

[HTML] The impact of ethical leadership on employee emotional exhaustion has been extensively



analyzed. However, the impact of a leader's moral intensity on an employee's emotional state has gone largely unnoticed. This research demonstrates that ethical leadership influences employee emotional exhaustion as a function of the extent of the leader's moral standards. Furthermore, this research finds that affective commitment acts as a mediating mechanism. Methods: A simple mediation model is used. The sample consists of 448 professionals in six organizations in the Colombian electrical sector who responded to an online questionnaire. The sampling is probabilistic by conglomerates. Findings: This research found a positive relationship between ethical leadership and emotional exhaustion, with affective commitment being a mechanism that helps explain this association. Ethical behavior is voluntary in nature and develops in an environment of trust. When an ethical leader surpasses specific moral turning points, a follower's learning becomes an obligation, preventing affective fluidity. A search for acceptance implies constant consumption of resources that weakens the follower's capacity for self-regulation until it is exhausted. Moreover, when the leader's expectations are difficult to meet, affective commitment can lead to significant emotional ambiguity in followers. This context intensifies role stress and increases the likelihood of emotional exhaustion. Lastly, seniority in the workplace promotes emotional exhaustion. Originality: This research challenges conventional wisdom about the mitigating effect of ethical leadership on employees' emotional states. It broadens the understanding of this management style and fills a crucial knowledge gap by introducing a new perspective. Practical Implications: A balanced and accessible leader can quickly convey a convincing ethical discourse. Emphasizing the vulnerability and importance of human beings can help prevent moral anguish and ethical distances. This, in turn, provides followers with resources to mitigate exhaustion and strengthen commitment

[Job Satisfaction for Sustainability: The Impact of Toxic Work Environment and Workload Mediated by Emotional Exhaustion](#)

IS Kurniawan, NT Kusuma, S Suyanto... - E3S Web of ..., 2024 - e3s-conferences.org

Private organizations often face stronger competitive pressures and place the burden of coping on their employees. However, toxic work environments and unhealthy workloads can negatively impact workers. Workers spend most of their lives in the work environment, so having workers with low job satisfaction has an impact on workers' sustainability and psychological health. The objective of this study is to examine the impact of a toxic workplace and a heavy burden on job satisfaction among private sector workers in the Indonesian province of Yogyakarta Special Region. Emotional exhaustion will be employed as a mediator. Researchers used answers from 630 permanent and non-permanent employee respondents, whose data were collected using accidental sampling techniques. This research is quantitative, and data analysis is carried out using PLS. The findings showed that a toxic work environment, either directly or through emotional exhaustion, is a predictor of decreased satisfaction. Workload actually increases the feeling of satisfaction among workers, but workload that causes emotional exhaustion will reduce it.

[\[HTML\] The effect of toxic leadership on workplace deviance: the mediating effect of emotional exhaustion, and the moderating effect of organizational cynicism](#)

AK Ahmed, MHR Atta, AH El-Monshed, AI Mohamed - BMC nursing, 2024 - Springer

A multicenter descriptive, cross-sectional research design was conducted at three university hospitals affiliated with three Egyptian governorates: Zagazig, El-Fayoum, and Alexandria. Two hundred forty-three nurses completed the Personal and Job-related Data Questionnaire, Toxic Leadership Scale, Emotional Exhaustion Scale, Workplace Deviance Scale, and Organizational Cynicism Scale. Mediation analysis using SPSS PROCESS revealed that emotional exhaustion indirectly influences the relationship between toxic leadership and workplace deviance, while hierarchical multiple regression showed that organizational cynicism moderates this relationship, with linear regression confirming the predictive impact of these variables on workplace deviance. Toxic leadership exhibits a substantial positive influence on workplace deviance ($B = 16.132, p < 0.001$), as does emotional exhaustion ($B = 8.760, p < 0.001$) and organizational cynicism ($B = 5.376, p = 0.036$). Furthermore, the interaction terms of toxic leadership, organizational cynicism, and emotional exhaustion are significant ($B = -3.012, p = 0.036$). The negative coefficient of the interaction term implies a mitigating impact, indicating that the combined presence of high toxic leadership, high emotional exhaustion, and high organizational cynicism may counterintuitively reduce workplace deviance ($t = -2.110$). These results suggest that while toxic leadership, emotional exhaustion, and organizational cynicism each



independently increase workplace deviance, their combined presence may unexpectedly reduce deviant behaviors.

[HTML] [Hybrid work stressors and psychological withdrawal behavior: A moderated mediation model of emotional exhaustion and proactive personality](#)

CC Chu, CY Chou - Journal of Vocational Behavior, 2024 - Elsevier

This study proposes a theoretical model of challenge/hindrance stressors of hybrid work on emotional and behavioral reactions based on the conservation of resources theory. We investigate a mediation model by incorporating emotional exhaustion as a mediator to connect the relationship between two stressors and psychological withdrawal behavior. In addition, we identify proactive personality as a key personal resource to moderate the above mediating effects. The two-wave panel data was collected through online questionnaire surveys with a one-month interval. This study targeted at employees worked in the United States and 213 valid questionnaires were collected. Our results show that: (1) challenge/hindrance stressors of hybrid work are positively related to emotional exhaustion; (2) emotional exhaustion mediates the relationship between challenge/hindrance stressors of hybrid work and psychological withdrawal behavior; (3) proactive personality weakens the positive relationship between challenge stressors of hybrid work and emotional exhaustion. However, the moderating effect of proactive personality on the indirect effect of hindrance stressors of hybrid work on psychological withdrawal behavior via emotional exhaustion was not found. The implications of this study for theory and practice are discussed.

[Sources of moral distress among obstetrician-gynecologists after Dobbs: A qualitative, multi-state study](#)

M Buchbinder, KS Arora, SM McKetchnie... - ... -Qualitative Research in ..., 2024 - Elsevier

Since the US Supreme Court's 2022 decision in Dobbs v Jackson Women's Health Organization, 18 states have enacted functional bans on abortion, yet little is known about how these laws contribute to workplace stress and its sequelae among clinicians. The purpose of this study was to characterize sources of moral distress—which occurs when a clinician knows the right course of clinical action but is barred from taking that action by external constraints—among obstetrician-gynecologists (OB-GYNs) in states with abortion bans. We conducted qualitative, semi-structured interviews with 54 OB-GYNs practicing in 13 of 14 states where abortion was illegal as of March 2023. Using a qualitative descriptive coding approach, we identified four types of clinical situations leading to moral distress: delaying treatment for patients with obstetric complications, conflict with other clinicians, denying care they would have provided locally prior to Dobbs, and restrictions on clinical counseling. These situations provoked feelings of anger, frustration, helplessness, and emotional exhaustion. Participants attributed moral distress to the cumulative toll of routinely being unable to provide evidence-based healthcare, in addition to the acute burden of managing obstetric emergencies in legal gray areas, which was relatively rarer. The findings demonstrate a previously unreported source of moral distress: the everyday chipping away of professional integrity that occurs when OB-GYNs cannot care for patients in the way that patients need. Next steps include developing institutional-level policies and programs to support clinicians and enable them to practice ethical medicine in abortion-restrictive policy environments.

[PDF] [The impact of techno complexity on work performance through emotional exhaustion](#)

T Yasinta, F Firdaus, ZN Haqq... - Jurnal Fokus Manajemen ..., 2024 - journal2.uad.ac.id

Technology has become an integral part of work life, providing significant benefits for increasing productivity and competitiveness. However, the use of technology also carries risks, especially in the form of technostress, namely, the stress that arises from using technology. This study aimed to investigate the impact of technological complexity as a technostress trigger on work performance among employees in micro, small, and medium enterprises in Semarang, Indonesia, with emotional exhaustion as a potential mediator. The sample for this study consisted of 315 micro, small, and medium-sized enterprise workers in various sectors. Data were collected through surveys and analyzed using structural equation modeling and partial least squares. The research results show that technological complexity negatively affects emotional exhaustion, but does not significantly affect work performance. By contrast, emotional exhaustion negatively influenced work performance. However, there is insufficient evidence to support the mediation of emotional exhaustion between technological



complexity and workplace performance. These findings emphasize the importance of considering additional factors beyond techno complexity in shaping work performance as well as the importance of organizational support in mitigating the negative impact of techno complexity on employee well-being and performance in micro, small, and medium-sized enterprises.

[A Study of the Effect of Negative Workplace Gossip on Employees' Proactive Behavior](#)

T Shi - 2024 10th International Conference on Humanities and ..., 2024 - atlantis-press.com

Negative workplace gossip spreads through informal channels, bringing negative consequences to the organization and employees. Based on conservation of resources theory, this study introduces emotional exhaustion and psychological resilience to investigate the influence of negative gossip on proactive behavior. By analyzing 230 samples, the study finds that (1) negative gossip affects proactive behaviors negatively; (2) emotional exhaustion partially mediates the connection between negative gossip and proactive behaviors; (3) psychological resilience negatively moderates the connection between negative gossip and emotional exhaustion. This study extends the understanding of the influence mechanism of negative gossip, offering valuable insights for enterprises to effectively manage gossip and foster proactive behaviors of employees.

[\[PDF\] Emotional exhaustion and the baby-profit gap : the role of workplace support in Ghana-s private sector.](#)

A Tamakloe, AA Ashie, EE Yamoah - Management Research and ..., 2024 - mrp.ase.ro

This study examines the baby-profit gap and its association with emotional exhaustion and workplace support among female employees with caregiving responsibilities in Accra. Emotional exhaustion, a burnout indicator, affects productivity and organizational commitment, disproportionately impacting women. The baby-profit gap, the disparity in productivity and income between men and women due to caregiving, exacerbates this issue. Using a quantitative cross-sectional survey, data from 152 female employees in three private sector organizations were analyzed. Emotional exhaustion was measured with the Maslach Burnout Inventory, workplace support with a modified Workplace Support Questionnaire, and the babyprofit gap with a tailored questionnaire. Partial Least Squares Structural Equation Modelling (PLS-SEM) was employed for analysis. Findings reveal a significant positive relationship between emotional exhaustion and the baby-profit gap, indicating higher emotional fatigue correlates with greater economic disparities. Workplace support significantly influences and moderates this relationship, suggesting supportive policies can mitigate emotional exhaustion's adverse effects and reduce the baby-profit gap. These results highlight the need for holistic organizational policies and societal changes to address the baby-profit gap. Interventions such as paid parental leave, gender pay equity, and flexible work arrangements are crucial in creating equitable work environments that support professional advancement and caregiving responsibilities. Future research should focus on the long-term effectiveness of these interventions.

[\[PDF\] Research Note: The Association of Procedural and Distributive Justice With Emotional Exhaustion Burnout Among Prison Officers in Nigeria.](#)

EG Lambert, DE Hall, S Otu, OO Elechi... - Criminal Justice ..., 2024 - journals.sagepub.com

Prison officers have a demanding job and are at risk of burnout. The literature indicates that workplace variables are related to burnout, but there are gaps in the literature that need to be addressed, including the need for additional research on the association of organizational justice with officer burnout. Organizational justice theory holds that employees expect to be treated fairly by their organizations and that psychological strain occurs if they are not, and this strain increases the chances of job burnout. The current study examined how distributive and procedural justice views, which are dimensions of organizational justice, were related to the emotional exhaustion burnout of Nigerian prison officers. Data were collected from 120 officers stationed at medium-security prison in southeast Nigeria. Both procedural justice and distributive justice were significantly associated with lower emotional exhaustion burnout. The current findings support the postulation that workplace fairness is associated with lower levels of job burnout.

[\[PDF\] Data on Violence and Abuse Among Nurses and the Use of Antidepressant Medications](#)

S Rani, S Tahira, P Akmal - The Asian Bulletin of Big Data Management, 2024 - abbdm.com

This study investigates the impact of physical and emotional violence on emotional exhaustion among



nurses and explores the moderating role of antidepressant use. Conducted at Mayo Hospital in Lahore, the study surveyed 126 nurses to examine the relationships between violence exposure, emotional exhaustion, task interruptions, and the use of antidepressants. The research utilized a structured questionnaire covering demographic details, experiences of violence, emotional exhaustion levels, task interruptions, and antidepressant use. The results reveal that both physical and emotional violence significantly contribute to emotional exhaustion, with emotional exhaustion itself playing a substantial role in predicting antidepressant use. Emotional exhaustion was found to partially mediate the relationship between physical and emotional violence and the use of antidepressants. Additionally, task interruptions were identified as a mediator between violence exposure and emotional exhaustion, though they did not significantly moderate the relationship between emotional violence and antidepressant use. The study's findings underscore the severe impact of violence on nurses' emotional well-being and the crucial role of antidepressants in managing emotional exhaustion. The results suggest the need for targeted interventions to address workplace violence and its psychological effects, as well as recommendations for reducing task interruptions to improve overall nurse well-being and efficiency.

The role of job insecurity in emotional exhaustion and deviant behaviors in the workplace of tuition physical education teachers

M Sheikh, R Nasiri Razi... - ... Resource Management in ..., 2024 - shm.shahroodut.ac.ir

This research was conducted to study the role of job insecurity in emotional exhaustion and deviant behaviors in workplace of tuition physical education teachers. This applied study was conducted using a survey research method. statistical population of this research included male and female tuition physical education teachers employed in elementary and secondary schools in Golestan province . All members of the statistical population were considered as samples, and ultimately, 209 completed questionnaires were collected. The data collection tools of the research included questionnaires of job insecurity, emotional exhaustion and deviant behaviors. validity of the questionnaires was confirmed by five sports management experts and in a preliminary study. collected data were analyzed descriptively and inferentially using two statistical software packages, SPSS and Smart PLS. results of the research showed that effect of job insecurity on emotional exhaustion of tuition physical education teachers is positive and significant. Also, results showed that job insecurity has positive and significant effect on deviant behaviors of tuition physical education teachers. Finally, the positive and significant effect of job insecurity on deviant behaviors in the work environment of tuition physical education teachers with the mediating role of emotional exhaustion was confirmed. According to findings of this research, it can be concluded that ignoring the job security of physical education teachers can cause emotional exhaustion of these teachers over time and increase the possibility of them engaging in deviant behaviors; therefore, considering criteria for changing the status of tuition physical education teachers by Ministry of education is suggested.

Linking organizational safety support and construction workers' safety behavior: the roles of safety motivation, emotional exhaustion and psychosocial safety climate

W Liu, Q Meng, Z Li, HY Chong, K Li... - Engineering, Construction ..., 2024 - emerald.com

Construction workers' safety behavior has been proven to be crucial in preventing occupational injuries and improving workplace safety, and organizational safety support provides essential resources to promote such behavior. However, the specific mechanisms of how organizational safety support affects safety behavior have not been thoroughly explored. Therefore, this study explored the relationship between workers' perceived organizational safety support (perceived supervisor/coworker safety support) and safety behavior (safety task/contextual behavior), while considering the mediating effects of safety motivation, emotional exhaustion, and the moderating effect of psychosocial safety climate. Based on the quantitative research method, the hypothesis was tested. The data were collected from 500 construction workers using a structured questionnaire. Observed variables were tested using confirmatory factor analysis, and the path coefficient of fitted model was then analyzed including the associated mediating and moderating effects. The study found that (1) safety support from both supervisors and coworkers directly forecasted both types of safety behavior, (2) safety motivation was primarily predicted by perceived supervisor safety support, and perceived coworker safety support better predicted emotional exhaustion. Safety motivation mediated the relationship between perceived supervisor safety support and safety contextual behavior, and emotional



exhaustion mediated the relationship between both types of safety support and both types of safety behavior, (3) psychosocial safety climate moderated the pathway relationships mediated by safety motivation and emotional exhaustion, respectively.

[Does workplace inclusion mitigate emotional exhaustion? Evidence from local government organizations](#)

NM Humphrey, L DeHart-Davis, S Hassan... - Public Management ..., 2024 - Taylor & Francis

Over the past few years, many local government organizations have become more concerned with employee burnout and identifying strategies to support employees. In this paper we examine inclusion as a resource that can shape emotional exhaustion and buffer against two demands, workplace incivility and COVID-19 job-related changes. With survey data collected from three local governments, we find that inclusion is associated with reduced feelings of emotional exhaustion, while incivility and negative perceptions of COVID-19 changes are associated with heightened feelings of emotional exhaustion. We also find that inclusion mitigates the effect of incivility and employees' appraisal of COVID-19 job-related changes.

[\[HTML\] The Challenge–Hindrance–Threat Appraisal Framework and the Differential Effects on Employees' Work Well-Being and Behaviors](#)

Q Chen, M Chen, L Lin, X Bai - Behavioral Sciences, 2024 - mdpi.com

Considering the current economic and employment landscape, marked by high levels of uncertainty and challenges, this study introduces the challenge–hindrance–threat appraisal (CHTA) framework to examine workplace stress, with a particular focus on the often-overlooked role of threat appraisal. Across three studies using independent samples and multi-wave survey data, our research provides evidence supporting the CHTA framework and reveals the differential effects of three types of stress appraisals on the work-related well-being and behaviors of individuals. Specifically, Study 1 establishes the three-factor structure of CHTA, confirming its robust psychometric properties in each appraisal dimension. Study 2 demonstrates that threat appraisals offer unique insights into stress-related outcomes, beyond challenge and hindrance appraisals. Study 3 reveals that challenge appraisals foster learning behavior through enhancing work engagement and reduce turnover intentions through alleviating emotional exhaustion. Conversely, threat appraisals escalate turnover intentions through intensifying emotional exhaustion. Interestingly, hindrance appraisals exhibit no significant effect on either work engagement or emotional exhaustion, precluding any indirect influence on learning behavior or turnover intentions. In conclusion, this research underscores the importance of differentiating between the three types of cognitive appraisals of stress—namely, challenge, hindrance, and threat appraisals—in stress management in order to enhance employee well-being and organizational effectiveness.

[\[PDF\] Occupational Health and Safety Challenges Faced by Caregivers and the Respective Interventions to Improve their Wellbeing](#)

J Omolara - researchgate.net

This research aimed to identify the occupational health and safety issues in caregivers' workplaces: physical hazards, psychological demands, and organisational dimensions. This concerned broad physical dangers for workers, including musculoskeletal diseases, infection risks, toxic materials and substances, fatigue, and extended working hours. Additionally, the existing works explored the impact of psychological factors such as emotional exhaustion, compassion stress, burnout, stress, anxiety, and even secondary traumatisation on caregivers. Furthermore, it analysed the systematic issues related to workplace violence, lack of personnel, poor training and professional development, and having fewer protective gear and safety measures. The research has illustrated various interventions and practices that might enhance occupational safety and caregivers' wellbeing. These include organisational policies and procedures, such as establishing safe operating procedures, ensuring adequate protective gear is supplied to workers, and promoting a healthy company culture with efficient support networks. Risk prevention measures in this subdivision include safe patient handling procedures recognised as necessary in reducing physical risks, ergonomic workstation and equipment design, and stretching and exercise promotion. Moreover, the study revealed that while mental support and wellbeing were deemed essential for the workforce, which includes EAP, stress control, and mental toughness, seminars, as well as support groups, were considered insufficiently developed. The



study finally demonstrated the importance of policy and legal advocacy based on enhancing occupational health and wellness standards, better workers' compensation and benefits, and raising public awareness.

[PDF] [Substance Abuse Treatment Professionals' Emotional Exhaustion: the Mediating Effect of Job Satisfaction on Turnover Intention](#)

SW Morrison - 2024 - search.proquest.com

The purpose of this quantitative correlational-predictive study was to examine the extent to which there was a mediation effect by job satisfaction (JS) on the predictive relationship between emotional exhaustion (EE) and turnover intention (TI) among substance abuse treatment professionals (SATP) in the United States. The theoretical foundation was a combination of Maslach's burnout theory, the theory of planned behavior, and the job characteristics theory. Data were collected with a multiple-section questionnaire distributed via SurveyMonkey. RQ1, does EE predict TI among SATP, was analyzed using linear regression; EE predicted TI with statistical significance, $F(1, 99) = 58.247$, $p < .001$. EE accounted for 37.0% of the variation in TI, with adjusted $R^2 = .364$. For RQ2, does JS mediate the predictive relationship between EE and TI among SATP, the Hayes' PROCESS Model indicated that 49.13% of the change in JS was due to EE and JS was responsible for a 38.70% change in TI. EE was also found to have a significant direct effect on TI in the presence of JS indicating that JS produced a complementary mediation. There was a statistically significant indirect mediating effect of 10.86% by JS on the relationship between EE and TI.

[PDF] [Management and prevention of emotional burnout among members of the armed and special forces](#)

L Semenenko, U Dobrovolskyi... - Healthcare in Low ..., 2024 - pagepressjournals.org

With the rise in cases of professional burnout, research on best practices and opportunities for implementing emotional burnout prevention and treatment among special services and military personnel became more relevant. The aim of this study is to determine the most efficient methods of therapy and to reveal the necessity of preventing and mitigating the symptoms of emotional burnout among special services and military personnel. Additionally, best practices and opportunities for their application by Ukrainian, Kazakh, Polish, British, American, Canadian, and South Korean specialists are highlighted. Experimentation is the main approach used in this problem's investigation. As a result, the study describes the unique aspects of the jobs performed by special services and military personnel, highlights the primary approaches to treating and preventing emotional burnout, and identifies which approaches are most successful for each group of workers based on their unique personal traits. Consequently, the study delineates the particulars and attributes of the work performed by personnel in special services and military structures, outlines the primary approaches and strategies for mitigating and averting emotional exhaustion, and indicates which of these approaches work best for these groups of workers, taking into account their unique personal traits. The introduction of emotional burnout training as a preventative intervention is supported by best practices and future possibilities.

[PDF] [From Ostracism to Expediency: The Mediating Role of Emotional Exhaustion](#)

MH Khan, S Fatima, H Fayyaz... - Journal of Social & ..., 2024 - researchgate.net

The objective of this study is to examine the relationship between workplace ostracism and employee expediency. Additionally, investigated the mediation effects of emotional exhaustion. The conceptual framework developed in the current investigation is substantiated by affective event theory. The data was gathered from 329 employees employed in private hospitals in Pakistan. Their consent was taken to fill questionnaire related to workplace ostracism and emotional exhaustion. However, the employee expediency questionnaire was completed by immediate supervisors, 67 immediate supervisors were requested to rate their employee's expediency. On average 1 supervisor rated 5 employees performing duties under them. The data collection was based on dyads. The hypotheses that were developed in this study have been confirmed by the statistical results. The direct and indirect paths were verified by the results. The theoretical and practical implications are highlighted by the research. Additionally, the limitations and direction of future research are underlined.

[How to cope with the impact of workplace loneliness on withdrawal behavior: the roles of trait](#)



[mindfulness and servant leadership](#)

Z Xin, B Zhou, Z Liu, J Zhang - Current Psychology, 2024 - Springer

Workplace loneliness has emerged as a prevalent phenomenon, garnering the interest of numerous researchers. Until now, few studies have explored the effects of workplace loneliness on employee withdrawal behavior and factors that might moderate this relationship. In this research, guided by the conservation of resources theory, we posit that emotional exhaustion acts as a mediator linking workplace loneliness to employee withdrawal behavior. Furthermore, we investigate a crucial personal resource and job resource—namely, trait mindfulness and servant leadership, respectively—that could potentially jointly moderate the indirect effect. We collected survey data from 296 pairs of subordinates and their immediate supervisors at three time points. The analysis revealed workplace loneliness affects employee withdrawal behavior via emotional exhaustion, and this process is jointly moderated by trait mindfulness and servant leadership. Specifically, workplace loneliness had a stronger relationship with emotional exhaustion when trait mindfulness and servant leadership were low rather than high, and the indirect effect was stronger and significant under conditions of low trait mindfulness and low servant leadership. However, it became nonsignificant when trait mindfulness or servant leadership was high. This study expands the existing literature on workplace loneliness and offers practical recommendations for organizations to reduce the negative impact of work loneliness.

[Negative workplace gossip and employees' innovative behaviors: The role of psychological resilience](#)

Y Dai, J Hou - Social Behavior and Personality: an international ..., 2024 - ingentaconnect.com

Applying affective events theory, this article examined the mechanism of negative workplace gossip on employees' innovative behaviors, and explored the mediating role of emotional exhaustion and the moderating role of psychological resilience. We collected questionnaires from 313 frontline workers in the airport services industry and analyzed the data using Amos and the SPSS PROCESS macro. The findings indicated that negative workplace gossip had a significant negative influence on employees' innovative behaviors, and emotional exhaustion partially mediated this relationship. Additionally, contrary to our initial hypothesis, psychological resilience not only failed to weaken the impact of workplace gossip on employees' emotional exhaustion, but actually amplified this relationship. Theoretical contributions and managerial implications are discussed.

[PDF] [Relationship between Emotional Exhaustion and the Role of Communication in Professional](#)

DN Sumitha, KL Ajee - iajesm.in

From conception until passing away, communication is a component that permeates all aspect of a person's life. It enables the development of fresh social networks, connections, and shared meanings. Various types of research have confirmed that effective organisational communication produces positive outcomes at the level of workers and organisations, such as increased work commitment, satisfaction, and the reduction of phenomena like emotional exhaustion and cynicism. The importance of the communication process emerges in various contexts, one of which is undoubtedly the work context. This study uses a non-parametric structural equation model to investigate the effect of communication between subordinates and superiors in the link between a job resource (increased social resources) and a detrimental result, such as emotional weariness. The findings demonstrate that asking for feedback from coworkers and superiors does not shield employees from the hazards of emotional tiredness, but rather strengthens communication. Therefore, communication functions as a key protective element and fully mediates the link between increased social resources and emotional tiredness.

[HTML] [Emotional exhaustion weakens the relationship between social media use and knowledge sharing behavior](#)

G Zhao - Acta Psychologica, 2024 - Elsevier

Knowledge sharing behavior is crucial for ensuring organizational success, fueling innovation, solving problems, and informing decision-making. While social media platforms offer powerful tools for employees to share knowledge, the intricate relationship between social media use and knowledge sharing behavior remains unclear. Few studies have examined the influencing mechanisms of emotional exhaustion on the above relationships, especially through self-determination perspective. As



knowledge is inherently private to the individual, grounded in self-determination theory, this study employed a moderated mediation analysis to explore the internal mechanisms of social media use on employee knowledge sharing behavior. The survey of 356 full-time employees was collected from a large environmental protection group in China. Hypotheses are tested using hierarchical regression analysis and bootstrap tests. The results show that social media use positively affects employee knowledge sharing behavior; knowledge sharing intention partially positively mediates the influence of social media use on knowledge sharing behavior; emotional exhaustion negatively moderates the relationship between social media use and knowledge sharing intention.

Sensitivity analysis of human error in the steel industry: exploring the effects of psychosocial and mental health risk factors and burnout using Bayesian networks

S Yazdanirad, AH Khoshakhlagh, S Al Sulaie... - Frontiers in Public ... - frontiersin.org

Human error and the high rates of fatalities and other occupational accidents in the steel industry are of significant global relevance. The aim of this study was to investigate the effect of psychosocial, mental health, and burnout risk factors on human error probabilities in an industrial environment using Bayesian networks. This cross-sectional study was conducted in 2023. The participants were 252 employees of a steel company. Error probabilities related to the tasks of participants were estimated using the Human Error Assessment and Reduction Technique (HEART). Other data was collected using a survey that consisted of demographic information, the Maslach Burnout Inventory, Depression Anxiety Stress Scales, and a short version of the Copenhagen Psychosocial Questionnaire. A theoretical model was drawn in GeNIe academic software (version 2.3). The results showed that all the studied variables were able to significantly affect the distribution of human error probabilities. Considering a distribution of 100% for the high state of these variables, the results showed that the greatest increases in error probability were related to two burnout dimensions: emotional exhaustion (29%) and depersonalization (28%). All the variables, with a probability of 100%, increased the probability of high human error probabilities by 46%. The most important variables in terms of their effect on human error probabilities were burnout dimensions, and these variables also had a mediation effect on the psychosocial and mental health variables. Therefore, preventive measures to control human error should first focus on managing the risks of burnout in workers. This, in turn, can also reduce the effect of psychosocial risk factors and mental health problems on human error in the workplace.

[HTML] Do Islamic Work Ethics Matter? Impact of Aversive Leadership on Employees' Emotional and Psychological Health through the Lens of Conservation of resource theory.

Javid, A Gul, I Naz, M Ali - Sustainable Futures, 2024 - Elsevier

Aversive leadership remains a relatively underexplored area in organizational behavior. This study advances the field by identifying emotional exhaustion as a key mechanism linking aversive leadership to employees' psychological health outcomes, including psychological well-being, psychological strain, and psychological detachment. It also examines the role of Islamic work ethics (IWE) as a moderator in the relationship between aversive leadership and emotional exhaustion. Supported by conservation of resource (COR) theory, which posits that stressful workplace situations, such as aversive leadership, lead to resource depletion resulting in emotional exhaustion and poor psychological health, this study finds that individuals with strong personal resources, such as IWE, are better equipped to cope with these negative outcomes. Data were collected from 260 employees in service sector organizations of Pakistan using self-administrated questionnaires. The results supported direct and indirect effects, as well as the moderating role of IWE. This study provides valuable insights for policymakers in addressing the negative impacts of aversive leadership and offers organizations guidance on selecting and nurturing supportive and positive leaders. Such leaders can foster a healthier and more productive work environment.

Emotional labour strategies, emotional job demands, and burnout among academic staff in Jordanian universities

MN Alrawashdeh, RO Alsawalqa... - International Studies in ..., 2024 - Taylor & Francis

This study examined the relationships between emotional labour strategies and its antecedents and consequences among academic staff in Jordanian universities. A total of 547 university teachers from



three public Jordanian Universities responded to a questionnaire survey. The results showed that university teachers who experienced higher levels of negative emotion regulation, engaged in detached engagement, exhibited impulse control, anticipated emotions less, and displayed less emotional countenance were more likely to experience difficulties with emotion regulation. Those who engaged more in surface acting and faced greater challenges in regulating their emotions were more likely to experience burnout. Additionally, difficulties in emotion regulation still served as a potential mediator in the link between surface acting and emotional job demands, and between personal accomplishment and emotional job demands. Emotional job demands exhibited a positive relationship with surface acting. The challenges posed by emotional job demands might not directly lead to difficulties in emotion regulation.

[PDF] [Rewarding Burnout: Childcare Providers as Emotion Workers](#)

S Rhodesand, P O'Neal - McNair Scholars Program - wichita.edu

The purpose of this study was to uncover connections between early educational instructors and occupational stress/burnout to identify areas of future studies and potential remediation for current and future caregivers. Jobs requiring a high level of personal interaction often see burnout as a common theme among individuals within those professions (Jones et al., 2019). Burnout, a psychological response to chronic interpersonal stress due to occupational stress, is a main contributor to turnover within teaching and early childcare (Carson et al., 2010; Ntim et al., 2023; Oberle et al., 2020; Zhang et al., 2019). Burnout is broken into three categories: “emotional exhaustion; depersonalization; and reduced personal accomplishment” (Carson et al., 2010; Ntim et al., 2023; Zhang et al., 2019). This research aims to fill the gaps in understanding the specific dynamics within early childhood education and propose intentional strategies for improving the emotional well-being and retention of caregivers in this field. A combined systematic review and meta-analysis of 26 journal articles pertaining to early childhood education, emotion work, and the effects of each on individuals were synthesized for an extended literature review. The meta-analysis approach of this systematic review allowed for the generation of overarching and common themes.

[PDF] [Teacher Self-Efficacy Beliefs and Burnout: The Mediating Roles of Interpersonal Mindfulness in Teaching and Emotion Regulation](#)

G Çetin, JL Frank, PA Jennings - Journal of Emotional and ..., 2024 - journals.sagepub.com

This study examined the relationships among teachers' self-efficacy beliefs, interpersonal mindfulness, emotion regulation, and burnout, with the intention of exploring the mediating roles of interpersonal mindfulness and emotion regulation. A total of 224 elementary school teachers from 36 elementary schools in a high-poverty, inner city setting in the Northeastern United States participated voluntarily in the study. Correlation and path analyses were conducted to analyze the data. The results of the study showed that teachers' self-efficacy beliefs, interpersonal mindfulness, emotion regulation, and burnout were significantly related to each other. The results also showed that teachers' interpersonal mindfulness and expressive suppression served as crucial mediating pathways from self-efficacy to burnout; thereby should be considered among the inventory of psychological resources that protect teachers against burnout.

Régulation des émotions au travail

[PDF] [Depressive symptoms across the retirement transition in men and women: associations with emotion regulation, adjustment difficulties and work centrality](#)

S Hed, AI Berg, I Hansson, M Kivi, M Waern - BMC geriatrics, 2024 - Springer

Retirement is a major life event and factors driving depression in the retirement transition might differ in men and women. The aim was to prospectively study depressive symptoms across the retirement transition in men and women and to test associations with emotion regulation strategies (suppression and reappraisal), adjustment difficulties, and work centrality. The sample included 527 individuals from the population-based Health, Aging and Retirement Transitions in Sweden (HEARTS) study who were working at baseline and retired during one of the following four annual measurement waves. Participants contributed with a total of 2635 observations across five measurement waves. Depressive symptoms were measured with the Center for Epidemiologic Studies Depression Scale (CES-D); total score was modelled as a function of time to and from retirement. Changes over the retirement



transition were analyzed with multilevel growth curve models. Gender differences in associations with emotion regulation, adjustment difficulties and work centrality were examined by including interaction effects with sex. We observed a general reduction of depressive symptoms in the early years of retirement in both men and women. Higher suppression was related to higher depression scores while higher cognitive reappraisal was related to lower levels of depressive symptoms. Women more often used cognitive reappraisal, and men more often suppression, but no significant gender interaction in associations with depressive symptoms could be shown. Retirement adjustment difficulties and greater importance of work for self-esteem were related to higher depression scores. Greater meaning of work, on the other hand, was related to lower levels of depressive symptoms, and this association was stronger in men. There was a general reduction of depression scores in the early years of retirement in both women and men. Findings suggest that basing one's self-esteem on workplace performance was related to higher levels of depressive symptoms after retirement, while perceiving one's job as important and meaningful may facilitate better adjustment in terms of lower depression symptom levels, especially in men.

[Emotional Regulation, Coping, and Resilience in Informal Caregivers: A Network Analysis Approach](#)

Anna Panzeri, Gioia Bottesi, Marta Ghisi, Cecilia Scalavicci, Andrea Spoto and Giulio Vidotto
Behav. Sci. 2024, 14(8), 709; <https://doi.org/10.3390/bs14080709> - 13 Aug 2024

Public health emergencies such as the COVID-19 pandemic can further strain the mental health of informal caregivers who provide unpaid assistance to family members or friends who need support due to illness, disability, or aging. However, there is a lack of research exploring the resources and adaptive strategies that promote resilience in informal caregivers. This cross-sectional study used psychometric network analysis to model the interplay between coping strategies, emotion regulation, trait resilience, and anxiety and depression symptoms in 351 Italian informal caregivers. The results showed that coping through a positive attitude, emotional reappraisal, and trait resilience were the most central and interconnected nodes in the network. These adaptive strategies buffered against the negative impact of anxiety and depression symptoms, providing valuable insights into the mechanisms underlying resilience and well-being in informal caregivers. Clinically, it is crucial to assess and foster these resilience-promoting factors (positive attitude coping, cognitive reappraisal, and trait resilience) to help mitigate the mental health challenges faced by informal caregivers, especially in the context of public health crises such as the COVID-19 pandemic.

[EFL teachers' perceptions of emotional exhaustion and associated regulation strategies: a phenomenological analysis](#)

X Zhao, Y Wang - Innovation in Language Learning and Teaching, 2024 - Taylor & Francis

Teaching, particularly in a second/foreign language (L2) context, is an emotionally demanding profession, often leading to negative outcomes for educators. Teaching, particularly in a second/foreign language (L2) context, is an emotionally demanding profession, often leading to negative outcomes for educators. To fill the gap, this phenomenological study examined the causes, consequences, and regulation strategies of Chinese EFL teachers' emotional exhaustion. A semi-structured interview was held with 58 teachers. The results of thematic analysis revealed that this emotional state had different causes and consequences. The most frequent causes were 'occupational pressures', 'identity conflicts and mismatches', 'stressful classroom climate', 'high expectations', and 'students' poor performance and cooperation'. Additionally, it was found that teachers' emotional exhaustion can mostly lead to 'poor teaching quality', 'job burnout', 'low work engagement', 'low teaching enthusiasm', and 'various other negative emotions and outcomes'. To regulate such an aversive feeling, the participants used a range of preventive and responsive strategies before and after its occurrence. The study discusses the findings and presents some conclusions and implications for Chinese L2 teachers, teacher trainers, and policy-makers to raise their understanding of the nature and mechanism of emotional exhaustion in teaching English and its regulation.

[\[PDF\] Impact of state and trait emotion regulation on daily emotional exhaustion among Korean school counsellors](#)

H Lim, GE Jang, G Park, H Lee, SM Lee - Stress and Health, 2024 - Wiley Online Library



School counsellors in South Korea face significant emotional exhaustion due to their challenging occupational environment. Previous studies have shown that cognitive reappraisal (CR) reduces emotional exhaustion, whereas expressive suppression (ES) increases it. However, these findings predominantly rely on trait questionnaires within cross-sectional approaches, overlooking the dynamic nature of emotion regulation (ER) strategy selection. Individuals may choose strategies that deviate from their general tendencies based on situational demands. There is limited empirical knowledge regarding the interaction between trait and state regulation strategies and their influence on exhaustion. Utilizing the strategy-situation fit hypothesis, this study examines the context-specific effects of ER strategies, considering both situational contexts and individual response tendencies. A multilevel analysis was performed to examine the influence of state and trait ER strategies on daily emotional exhaustion. A daily diary study was conducted for 5 days with 111 Korean school counsellors. Daily CR was associated with lower daily exhaustion and daily ES predicted higher daily exhaustion. Contrastingly, none of the trait ER strategies had an impact on daily exhaustion, but the trait level of both strategies significantly moderated the relationship between daily CR and exhaustion. The positive impact of daily CR was more pronounced in school counsellors who often utilized suppression strategies, and this impact was also evident in trait reappraisal. Re-evaluating daily emotions instead of suppressing them may assist in coping with emotional exhaustion caused by work. The effectiveness of these strategies may vary based on an individual's inclination to regulate emotions as state and trait. ER may aid in implementing preventive interventions for school counsellors experiencing emotional exhaustion.

[PDF] [Family bonds at risk: The spillover effects of workplace ostracism in the parent–child relationship](#)

Y Li, Z Xin, H Gao - Family Relations, 2024 - Wiley Online Library

This study aimed to bridge the gap between occupational psychology and family psychology by exploring whether and how social connections in the workplace can lead to changes in family relations. A cross-sectional survey was conducted on a sample of 673 working parents from multiple companies, along with their children. This enabled us to examine the impacts of workplace ostracism on the parent–child relationship based on both parents' and children's data, with a specific focus on the mediating role of emotional exhaustion. The consistent findings obtained from parents' and children's relationship ratings revealed that parents' reported workplace ostracism predicted parent–child conflict positively and parent–child closeness negatively. Parents' emotional exhaustion only partially mediated the relationship between workplace ostracism and parent–child conflict, whereas its mediation effect between workplace ostracism and parent–child closeness was found to be insignificant. The spillover effect of workplace ostracism can exacerbate conflicts and reduce closeness between parents and their children. Emotional exhaustion acts as the underlying mechanism linking workplace ostracism to conflict but not to closeness.

[PDF] [The Effects of Emotion Regulation and Stress During COVID-19 on the Desire to Leave the Profession Among Kindergarten Teachers](#)

M Marenko - 2024 - search.proquest.com

The current study examined whether emotion regulation moderates the link between stress as a result of COVID-19 and the desire to leave the profession among kindergarten teachers. During the COVID-19 pandemic, many kindergarten teachers have experienced stress. It is known that stress may be associated with burnout and a desire to leave the profession. However, it is also known that people who use adaptive emotion regulation strategies may be protected against the maladaptive consequences of stress. The current study focused on cognitive reappraisal, and tested whether this emotion regulation strategy moderates the link between anxiety and somatization symptoms and the desire to leave the profession among kindergarten teachers. As reappraisal is considered an effective emotion regulation strategy for coping with stressful situations, we expected that kindergarten teachers who use this strategy more often will report a weaker link between stress and desire to leave their profession. In order to examine these predictions, 329 kindergarten teachers filled out questionnaires that measured anxiety and somatization symptoms, the level of desire to leave the profession, work-related motivation, burnout, and the use of cognitive reappraisal, during the COVID-19 pandemic (May, 2022). Results indicated that somatization and anxiety symptoms were related to the desire to leave the profession. However, the interaction between reappraisal and somatization or anxiety



symptoms, did not moderate the desire to leave the profession. These results highlight the importance of providing emotional support to teaching staff in difficult times, such as a global epidemic. The turnover rate among kindergarten teachers is high even in regular times, emphasizing the need to consider interventions that can strengthen resilience and prevent burnout among kindergarten teachers.

[HTML] [Special needs teachers in emergency remote teaching during the COVID-19 pandemic: the role of personal resources and teaching motivation on burnout.](#)

S De Stasio, B Ragni, F Boldrini, D Paoletti... - Frontiers in Education - frontiersin.org

The study was conducted using a sample of 837 full-time, in-service kindergarten and primary teachers at public schools in Italy. Data were collected through self-report questionnaires, including the Copenhagen Burnout Inventory, the Santa Clara Brief Compassion Scale, the Crèche Educators Emotional Style Questionnaire, and the Autonomous Motivations for Teaching Scale. A multiple regression model was performed to assess the predictive role of personal resources and teaching motivation on the burnout of special needs teachers. The findings indicate that higher levels of autonomous motivation are associated with reduced burnout, specifically among special education teachers. Conversely, higher levels of negative emotion regulation strategies were linked to increased burnout, and this relationship was stronger in mainstream teachers than in special education teachers. We found no significant association between teachers' compassion and burnout. Our research supports the need for educational policymakers and school leaders to focus on personal resources and work-related well-being to enhance and support teachers, in particular during emergencies (e.g., the COVID-19 pandemic) and for specific groups of teachers, such as SNTs.

[PDF] [Hide-and-seek: Detecting Workers' Emotional Workload in Emotional Labor Contexts Using Multimodal Sensing](#)

E Park, D Lee, Y Han, J Diefendorff, U Lee - Proceedings of the ACM on ..., 2024 - dl.acm.org

Emotional labor refers to the process in which workers are required to express emotions regardless of their actual feelings by the organization. In workplaces where such display rules exist, workers experience an emotional workload. Continued exposure to emotional workload can lead to severe mental and psychological issues. Nevertheless, research on assessing emotional workload remains understudied. In this study, we propose a machine learning model to automatically evaluate workers' emotional workload in emotional labor situations through multimodal sensing. The data collection study was designed based on a call center scenario. Within the study, we manipulated customer behaviors as confederates and assessed the worker's emotional workload. As a result, this study provides a benchmark using well-known features and standard machine learning methods. We achieved an accuracy of up to 87% for binary and three-class classification cases. Finally, we discuss the significance of assessing emotional workload and considerations for its practical application in the workplace.

[The life of juggling paid work and informal eldercare: the demand and resource perspective](#)

WY Lam - 2024 - theses.whiterose.ac.uk

An increasing number of people are juggling their paid work and informal care due to the ageing population. However, this area of research remains underexplored in the field of work psychology. This PhD thesis focuses on juggling paid work and informal eldercare from the perspective of demands and resources. The thesis has five chapters: a general introduction, followed by three studies, and a general discussion. In Chapter 2, the first study presents a systematic literature review that identifies the demands and resources of informal caregivers of older people using the Individual, Group, Leader, and Organisation Model. It proposes a future research agenda based on the synthesised knowledge. In Chapter 3, the second study develops in-depth knowledge about the experience of informal caregivers from the lens of Cognitive Appraisal Theory, by collecting rich data via the qualitative diary method. In Chapter 4, the time separated survey study examines the relationship between eldercare demands, unhealthy cognitive emotion regulation, workplace resources, and the health and well-being of informal caregivers. This thesis as a whole generates knowledge regarding the experience of informal caregivers, their immediate social environment, and the relationship between their experience and their immediate social environment.



[PDF] [Workplace drug use, emotion regulation, and perceived family income among Nigerian employees](#)

JN Ugwu, MU Nnam, DO Iloma... - Journal of Workplace ..., 2024 - Taylor & Francis

This study examined workplace drug use, emotion regulation, and perceived family income among employees in Uyo, Nigeria. Using an analytical cross-sectional design, 454 participants were purposively and randomly selected with mean age of 35.41 (SD = 8.27) years. Data from two standardized instruments—emotion regulation questionnaire and drug use disorders identification test—were analyzed by means of hierarchical regressions, independent subject t-test, Pearson correlation, and descriptive statistics. Emotion regulation correlated significantly and was a major contributing factor to workplace drug use: Employees with high level of emotion regulation reported less workplace drug use whereas those who reported more workplace drug use had low level of emotion regulation ($r = -0.23$; $p < 0.05$). However, perceived family income showed no significant difference in workplace drug use [$t(452) = -0.35$, $p > 0.05$]. A significant joint prediction was observed between emotion regulation and perceived family income on workplace drug use, $F(2, 453) = 12.73$, $p = 0.00$ level of significance. Regulation is a key determining factor to emotional disturbances and such abnormal coping strategies as drug use. Understanding the trends in workplace drug use and providing corresponding motivation and incentives as and when due is capable of maintaining and sustaining positive emotions among employees.

[Subjective well-being and emotion regulation of employees: the inhibitory role of stress factors](#)

K Madazimova, A Mambetalina - Current Psychology, 2024 - Springer

This study examines the interaction between stress resilience, subjective well-being, and emotion regulation strategies among employees in Astana, Kazakhstan. The primary objective was to understand the psychological dynamics in the workplace by investigating the interplay between these factors. Using standardized instruments including CD-RISC, SWLS, and ERQ, data were collected from 300 employees across various sectors such as schools, supermarkets, and banks. Statistical analysis, including Spearman correlation, revealed significant relationships between the variables. High levels of stress resilience were strongly correlated with higher subjective well-being (correlation coefficient of 0.951) and more effective emotion regulation strategies, particularly cognitive reappraisal (0.910) and emotion suppression (0.921). The high correlation among the variables—stress resilience, subjective well-being, and emotion regulation strategies—indicates that individuals with higher resilience tend to have greater well-being and more effective emotion regulation capabilities. This is likely because stress resilience enhances one's ability to adapt and recover from stress, which positively influences their overall satisfaction with life and their approach to managing emotions. These findings underscore the importance of implementing workplace measures to enhance stress resilience and emotion regulation capabilities. This study provides novel insights into the benefits of resilience training and adaptive emotion regulation, which can contribute to improved employee well-being and productivity. The results are particularly relevant for organizational leaders and human resource professionals seeking to cultivate a healthier and more resilient workforce.

[A Multimodal Physiological-Psychological Data-Driven Study on Differentiation in Miners' Job Burnout and Risk Preferences](#)

F Tian, W Qiu, H Li, Z Zhao - Frontiers in Psychology - frontiersin.org

This study aims to explore the mediating and moderating effects of emotional regulation strategies among miners regarding their personality traits and work fatigue, and to expand understanding of the cognitive and physiological data related to miners' risk decision-making following fatigue. Method: Fifty adult miners (Mage=25, aged 18-40, 100% male) were selected as participants. Emotional regulation tendency, significant levels of personality traits based on the Big Five Personality Traits questionnaire, and the three-dimensional levels of work fatigue were measured using emotional regulation strategy scale, Big Five Personality Traits questionnaire, and work fatigue scale, respectively. The eye-brain consistency hypothesis posits that eye movement trajectories and fixation points reflect the brain's cognitive processes and focus. Therefore, combining eye-tracking experiments, miners' preferences in risk decision-making were further measured. Results: Expressive suppression strategies mediated between conscientiousness and depersonalization; expressive suppression strategies moderated between agreeableness and emotional exhaustion. In eye-tracking physiological experiments,



significant differences were found in eye movement data among miners with varying levels of emotional exhaustion. Conclusion: Preferences in emotional regulation strategies play mediating and moderating roles between miners' Big Five Personality Traits and work fatigue. The levels and dimensions of work fatigue are influenced not only by personality traits but also by individual tendencies in emotional regulation strategies, which significantly affect performance in risk decisionmaking. The findings of this study can further enrich theories related to work fatigue among miners and provide insights for personalized safety management in mining.

[Managing Perceived Stress and Emotional Self-regulation for Sustainable Mental Health Practice](#)

CM Varas-Julca... - ... Gestão Social e ..., 2024 - rgsa.openaccesspublications.org

The objective was to determine the relationship between perceived stress and emotional self-regulation for the sustainable practice of mental health in university students in Peru. The constant presence of tension experienced by students, consequently, triggers a series of manifestations such as: loss of motivation, feeling of failure, frustration, guilt and self-distrust, as well as difficulties in presenting effective coping strategies; causing the person to perceive their life as exhausting and uncontrollable, affecting all areas of their life (Estrada, 2021). Emotional self-regulation is conceptualized as the capacity that enables the subject to manage what they feel and efficiently face the demands of the environment; this, in turn, is considered a support strategy that facilitates the person to have a better performance in their environment and well-being with themselves, as well as to cope with stressful events that can generate dysfunctional behavior (Dominguez, 2018). The research is non-experimental and has a descriptive correlational design that allows to describe and explain the relationship between variables. 220 university students from the last cycles of the Psychology degree participated, of both genders. The instruments used were the Perceived Stress Scale (PSS) by Cohen et al. (1983) and the Emotion Regulation Questionnaire (ERQ-P) by Gross and John (2003). The students present a medium level of perceived stress in 50.9%. While in emotional self-regulation they show a moderate level of 78.6%. Although the population evaluated has the capacity to cope at a very high level; the cognitive assessment is presented at a low level, which suggests that despite the strategies that the students have, these may be inefficient since a previous analysis of the situation is not carried out to determine the most adequate tool to address the problem. Students use suppression as a self-regulation strategy, which, although it helps self-control at a given moment, is not considered the best way to cope since the inhibition of emotions generates higher levels of stress in the long term, affecting overall well-being and professional performance.

[Difficulties among Teachers' Emotional Regulation: Analysis for the Development of Student Well-Being in Chilean Schools](#)

G Fuentes-Vilugrón, E Sandoval-Obando... - Behavioral ..., 2024 - mdpi.com

Emotional regulation, a process that involves detecting and evaluating physiological signals in response to stressful events, is a crucial aspect of preparing students for school and ensuring teachers' effectiveness, stress management, and job satisfaction. Method. This research, which adopted a quantitative approach, used a non-experimental comparative and cross-sectional design with a non-probabilistic sample by convenience. The study involved the participation of n = 1321 teachers (n = 125 preschool education; n = 645 primary education; n = 417 secondary education; n = 134 higher education). Results. The results revealed significant differences in the total scores of emotional regulation difficulty between teachers at the higher education level and primary and secondary school teachers, with the latter group showing higher levels of difficulty. Discussion. The findings suggest that the impact of emotional regulation difficulties affects professional performance, highlighting the importance of interventions aimed at improving teachers' self-efficacy, resilience, and emotion regulation to reduce emotional exhaustion. Conclusion. From a practical point of view, our findings underline the importance of integrating emotional regulation training into pre-service teacher education and continuous teacher professional development programs. This could improve relational dynamics between students and teachers, fostering an environment conducive to teaching and learning processes.



[PDF] [Development Exhaustion Emotional and Regulation Emotion Cognitive ,Anxiety Health Fatigue Chronic with Nurses in Fatigue Cognitive of Mediation the with Syndrome.](#)

O Enayatian, HF Hajiyar, HA Amarghan - Iranian Journal of Psychiatric ..., 2024 - ijpn.ir

Psychosomatic :Introduction the in nurses ,these Among .breakdown mental and physical cause and debilitating are ,syndrome fatigue .syndrome fatigue chronic from suffering of risk at more are who people the among are healthcare of field a of quality the overshadows and ,easily recover not does ,depression to similar symptoms has syndrome This .life s'person was research This .retrospective and correlational and descriptive was method research current The :Methods Shahrivar Hefdeh and Anbia-al Khatam ,Farabi ,Razavi ,Qaim ,Reza Imam in 1402 of spring the in conducted random-non was Sampling .method equation structural was method statistical The .Mashhad in hospitals entry the on based selected and qualified were nurses 291 ,nurses 1000 among ,finally and ,available and ,(EEQ (Exhaustion Emotional ,)PSQI (Questionnaire Quality Sleep include research this of tools The .criteria Chronic Jason ,)CERQ (Questionnaire Regulation Emotion Cognitive ,)HAI (Questionnaire Anxiety Health .Questionnaire Measurement and) RQ (Questionnaire Rumination ,)CFSQ (Questionnaire Syndrome Fatigue in confirmed validity and validity had tools mentioned the All .used was) MFI (Fatigue Multidimensional .software -27.0.1Spss and -24.0Amos using analyzed were data the finally and researches foreign and domestic of regulation cognitive and anxiety health ,quality sleep that showed research the of results The :Results to .role mediating a plays fatigue cognitive if only and directly exhaustion emotional predict cannot emotions regulation cognitive ,anxiety health ,quality sleep and significant were model the of paths indirect the ,Also have cognitive and exhaustion emotional of variance the of 60% of total a explained fatigue cognitive and emotion of (0.05 > P (.fatigue cognitive of 48% explained also anxiety health and quality sleep ,emotion of regulation ,profession nursing the in exhaustion emotional reduce to ,research the of results the to According :Conclusions person a makes that helplessness of state a is fatigue Cognitive .fatigue cognitive to paid be should attention can fatigue cognitive of Improvement .situations life different and important in decisions make to unable and increase sleep quality, reduce anxiety health and use positive emotion cognitive regulation strategies in nurses.

[HTML] [Exploring the emotional labour of paediatric oncology nurses and its impact on their well-being: An integrative review](#)

W SHAQIQI, P SMITH, R SHAQIQI - European Journal of Oncology Nursing, 2024 - Elsevier

Nurses perform emotional labour to display culturally and organizationally appropriate emotional responses when interacting with patients, families, and colleagues. More emotional labour is often required paediatric oncology settings than in other units due to children's suffering and death. The MEDLINE, CINALH, ScienceDirect, and PubMed databases were searched for relevant evidence published from 2000 to 2023. Selected studies were evaluated for quality and synthesized into themes. The Preferred Reporting Items for Systematic reviews and Meta-Analyses literature search extension was followed. Eighteen empirical studies were reviewed. Nurses acknowledged the importance of managing and displaying emotions through emotional labour to gain patients' and families' trust and provide care in a safe and comfortable environment. They described emotional labour in the forms of empathy and close relationships. The frequency and intensity of performing emotional labour vary among nurses based on different factors. Nurses reported feelings associated with burnout, compassion fatigue, secondary traumatic stress, and emotional dissonance. The three main coping behaviours were avoidance, changing practice and sharing feelings. Although using emotional labour facilitates high-quality care, it may negatively influence nurses' well-being without implementing effective supportive interventions. A considerable number of paediatric oncology nurses intended to leave the unit. The proposed solutions are to address this issue at the organizational level by providing training and support services to enhance nurses' competence in performing this high-level skill and minimize its negative impacts.

[PDF] [A Study of the Relationship between Emotion Regulation and Job Burnout among Junior High School Novice English Teachers](#)

J You, J Lu, Q Ren, X Gong - Journal of Contemporary ..., 2024 - ojs.bbwpublisher.com

This study aimed to examine the relationship between junior high school novice English teachers' emotion regulation and job burnout. To achieve this purpose, a survey consisting of various scales



was administered to 133 primary school teachers selected from Yunnan Province in China. Statistical analyses revealed gender differences in job burnout and emotion regulation among these teachers and highlighted the association between these two variables. The findings established that male novice English teachers in junior schools generally experience lower levels of job burnout and possess better emotion regulation skills compared to their female counterparts. Additionally, a strong negative correlation was identified between job burnout and emotional regulation skills, indicating that the stronger the emotional regulation skills, the less likely novice English teachers are to experience job burnout. The study further emphasized caution in the use of cognitive reappraisal as an emotion regulation strategy, as it may have an adverse effect on mitigating job burnout. This study concluded with recommendations for providing junior high school novice English teachers with opportunities to develop and enhance their emotion regulation skills to reduce job burnout effectively.

Emotions et télétravail

[The impact of teleworking on job satisfaction in the Financial Services Sector: A case of a South African Bank](#)

V Ndlovu - wiredspace.wits.ac.za

Even though teleworking has been around for a while, recent developments with COVID- 19, which increased the rate of teleworking or working from home, led to the introduction of many employees to teleworking or working from home (WFH) for the first time. This quantitative research study used emotional support as an independent variable, job competencies as a moderator, as well as trust and equity inside a South African bank to investigate the relationship between job satisfaction with telework. A sample of 150 professionals from a South African bank make up the participants. The variables of interest are job satisfaction, emotional support, trust and equality, and finally job competencies were examined using regression and proportions analyses to determine the degree of shared variance and the strength of the relationships between them. The results of this study show that there is no significant connection between teleworking and the impact it can have on employees of a South African bank's level of job satisfaction. According to the analysis, work competence, emotional support, trust, and equity are all positively correlated with job satisfaction. There isn't much evidence to suggest that work and home borders are advantageous. Additionally, there was no statistically significant correlation between job satisfaction and having a suitable home workspace, technological aid, or training to perform the job.

[Relationship Between E-Ethical Leadership and Emotional Exhaustion: A Moderated Mediation Model](#)

C Santiago-Torner, JA Corral-Marfil, E Tarrats-Pons - 2024 - preprints.org

The risk factors and positive factors of teleworking have been widely analyzed. Emotional exhaustion has been one of the most studied among them. However, the impact of ethical leadership in virtual environments has remained completely unnoticed. There is no clear answer to whether the ethical leader is a factor that buffers or accelerates stress-related processes in teleworking. Furthermore, the role of perceived work autonomy as a theoretical mechanism that protects against specific adverse psychological outcomes requires more scientific evidence because the results obtained so far are confusing and contradictory. Therefore, this study explores how and when ethical leadership influences emotional exhaustion through work autonomy and teleworking intensity (TI). The sample consisted of 448 professionals from six organizations in the Colombian electricity sector. The mediation effect was evaluated through a four-step procedure, and the moderated mediation model was analyzed using statistical tools such as PROCESS and AMOS macros for SPSS. Surprisingly, our results revealed a positive relationship between ethical leadership and emotional exhaustion, with work autonomy potentially mediating this relationship. However, teleworking intensity (TI) was found to moderate this mediation process. Specifically, the negative impact of ethical leadership on emotional exhaustion was nullified when TI was high. Moreover, a high level of TI strengthened the relationship between ethical leadership and work autonomy, while weakening the positive relationship between work autonomy and emotional exhaustion. In conclusion, our study suggests a potential positive relationship between ethical leadership and emotional exhaustion from the follower's perspective. However, the number of teleworking days can influence this trend, potentially even reversing it. In



other words, teleworking intensity (TI) is a resource as its intensity increases, and it can alter the direction of work autonomy and reconfigure the relationship between ethical leadership and emotional exhaustion. This study, to the best of our knowledge, is the first to analyze these variables, significantly contributing to our understanding of the attributes of ethical leadership and its impact on employee well-being.

Emotions et IA

[PDF] [Artificial intelligence and education – a teacher-centred approach to safety and health.](#)

Ulrike Bollmann– 2024 - European Agency for Safety and Health at Work

The education sector is defined as a high-risk area for dealing with artificial intelligence. The report looks at digitalisation's impact and presents insights from an analysis of its influence on teachers' safety, health and wellbeing. In reviewing the current state from a teacher-centred perspective, this report stresses the need for more research on how to support teachers. Strategies and measures for minimising the risks and exploiting the potential for teachers are presented together with policy pointers relevant to teacher, institutional, national and European levels.

[PDF] [Autism and emotion recognition technologies in the workplace](#)

A Katirai - Autism, 2024 - journals.sagepub.com

The use of emotion recognition technologies in the workplace is expanding. These technologies claim to provide insights into internal emotional states based on external cues like facial expressions. Despite interconnections between autism and the development of emotion recognition technologies as reported in prior research, little attention has been paid to the particular issues that arise for autistic individuals when emotion recognition technologies are implemented in consequential settings like the workplace. This article examines recent literature on autism and on emotion recognition technologies to argue that the risks of the use of emotion recognition technologies in the workplace are heightened for autistic people. Following a brief overview of emotion recognition technologies, this argument is made by focusing on the issues that arise through the development and deployment of emotion recognition technologies. Issues related to the development of emotion recognition technologies include fundamental problems with the science behind the technologies, the underrepresentation of autistic individuals in data sets and the problems with increasing this representation, and annotation of the training data for the technologies. Issues related to implementation include the invasive nature of emotion recognition technologies, the sensitivity of the data used, and the imposition of neurotypical norms on autistic workers through their use. The article closes with a call for future research on the implications of these emergent technologies for autistic individuals.

[Human-Centered Artificial Intelligence to Improve Workers' Safety and Well-being](#)

M Baldassini, F Pistolesi, B Lazzarini - 2024 - flore.unifi.it

Industry 5.0 is a new era of industrial transformation, characterized by the integration of digital technologies and artificial intelligence (AI) into production processes. Compared to the previous revolution, workers' health and well-being have become crucial in ensuring sustainable production and safe workplaces where machines collaborate with operators, reducing stressful workloads and optimizing production processes. Today, advanced technologies allow continuous data collection regarding workers' physical and mental state that AI can elaborate for predictive analysis and preventive assistance. This thesis deals with human-centered AI in the field of Occupational Safety and Health (OSH), focusing on improving workers' well-being and safety. Regarding well-being, we introduced a new method to self-assess emotions intuitively, based on a personalized emoji set. We used this method to develop a mobile application that allowed people to tag physiological signals recorded by wearables at random moments of the day. Various AI models were investigated to distinguish emotions based on the physiological signals and corresponding labels obtained using our new self-assessment method. In another experiment, we stimulated emotions through audio-visual content while recording a 14-channel EEG signal, labeling emotions using the proposed approach based on emojis. This dataset was used to develop an AI-based system to detect happiness from features extracted from the EEG signal graphs, thereby measuring the time a worker feels positive emotions throughout the day. We also proposed a speech analysis system that uses deep learning to



detect quarrels and prevent escalating arguments that could lead to stress. Concerning workers' safety, we focused on workplace ergonomics and introduced a system to track the leg position without using cameras or wearables, respecting privacy. The system uses a Light Detection and Ranging (LiDAR) sensor to determine desk workers' leg positions. It recognizes the correct posture and 14 incorrect positions, classifying possible other positions as anomalies. A recommendation module alerts workers when they are sitting in incorrect positions for too long, and a dashboard provides information on the most frequent incorrect positions, helping promote customized and effective training paths. The thesis ends by describing an advanced version of this system conforming to the human-centric view of Industry 5.0. This system estimates manufacturing workers' postures in assembly/disassembly lines, combining LiDAR and inertial data recorded by a smartwatch. We modeled various body posture combinations in compliance with the ISO 11226 standard. These postures can be analyzed through a dashboard highlighting which workers are at risk of musculoskeletal disorders (MSDs), which body parts are more stressed, and which posture habits contribute to that risk. Safety engineers can then set up targeted and customized interventions to improve postural habits and prevent the onset of MSDs and pain in the medium-long term.

[HTML] [User perceptions and utilisation of features of an AI-enabled workplace digital mental wellness platform 'mindline at work'](#)

S Yoon, H Goh, XC Low, JH Weng... - BMJ Health & Care ..., 2024 - informatics.bmj.com

This study aims to assess user perceptions and feature utilisation of mindline at work, a nationally developed AI-enabled digital platform designed to improve mental wellness in the working population. Methods This study adopted a mixed-methods design comprising a survey (n=399) and semistructured interviews (n=40) with office-based working adults. Participants were asked to use mindline at work for 4 weeks. We collected data about utilisation of the platform features, intention for sustained use and perceptions of specific features. Participants under 5 years of work experience reported lower utilisation of multimedia resources but higher utilisation of emotion self-assessment tools and the AI chatbot compared with their counterparts ($p < 0.001$). The platform received a moderate level of satisfaction (57%) and positive intention for sustained use (58%). Participants regarded mindline at work as an 'essential' safeguard against workplace stress, valuing its secure and non-judgmental space and user anonymity. However, they wanted greater institutional support for office workers' mental wellness to enhance the uptake. The AI chatbot was perceived as useful for self-reflection and problem-solving, despite limited maturity. Identifying the unique benefits of specific features for different segments of working adults can foster a personalised user experience and promote mental well-being. Increasing workplace awareness is essential for platform adoption.

INRS-Biblio : EMOTION

[Etude d'une transformation organisationnelle dans une optique préventive des risques psychosociaux : le cas d'une entreprise d'aide à domicile. Thèse pour l'obtention du doctorat en psychologie.](#)

HALLER R. -Université de Lorraine, Nancy. juin 2024, 334 p., ill., bibliogr.

Le monde du travail contemporain valorise de plus en plus les organisations participatives, qui améliorent réactivité et compétitivité dans l'économie actuelle. Ces structures se distinguent par une gestion favorisant l'autonomie et l'engagement des employés, ce qui séduit particulièrement les jeunes générations. Depuis le début du siècle, les entreprises adaptent leurs structures pour répondre à ces besoins économiques et sociaux. Les sciences humaines et sociales analysent ces transformations, en étudiant l'impact sur la productivité et la santé psychologique des travailleurs. Certaines recherches se concentrent sur les processus de changement, notamment les résistances rencontrées, et développent des modèles pour les gérer. Toutefois, la prévention de la santé psychologique en période de changement reste insuffisante. L'étude proposée vise à élaborer une méthodologie pour identifier, à travers une approche longitudinale et compréhensive, les évolutions des facteurs de risque et de ressources psychosociales durant un changement organisationnel, avec une étude de cas dans le secteur de l'aide à domicile.