



Social Construction of Emotional Labour: An Exploratory Study of Nurses Working in Hospitals in Lucknow City

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A feminist Arlie Hochschild defines emotional labour in her book “The Managed Heart” as regulating or managing emotional expressions with others as a part of one’s professional work. Pam Smith in her book “The Emotional Labour of Nursing Revisited: Can Nurses Still Care” focuses on the significance of emotional labour with modern healthcare practice. She particularly emphasises on the challenges that nurses have to face emotionally with their profession precisely with death & dying on the ward. Catherine Theodosius in her book “Emotional Labour in Health Care: The Unmanaged Heart of Nursing” again reckons the sociological idea of Arlie Hochschild’s emotional labour & says that emotional labour is mainly found in places in the nursing profession that are not easily recognisable. She goes ahead giving a suggestion that the nursing profession has a vital and impeccable responsibility to include emotional labour as emotional labour is fundamentally related to personal and social identity. In this era where everything is so fast paced, automated & where health care is predominantly guided by biomedical & clinical models of health, this research paper delves into understanding of whether there is a room for emotional labour. Nurses are supposed to have greater awareness about emotional labour as the professional competence of nursing demands detachment so that patients can be treated in a more prolific way. Data was collected through Google forms with 32 nurses of two government & two private hospitals. This paper picks up the idea of emotional labour & nursing & talks about narratives of nurses, barriers related to gender & profession which includes emotional labour in health, interrelation of gender & emotional labour, linkage between emotional labour & psychological capital etc.

Keywords: *Emotional Labour, Professional Competence, Gender, Psychological Capital.*



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1. INTRODUCTION

Often it has been seen that there are some professions in which rigorous emotional

manipulation is required and the employees working in the profession are highly expected and supposed to showcase the right kind of emotions

that their job demands. One of the most distinguished sociologists of her time, Arlie Russell Hochschild majorly focussed on the role emotions play in understanding the micro and macro spheres of social life. The concept of “Emotional Labour” was coined by Arlie Russell Hochschild in “The Managed Heart” (1983) which can be synonymously called “emotional management” in which a sort of ideal feeling pattern has to be taken as reference by workers which is not felt by them internally. Hochschild in her seminal work “The Managed Heart: Commercialization of Human Feeling” quotes the case of a young lad in a wallpaper factory illustrated by Karl Marx in Capital. She emphasises on the saying of Marx that the work which has been done by the boy is no longer restricted to labour, it puts the broader concern of humanity at stake (Hochschild, 1983). Then after a century, she compares the boy in the nineteenth century wallpaper factory and a flight attendant:

The work done by a boy in the wallpaper factory called for coordination of mind and arm, mind and finger, and mind and shoulder. We refer to it simply as physical labour. The flight attendant does physical labour when she pushes heavy meal carts through the aisles, and she does mental work when she prepares for and actually organises emergency landings and evacuations. But in the course of doing this physical and mental labour she is doing something more, something I define as “emotional labour”. (Hochschild, 2003)

A feminist perspective has now been added to the debate of emotional labour which Hochschild talks about, notably socially reproduced, gendered commoditization of emotions, and the service work which gets feminised. (Fineman,2005;Colley,2006;Lewis & Simpson,2007).

2. THREE TYPES OF EMOTIONAL LABOUR STRATEGIES

Emotional labour strategies are some ways for the emotional management in a professional workplace to attain set goals. There are three kinds of emotional labour strategies, namely surface acting, deep acting and genuine acting.

Surface Acting: In surface acting, an employee is bound to react the way that seems mandated by customer or client even when he

doesn't feel the same way (Grandey, 2000). Surface acting includes counterfeiting an emotion that cannot be actually felt with proper verbal and non-verbal facial guise, gesture and voice tone. For example, a flight attendant said that during any problematic situation, she would not show nervousness in her behaviour and prevent panic. The flight attendant has engrossed deeply not to show her inner feelings on her face in her behaviour. Surface acting mainly entails control of observable emotional expression by employees (Morris and Feldman, 1997; Puglies, 1999; Lin, 2000).

Deep Acting: Deep acting involves using past experiences to stimulate required emotional responses in a situation (Kruml & Geddes, 2000). Deep acting deals with influencing the feeling that is actually felt. In deep acting, an employee attempts to control his emotions (Zapf, 2002).

Genuine Acting: When a person fakes or tries not to show the genuinely felt emotion, then it is called genuine acting (Mann,1999).

3. THEORETICAL FRAMEWORK OF EMOTIONAL LABOUR

Google Scholar estimates that almost 3270 research titles included the term “emotional labour”. There are three stages of evolution of emotional labour, namely the first phase which focussed on Hochschild, Ashforth and Humphrey, Morris and Feldman and the theoretical conception of Morris and Feldman (Fouquereau, 2018). Second phase consisted of making computation of emotional labour and evaluating connection between emotional labour and precursors and results of cross sectional research. Researchers used different research approaches to evaluate the precursors, consequences, intermediary process of emotional work in the third phase of evolution (Zaluski, 2018).

Here are some theories and models of emotional labour:

HOCHSCHILD'S CONCEPT OF EMOTIONAL LABOUR: Arlie Russell Hochschild developed her concept of emotional labour on dramaturgical perspective of Hoffman (1959), said that in societal interaction, individual have their roles played to showcase their relevant self for every event. Hochschild talked about two major emotional strategies namely surface acting and deep acting (Hochschild, 1983).

ASHFORTH & HUMPHREY (SOCIAL IDENTITY THEORY): Ashforth and Humphrey defined emotional labour as the process of demonstrating emotions according to the requirement of the company. According to the Social Identity Theory, author's project that few implications of emotional labour on workers are altered by the extent of recognition with their organizational roles, more the recognition, more will be the will to conform to the needs of the role without critical evaluation. According to authors, emotional behaviour is the outcome of surface, deep and automated emotional labour strategies (Ashforth and Humphrey, 1993).

MORRIS & FELDMAN (INTERACTIONIST MODEL OF EMOTIONS): Morris defined emotional labour as "the effort, planning and control needed to express organizationally desired emotion during interpersonal transactions" (Morris, 1996). Morris and Feldman comprehend under the interactionist model of emotions that an individual develops the understanding of emotions through the social environment in which emotions are socially constructed. Authors demonstrate that emotional expression is subject to the external influences and handled by the concerned person as well (Morris & Feldman, 1996). Authors didn't adhere to what Hochschild expressed in her viewpoint (1983 & 2003) and discussed the importance of emotional display roles which indicates both the desired emotion and when and how emotions are to be portrayed. (Morris & Feldman, 1996).

KRUMML & GEDDES (EMOTIONAL LABOUR MODEL): Kruml & Geddes developed an emotional labour scale to know the various perspectives of emotional labour and antecedents. The items in the scale were the evaluation of interviews of Hochschild, interviews with different employees and review of those who extensively researched in the emotional labour area. Outcome of scale paved way to two different perspectives of emotional labour namely emotive dissonance and emotive effort in comparison to surface and deep acting (Kruml & Geddes, 2000).

GRANDEY (EMOTIONAL LABOUR MODEL): Grandey's emotional labour model peculiarly focuses on the differentiation between surface and deep acting. Grandey incorporated two extrinsic determinants in his model namely interaction expectations and emotional events. Grandey's model gives a lead to know whether emotional

labour moderates the interconnectedness between antecedents and various implications. This model mainly talks about psychology but it also takes into purview the importance of occupational health (Grandey, 2000).

GROSS (EMOTION REGULATION THEORY): In opinion of Gross, emotion regulation means an individual's capacity to have command over his emotions, happening, timing, experience and emotional expression. He gave two strategies of emotion regulation, antecedent oriented and response oriented (Gross, 2014).

4. EMOTIONAL LABOUR OF NURSING

In nursing, there is always focus and emphasis on clinical and physical work, but there are some things which are not visible (Allen, 2014). Nurses are always supposed to do emotional management (Williams, 2012). The concept of emotional labour is not only restricted to the complication of emotional job performed by nurses, since the nurses should perform their caring duties for the patient as a gift to them (Bolton, 2000; 2001; 2005). Nurses face suffering in their regular routines and they are bound to give away the best care system possible to relieve the stress of patients rather than only performing technicalities of a task (Bolton, 2005). It is evident from the literature which has been found in the context of emotional labour of nursing that emotional labour is performed by nurses since they know that their sentiments are not in compliance with the emotions that they have to feel professionally (Smith & Lorentzon, 2005). At the workplace, nurses are supposed to adhere to the rules complying to the profession and organisation while taking care of the fact that patient's quality care is maintained (Rafaeli & Sutton, 1987; Diefendorff & Grosserand, 2003; Diefendorff & Richard, 2003).

PAM SMITH 'S CONCEPT OF EMOTIONAL LABOUR (THE EMOTIONAL LABOUR OF NURSING REVISITED): In her book, "Emotional Labour of Nursing Revisited: Can Nurses Still Care?" Pam Smith tries to find out the significance of emotional labour with the modern healthcare system. Smith finds out the ways in which the participation of nursing and care is shifting in the 21st century. She tries to gather information about the issues which are challenging in the context of nursing which involves death and dying on the ward, evaluates the effect of race, age, gender and

vehemence in giving patient oriented care, examines the significance of part played by practice educators (Smith,2011).

CATHERINE THEODOSIUS'S CONCEPT OF EMOTIONAL LABOUR (EMOTIONAL LABOUR IN HEALTH CARE): In this book, Catherine Theodosius starts by re-evaluating the sociological viewpoint of Arlie Russell Hochschild and interlinks it with Margaret Archer's conception of emotion and inner dialogue. She focuses that it is emotion which is complex, messy and opaque that drives emotional labour within the purview of the health care system (Theodosius, 2008).

5. REVIEW OF LITERATURE

Shikha Sharma (2018) conducted a study on Emotional Labour in Nursing: A Review of Literature and concluded that nurses in hospitals are supposed to cope up with their emotions and the expression of emotions well to ensure proper treatment to the patients. Emotional labour seems to be an undervalued perspective of caring. Emotional labour is attaining more value with the involvement of the service sector. Emotional labour includes various antecedents and outcomes which affects the overall performance of nurses. She tried to deep delve into understanding of multifaceted aspects of emotional labour and its pertinence in the profession of nursing.

Sandeep Kaur (2019) conducted a study on Influence of Emotional Labour on Burnout among Nurses: A Sem Approach on 592 nurses and used the Dutch Questionnaire on Emotional Labour (D QEL). Author used the descriptive statistics to know the intensity of emotional labour and discovered positive correlation between emotional labour and burnout. Author recommended that hospital agencies are supposed to give emotional assurance to the workers through yoga training, seminar, clubs for recreation etc

Payal Kapoor (2022) conducted A Qualitative Study on Emotional Labour and its Consequences in Healthcare Sector on 20 nurses through qualitative content analysis to explore antecedents and outcomes of emotional labour. She emphasised that more studies should be conducted on emotional labour in the health care sector.

Devi Soumyaja, C.S. Sowmya and Athena Joy (2022) conducted a study on Emotional Labour and Job Satisfaction of Nurses working in

Public Hospitals: Testing the Mediating Role of Burnout and Moderating Role of Gender and tried to find out the linkage between strategies of emotional labour, burnout and satisfaction of job. They took a sample size of 341 nurses and opined that gender also has some effect on the above mentioned criteria. Relationship with burnout was stronger in males in comparison to females for deep and surface level acting.

Pooja A and Bhoomadevi A (2023) conducted a study on Emotional Labour and its Outcomes among Nurses at a Tertiary Hospital - A Proposed Model and said that emotional labour is an important characteristic of nursing which needs emotional management to comply to the norms made by society and organisation. They conducted a descriptive study of 270 nurses in Sri Ramachandra Hospital G Block in which they found out that nurses performed deep acting in comparison to surface acting. Health care sectors should mitigate a collaborative atmosphere which increases satisfaction of nurses and care of patients.

Hidayathulla and Dr. M Nirmala (2023) conducted a study on Impact of Emotional Labour on Job Satisfaction: A Study among Nurses in Kerala and opined that nurses have an important role to play which includes providing care, assistance to the patients in health care setting. Profession of nursing is linked with elevated emotional labour as nurses are expected to possess emotional management while they provide care to their patients when the circumstances seem challenging. They evaluated the impact of emotional labour on job satisfaction among nurses through a cross sectional survey. Data analysis was done using correlation analysis and multiple regressions. The findings of the study pinned that there is a significant relationship between job satisfaction among nurses and emotional labour. Health care sectors should acknowledge the emotional demands that nurses have to face and make some strategies accordingly.

6. STATEMENT OF THE PROBLEM

The study focuses on the emotional labour of nursing and the various factors which affect it. As there are fewer studies in India which address this issue, this study will contribute to the nursing profession and will suggest some innovative

measures regarding coping strategies of emotional labour and emotional regulation.

7. OBJECTIVES

- To measure the level of emotional labour (surface acting, deep acting, suppression, emotional dissonance) among nurses.
- To know the factors behind emotional labour.
- To assess the impact of emotional labour among nurses and their lives.
- To know whether if there are any barriers related to gender in the profession of nursing.
- To suggest appropriate recommendations and way forward.

8. RESEARCH QUESTIONS

- What are the factors which cause emotional labour?
- What is the impact of emotional labour on the lives of nurses?
- What are the barriers related to gender in the profession of nursing?

9. OPERATIONAL DEFINITIONS

- Emotional Labour- Emotional Labour is the act of managing one's emotions to meet the expectations of others or the attainment of goals set at the workplace.
- Professional Competence- An amalgamation of skill, knowledge and attributes that enhance someone's capacity to excel in his or her career.
- Gender- A kind of social construct that includes the roles, behaviours, expressions and identities of people.
- Psychological Capital- A term used to explain a person's psychological status of development.

10. METHODOLOGY

Research methodology describes the techniques and procedures used to identify and analyse information regarding a specific research topic (D Sreekumar).

Research Design: This study is exploratory in nature as exploratory research design is used to explore some new or novel or less researched areas and emotional labour of nursing has not been discussed much earlier in Indian context. Qualitative method is used. In the qualitative

method, observation technique was used while the Google form was shared to the participants via WhatsApp. Pie chart and graphical interpretation was done afterwards.

Population and Sampling: Population: The target population for this research comprised nurses working in four hospitals in Lucknow, i.e., two governments and two private namely Jhalkari Bai Women and Child Hospital, Dr Shyama Prasad Mukherjee (Civil) Hospital in government hospital category and Vivekananda Hospital and Astha Geriatric Centre for Elderly in private hospital category.

Sample, sample size and description: The sample consisted of 32 nurses out of which 8 nurses from each hospital described above were taken.

Sampling Technique: Judgemental sampling and quota sampling were used while performing the study as only the nurses who were interested in filling the Google forms were taken for the research purpose.

Data Collection: Semi structured questionnaire was used in the process of data collection which consisted of both open and closed ended questions aimed to serve the purpose of the study. Data was collected through Google forms shared via WhatsApp in a face to face interaction while all the questions in the form were duly explained to the participants with their inherent meaning.

Four scales developed previously by other researchers were used in this study namely Perceived Stress Scale developed by Sheldon Cohen, Tom Kamarck and Robin Mermelstein in 1983, Dutch Questionnaire on Emotional Labour developed by Geared Nearing, Mariette Briet and Andre Browsers in 2005, Psychological Capital Questionnaire developed by Gallup Leadership Institute and Gender Discrimination Likert Scale Questionnaire developed by Hassan Shah. Observation method was used during data collection. Prior consent was obtained from the nurses that the confidentiality of the participants will be protected.

Data Analysis and Interpretation: Qualitative data analysis was done using pie charts and graphs and observation methods.

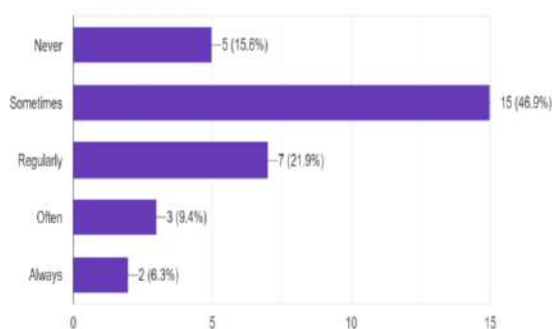
11. FINDINGS

Question -In the last month, how often have you felt nervous and stressed?

SCALE	FREQUENCY	PERCENTAGE
Fairly Often	6	18.75
Very Often	3	9.37
Never	1	3.12
Sometimes	15	46.87
Almost Never	7	21.87

46. 5% of the total 43 respondents have sometimes felt nervous and stressed in the last month while 25.6% of the respondents have never felt nervous and stressed, 16.3% of them have fairly often felt it and 1% of the respondents have never felt nervous and stressed. This means that only 1% of the total respondents who were interviewed have never felt stressed while all the others have had this feeling sometimes or the other in the last month. As the profession of nursing demands intensive labour, especially emotional labour, which this research paper specifically talks about, so to feel nervous and stressed is a feeling which is unavoidable sometimes. When the nurses were interviewed, they seemed occupied with multiple assignments and tasks. This adds up to their nervousness and stress sometimes.

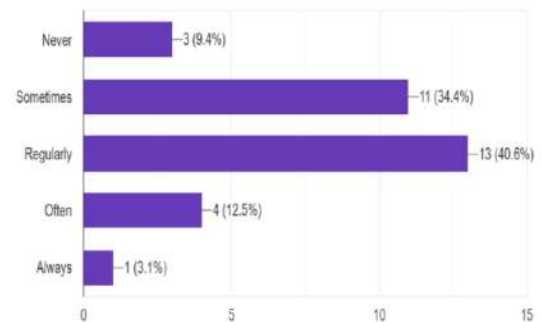
I put on a 'mask' to express the right emotions for my job.
32 responses



Out of the total respondents who were interviewed, 46.9% means 15 respondents have agreed with the fact they sometimes put on a mask to express the right kind of emotions their job requires. 7 respondents regularly have a masked face. While 5 respondents which means 15.6% of them have really done that. Here the mask symbolises the fact that whatever it is in

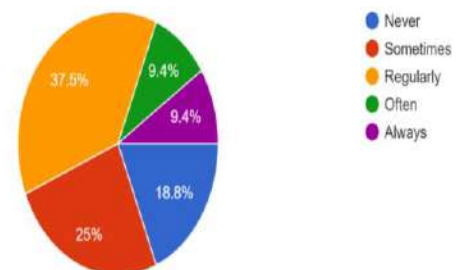
someone's heart, on the external purview only such kind of attitude and expressions are shown which seem right for the professional arena. Nurses who were interviewed have said that this nursing profession requires rigorous hard work and a rigid attitude as there are various cases which are highly complicated, so whatever runs in their hearts and minds, they sometimes put it completely aside as they have to focus on the patients only.

I fake a good mood.
32 responses



A larger number of respondents have agreed they often fake a good mood even if their moods are not good enough. Approximately 13 respondents out of 32 fake a good mood on a regular basis while 11 respondents do it sometimes. This means that 24 out of 32 respondents have to show a fake mood in front of others. Nurses who were interviewed said that as every profession includes some pros and cons. So there are many instances when they have to face certain uncomfortable circumstances but their profession doesn't give them the freedom to be whatever they are as they have to take care of their patients as well which is their primary and utmost supreme duty.

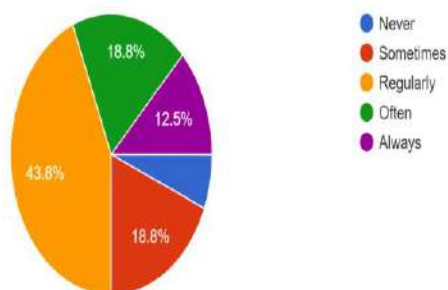
I work hard to feel the emotions that I need to show to others
32 responses



37.5 % of the respondents have agreed to the fact they really have to work hard to feel the

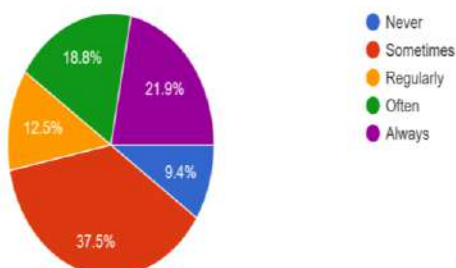
right kind of emotions they need to show to others. While 18.8% of the respondents never have to do that. So what can be observed from the data is a significantly larger number of nurses have to work hard. Nurses who were interviewed said that sometimes the emotions they are feeling in their heads and hearts are not synchronous with the emotions they need to display in their profession. Sometimes they feel good, sometimes they are not. But once they enter into their workplace, they are left with no emotions other than making themselves look like whatever their job demands from them.

I easily express positive emotions to patients as expressed for my job.
32 responses



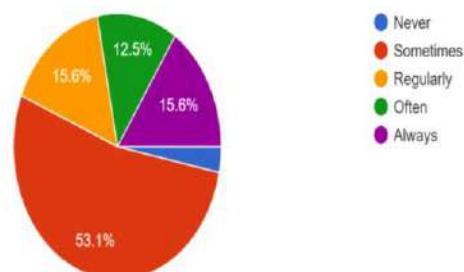
43.8 % of the respondents regularly easily express positive emotions to patients as expressed by their jobs. While only 6.3% of the total respondents never easily express positive emotions required by their jobs. Nurses who were interviewed said that they stand highly committed to the profession with which they are associated. So no matter whatever happens to them, whatever happens in their personal lives, whether they feel really good from inside or not, whether they are having a good day or a bad day, the moment a patient comes to the hospital for rescue, they make their utmost efforts to check on their health status because nothing else really matters than that.

I hide my anger over something a patient has done
32 responses



37.5% of the respondents have agreed to the fact that sometimes they hide their anger over something which a patient has done while 21.9% of the respondents always do it. 9.4% of the respondents never have to hide their anger over which something a patient has done. As a significantly larger number of nurses have agreed to this, nurses who were interviewed said that sometimes patients do some uncomfortable things and repeatedly do the same things from which are debarred instead of being asked by nurses multiple times not to do so. So it really incites the anger of nurses. The same instance has been observed by the interviewer as well amidst the process of data collection. While some of the patients have been continuously doing some irrelevant things, nurses were patiently doing their works which they were instructed to do as this is the profession where you can't help but continue to do your work. This is the issue of the nurses which this research paper of Emotional Labour of Nursing particularly address about that it takes massive amount of fake emotions to survive in such professions which require rigorous emotional manipulation.

I hide my fear of a patient who appears threatening
32 responses



53.1% of the respondents have agreed to the fact that they sometimes hide fear of a patient who appears threatening. While 15.6% of the respondents regularly do it. 1% of the respondents have agreed that they never have to fear a patient who appears threatening to them. This deciphers that on a very high level, nurses have to manipulate their internal emotions which highly impact their well-being. They have said that whenever a patient comes to the hospital for the services, they have to take care of them even if the patient appears threatening to them because being a nurse and being someone who is associated to this profession of doctors, it is their moral duty to

take care of each and every one instead of whatever problems arise.

Question- Right now I see myself as pretty successful in nursing.

Scale	Frequency	Percentage
Strongly Disagree	5	15.62%
Disagree	3	9.37%
Somewhat Disagree	1	3.125%
Somewhat Agree	11	34.37%
Agree	8	25%
Strongly Agree	4	12.5%

Overall, 71.87% of the respondents see themselves as pretty successful in nursing which means that a significant number of nurses are happily giving away their services in whatever place they are. This means that instead of so many complications with which this profession deals with, nurses have tackled everything successfully to some extent. Most nurses who were interviewed said that they love their jobs so much and they are highly committed to it.

Question- I usually take stressful situations in job.

Scale	Frequency	Percentage
Strongly Disagree	1	3.12%
Disagree	5	15.62%
Somewhat Disagree	3	9.37%
Somewhat Agree	12	37.5%
Agree	8	25%
Strongly Agree	3	9.37%

Almost 72% of the nurses take stressful situations in their job while 25% of the respondents have agreed to it. It has been observed by the interviewer as well as nurses have been working in different wards and each ward demands rigorous work pressure and multiple assignments back to back, hardly any nurse has been witnessed sitting idle for quite some time. So

many stressful situations arise which have to be dealt with patience and dedication.

Question-I can get through difficult times in my job as I have experienced difficulty before.

Scale	Frequency	Percentage
Strongly Disagree	1	3.12%
Disagree	2	6.25%
Somewhat Disagree	3	9.37%
Somewhat Agree	13	40.62%
Agree	11	34.37%
Strongly Agree	2	6.25%

81.24% of the respondents have agreed that they can get through difficult times in their jobs because they have experienced difficulty before. Nurses who were interviewed said that they often have to go through tough situations in their jobs so it comes into their daily routine to tackle the stressful situations that they have to come across.

Question- Do you think that there is any kind of gender discrimination at your workplace?

SCALE	FREQUENCY	PERCENTAGE
Strongly Disagree	5	15.62%
Disagree	17	53.12%
Neutral	5	15.62%
Strongly Agree	2	6.25%
Agree	2	6.25%

68.74 % of respondents have disagreed that there is any kind of gender discrimination at their workplace. There were only 6.25% of respondents who agreed with the fact that there is any gender discrimination at the workplace. Most nurses who were interviewed said that there is an amicable atmosphere at the workplace and the male counterparts help them in handling various circumstances.

Question-I feel I can handle many things at a time during job.

SCALE	FREQUENCY	PERCENTAGE
Strongly Disagree	0	0
Disagree	5	15.62%
Somewhat Disagree	2	6.25%
Strongly Agree	4	12.5%
Agree	10	31.25%
Somewhat Agree	9	28.12%

72.6% of the total respondents have almost agreed with the fact that they can handle many things at their workplace. It has been observed by the interviewer as well during data collection that there are various instances when nurses in different wards have to manage multiple things simultaneously, for example, they have been called by their higher authorities but still they were performing their duties well.

Question-I am rewarded for the quality of my efforts.

SCALE	FREQUENCY	PERCENTAGE
Strongly Disagree	2	6.25%
Disagree	8	25%
Neutral	4	12.5%
Strongly Agree	3	9.37%
Agree	15	46.87%

Almost 56.24% of the respondents have agreed with the fact that whatever efforts they do, they get rewarded for that.

Question- I approach my job as silver lining in the cloud.

SCALE	FREQUENCY	PERCENTAGE
Strongly Disagree	0	0
Disagree	5	15.62%
Somewhat Disagree	2	6.25%
Strongly Agree	4	12.5%
Agree	10	31.25%
Somewhat Agree	9	28.12%

71.87 % of the respondents have agreed to the fact that they always look silver lining in the cloud regarding their job. It deciphers that the majority of the nurses who were interviewed were hopeful about the profession in which they work and are very optimistic and hopeful about what the future holds in store for them.

12. MAJOR OBSERVATIONS OF THE STUDY

Instead of the heavy work pressure and workload nurses have to go through every day, i.e., being involved in multiple assignments at the same time, they still successfully maintain the balance between their personal and professional lives really well. Most of them have significantly felt confident about their ability to handle their personal problems.

In the profession of nursing, a significant number of nurses have admitted that they have felt stressed and nervous as they are grossly involved in multiple tasks at the same time. It has been observed that nurses in different wards are called by their officials continuously as per the medicinal requirement of the patients. So somewhere they feel the nervousness and stress to get through everything properly.

Almost 50% of the nurses who were interviewed were able to control irritations in their lives as they are so used to it. They have admitted that once they get into this profession, they get through highly challenging situations with each passing day.

Almost 80% of the nurses have faced difficulties that were piling up so high that they were not able to overcome.

About 85% of the nurses put on masks to express the emotions which their job needs. This is the main concern about which this research paper peculiarly focuses about. Massive amount of emotional labour is performed by nurses each and every day with rigorous emotional manipulation.

Around 57% of the nurses pretend to have the right kind of emotions necessary for the job even if they don't feel the same from inside and almost 89% of the nurses have to fake their mood even when their moods are not good enough.

Nearly 91% of the nurses hide their anger over something a patient has done and almost 81% of the nurses hide their fear of a patient who appears threatening. It has been observed in the process of data collection that patients were sometimes asking irrelevant and unnecessary

questions and trying to hamper the medicinal process nurses were performing but still nurses were performing their duties well without any iota of tension on their faces.

Nurses have opined about the efficient ways to deal with emotional labour at the workplace. There should be a better nurse patient relationship system as sometimes they get depressed and just can't figure out what to do.

Approximately 81% of the nurses always look on the bright side of things regarding their jobs and almost 69% of the nurses are optimistic about what their future holds for them as pertaining to their jobs. This means that no matter the rigorous amount of emotional labour they have to perform, still most of them stand highly committed to the Nobel cause with which they are associated.

60% of the nurses have agreed that there is enough opportunity for advancement in their job. As the nurses who were interviewed were quite happily giving away their services despite challenging situations.

13. RECOMMENDATIONS AND WAY FORWARD

This study can contribute to a comprehensive understanding of the emotional labour of nursing. This study highlighted quite interesting qualitative figures and quantitative statistical facts which finds the correlation between various factors like stress, psychological capital and gender discrimination which relate to emotional labour of nursing.

Contribution to Nursing Profession of India: This study can immensely add to the discipline of nursing profession of India and help in improving the general psychological and mental well-being of the nurses. As emotional labour in the profession of nursing has not been discussed much in the Indian scenario, this research paper will unveil this untouched aspect related to nursing job. By making nurses aware about the emotional labour and the psychology related to it, nurses can be benefited and they can contribute to their jobs well.

Beneficial in developing coping strategies for emotional regulation and emotional labour: As some nurses have opined that there should be a better patient nurse relationship and there should be more awareness not only about their rigorous duty hours but also about the emotional labour they have to perform every day which is barely

talked about which takes heavy toll on their entire metabolism. So awareness can be generated and there should be some awareness generation programmes in which an aspect like emotional labour can be talked about. Nurses should be told about some better coping strategies of emotional regulation and emotional labour.

Yoga, Meditation and Therapeutic Programmes: It has been seen in the process of data collection as well that nurses have to get involved in lots of work which require their utmost concentration and effort simultaneously along with physical exhaustion they also suffer from mental exhaustion. Yoga, meditation and therapeutic programmes should be organised in hospital premises for nursing staff so that they can feel relaxed and can get back to their jobs in a better way.

Recreational, Leisure and Rejuvenation Activities for Nurses: As the whole week schedule of nurses is highly embedded with lots of tough tasks, so in the weekend, there should be some recreation activities be it singing, dancing, meditation, book reading etc for the nurses which can make them feel rejuvenated for the tasks for the next week to come.

Emotional Support from Hospital Staff: In every professional workplace, the amount of confidence and belief vested by the authorities really enhance the potentialities. There are some tricky situations with which nurses have to get along every day. So once they get to know that they are really backed by the hospital management, it will really boost up their confidence. Hospital management should try to have an empathetic approach towards nurses pertaining to their long duty hours and should support them emotionally whenever required so that emotional and psychological wellbeing of nurses can be maintained.

Job Satisfaction Survey: The overall progress of any organisation depends on whether employees working over there are satisfied with their jobs or not. So in order to gain a more prolific understanding of this, hospital management should also try to perform a job satisfaction survey among nurses and should ask them their perspective so that they can contribute well.

Mindfulness, Self Care and Stress Management Sessions: In order to get through the massive amount of workload nurses have to perform every day, Hospital management should

organise mindfulness sessions for the overall well-being of nurses. Nurses should be told about various ways to relieve their stress. If required, Cognitive Behavioural Therapy can also be performed. There should also be a workshop pertaining to how to perform self-care.

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