

EMOTIONAL EXPERIENCES OF MEN AT THE WORKPLACE

Project submitted for partial fulfilment of the degree of

MASTERS OF ARTS

IN

PSYCHOLOGY



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OF ENGINEERING & TECHNOLOGY
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CERTIFICATION

This is to certify that the thesis entitled, 'Emotional experiences of men at the workplace' is being submitted in partial fulfilment of requirements for the award of the degree of Master of Arts in Psychology, presented in the Thapar School of Liberal Arts & Sciences, Thapar Institute of Engineering and Technology, Patiala is a bonafide work carried out under the supervision of Dr. Kriti Vyas, Assistant Professor, Thapar School of Liberal Arts & Sciences, Thapar Institute of Engineering and Technology, Patiala, and no part of this project has been submitted for the award of any other degree.



(AASTHA KHERA)

This is to certify that the above statement by the student concerned is correct and accurate to the best of my knowledge.



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CANDIDATE'S DECLARATION

I at this moment declare that the work presented in this thesis entitled, 'Emotional experiences of men at the workplace' submitted in partial fulfilment of requirements for the award of the degree Master of Arts in Psychology, presented in the Thapar School of Liberal Arts & Sciences, Thapar Institute of Engineering and Technology, Patiala, is an authentic record of my work carried out under the supervision and guidance of Dr. Kriti Vyas, Assistant Professor, Thapar School of Liberal Arts & Sciences, Thapar Institute of Engineering and Technology, Patiala and refers to other researchers' work which is duly listed in the reference section.

The matter embodied in this thesis has not formed the basis for awarding any other degree at this or any other university.

Date- June, 2024



(AASTHA KHERA)

This is to certify that the above statement by the student concerned is correct, Valid, and accurate to the best of my knowledge.



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ABSTRACT

Emotions play a pivotal role in shaping cognition, behavior, and interpersonal relationships, yet their complexity presents a challenge for comprehensive understanding. This study focused on how emotional experiences and encounters of male are different in emotionally demanding industries and emotionally non demanding industries. The study focuses on understanding emotional expression, emotional labour, and emotional exhaustion at the workplace. Sample of 180 participants was taken using a simple random sampling technique. Mixed method design was used to gain in depth knowledge on emotional experiences of men at the workplace. The research is divided into phases. Phase 1 explored the differences on these three variables in female dominated industry and male dominated industry. Male role norms inventory's subscale restrictive emotionally, Emotional labour scale, and the maslach burnout inventory's subscale emotional exhaustion was used. The results suggested a significant difference in emotional labour and emotional exhaustion in female dominated and male dominated industries. Phase 2 explored the differences in the same variables in emotionally demanding and non-demanding industries. Results suggested a significant difference in emotional expression and deep acting dimension of emotional labour of the participants. Finally, thematic analysis was used to understand the factors leading to differences in these two industries.

CHAPTER 1:

INTRODUCTION

The emotional experiences of men are made of complex interactions of societal norms and expectations, workplace dynamics and individual attributes. Chapter one delves into the mixed nature of these experiences, focusing on the emotional expression, emotional labour and emotional exhaustion. By examining how men navigate the pressures to conform to traditional masculine norms, the chapter explores how these pressures impact their ability to express emotions. Furthermore, it elucidates the concept of emotional labour, highlighting the often-invisible work men undertake to manage and regulate their emotions in professional environments. Finally, the chapter addresses emotional exhaustion, analyzing the toll of sustained emotional labour, stress and frustration on men's mental health and overall well-being. Author aims to understand and shed light on the emotional experiences of men at the workplace and how it varies in emotionally demanding and emotionally non-demanding industries.

“Emotions are conscious mental reactions (such as anger or fear) subjectively experienced as strong feelings usually directed toward a specific object and typically accompanied by physiological and behavioral changes in the body.”(Merriam-Webster, 2012) Emotions are feelings or affect states characterized by a sequence of cognitive, behavioral, and physiological responses to events. Emotions are frequently thought of as having a range of valences, ranging from positive (such as happiness, enthusiasm, contentment, and curiosity) to negative (e.g., sadness, anger, anxiety, and disgust). Positive emotions are perceived subjectively as sentiments that signify a level of enjoyable interaction with the environment. Contrarily, negative feelings

reflect a broad sense of misery. Emotions serve as adaptive mechanisms, when an individual is threatened or in-danger, our emergency arousal system, which is activated by feelings like dread and alarm, boosts our odds of surviving. However, positive feelings like interest, joy, enthusiasm, happiness, and love also play a crucial role in adaptation. They aid in the development of close bonds and broaden our perspectives and actions. Positive emotions play a significant role in enhancing life satisfaction, whereas negative emotions encourage misery (Diener et al., 2006). Negative emotions are involved in normal stress reactions (Evans- Martin, 2007) and in many psychological disorders (Rottenberg & Johnson, 2007). The ability to self-regulate one's emotions is one mark of psychological adjustment (Denollet et al., 2007 Garber and Dodge, 2007). Emotions serve as the fundamental elements of our internal terrain, influencing our perceptions, molding our interactions, and directing our choices. Emotions mirror the fluctuations of our inner world, ranging from intense happiness to profound sadness, as they react to the complex interplay of internal and external stimuli. Emotions possess the dual nature of being both an opportunity for vulnerability and endurance, capable of enhancing our encounters and disrupting our stability. Emotions play a fundamental role in human experience and behavior, influencing our thoughts, decisions, and interactions with others.

Over the years, there has been a widespread belief that women are more emotionally expressive than men. There is a sizable body of evidence showing that women are the more emotionally expressive gender, according to numerous studies evaluating emotional expressiveness in men and women (Kring & Gordon, 1998). Additionally, there are some emotions that have been stereotyped as belonging to a particular gender. The emotions of joy, sadness, and fear are thought to be more typical of women, whereas the emotion of anger is thought to be more typical of men (Kelly & Hutson Comeaux, 1999). The majority of males have been raised to repress their emotions, even

though it is expected of both genders to regulate their emotions. Boys in their early years are socialized to hide their tears, frailty, and fragility. They are advised that expressing their feelings of sadness or pain makes them appear weak and feminine. It has been said to them that "genuine men" don't cry and that sobbing is a sign of weakness. In other words, males also experience a wider range of emotions as they develop, and their feelings of fury are observed, assumed, and perhaps even encouraged. Other emotions, especially the weaker ones, are so severely neglected or absent from their developing minds. Men were boxed into a kind that was expected to be "strong," "muscular," "the sole provider for the family," and "successful" in past times when women were put into a category that slapped labels like "timid," "soft," and "suited for being a homemaker" across their foreheads. Traditional Masculinity Ideology refers to societal beliefs and norms prescribing specific behavioural expectations for men, often emphasizing emotional restraint, suppression of vulnerability, and tendencies towards aggression. (Pleck, 1995). According to theory males will follow this approach irrespective of where they are placed. To understand if males were to be placed in emotionally demanding industries, if and how will their emotional experiences differ. To understand how the changing times might have impacted the change in role of emotional experiences in men, their own outlook towards emotions and how men at work express and manage their emotions.

1.1 Emotional Expression

Emotional expressiveness can be defined as, "the individual ability to communicate emotional states through nonverbal movements and gestures, including through the face." (Friedman et al., 1980; Riggio 1986). Emotional expressiveness is "the outward expression of emotion, regardless of valence (positive or negative) or route" (Kring 1994). The propensity to convey emotions by

non-verbal cues including posture, facial expression, and tone of voice is known as emotional expressivity (Kring, Smith, & Neal, 1994). As a result, the term "emotional expressivity" can be simply described as "the manifestation of emotions through non-verbal behaviors" (Kring, Smith & Neal, 1994). Emotional expressivity plays an important role in physical, psychological well-being, social relations, and personality. Individuals with high emotional expression levels express their positive and negative emotions clearly (Gross & John, 1995). In a study conducted by Burgin et al., (2012), individuals with high emotional expression had higher subjective well-being and life satisfaction, were less alone, and had a better social relationship with others. A person's ability to communicate their emotions is a highly important aspect of their daily lives and has a significant impact on their social interactions (Campos, Mumme, Kermoian & Campos 1994). Researchers have indicated that people should effectively convey all emotions, from good to negative, to sustain healthy and productive communication (Sloan & Marx, 2004). Interpersonal contact is significantly influenced by emotional expressivity (Lavee & Ben-Ari, 2004). According to Pennebaker (2003), a paradigm that claims social integration is the driving force behind transformation has emerged. According to Pennebaker, when a person decides not to share an emotional event with others, it interferes with the social support the person might have received if he or she had chosen to do so and isolates the person in other covert ways. A person's own turmoil is likely to keep them from listening attentively and make them emotionally unavailable to others. As a result, friends are likely to have less enjoyable encounters with that person and may feel less inclined to discuss their own emotional experiences, which feeds the loop. The idea that both discrete acts of emotional expression and the propensity to be more emotionally expressive can enhance social interactions and is therefore supported by increasing research. There are unique and obvious variances in the ways that people communicate their emotions. Psychotherapists have

concluded that a client's emotional expressivity, or the preservation of his or her expression of emotion, has a significant impact on both his or her bodily and, more crucially and notably, psychological well-being (Leising, Müller, and Hahn, 2007).

Shan et al., study on the emotional experiences of Chinese engineers adapting to a Canadian engineering workplace indicates that learning to manage emotional expression and shaping one's interpretation of emotions are not the sole components of emotion learning. Recognizing the power dynamics inherent in relationships is essential for understanding the acceptability and importance of different emotional expressions and interpersonal exchanges within a specific context and timeframe. The research underscores the significant value of personalized relationships for Chinese immigrants. In a study conducted by Prosen et al., in 2011 Studied the range of emotions exhibited by teachers in a classroom setting, finding that primary school educators display a mix of positive and negative emotions, with negative ones being more prevalent. The frequency of emotional expression among teachers decreased from first grade to fifth grade on average. Anger emerged as the most commonly expressed emotion, followed by joy. Anger tended to surface when students displayed disruptive behavior, while joy was often seen in response to students' academic successes. The intensity of both anger and joy remained moderate across all grade levels. In a study conducted by Cherry et al., in 2018 concluded that the attachment styles and emotional intelligence levels of doctors correlate with the emotional expressions of patients during primary care consultations.

1.2 Emotional Labour

Emotional labour is a concept that originated in the field of sociology and was later developed in organizational psychology. It refers to the process by which individuals manage and regulate their emotions to meet the emotional requirements of a job. The term was first introduced by the sociologist Arlie Hochschild in her 1983 book, "The Managed Heart: Commercialization of Human Feeling." Hochschild's groundbreaking work introduces the concept of emotional labour and explores how individuals in service industries, particularly flight attendants and bill collectors, engage in the management of their emotions as part of their job. Grandey discusses emotional labour as a form of emotional regulation and introduces the concept of surface acting (expressing emotions not genuinely felt) and deep acting (changing one's actual feelings). A study by Ashforth and Humphrey in 1993 explores the connection between emotional labour and one's sense of identity in service roles. It discusses how emotional labour can impact an individual's self-concept and well-being. Emotional labour is the invisible scaffolding upon which many interpersonal interactions and professional roles are built. It encompasses the effort, energy, and skill required to manage, regulate, and express emotions in accordance with social expectations, organizational norms, or job requirements. From the reassuring smile of a customer service representative to the empathetic ear of a counselor, emotional labour is woven into the fabric of countless occupations where human connection is paramount. It often involves suppressing or amplifying emotions to align with prescribed standards, regardless of one's inner feelings—an act of emotional contortionism that can exact a toll on one's well-being over time. Emotional labour is not confined to the realm of service industries; it permeates various facets of life, from the caregiver who must remain composed in the face of adversity to the parent who juggles a multitude of emotions for the sake of their children. While emotional labour can be fulfilling and enriching, offering opportunities for genuine connection and support, it can also be draining and emotionally taxing,

particularly when it requires the constant masking of one's true feelings or the absorption of others' emotional burdens. Despite its invisible nature, emotional labour plays a crucial role in shaping the dynamics of relationships, organizations, and society at large, underscoring the complexity of human emotions and the intricate dance of authenticity and social expectation.

Brotheridge and Lee constructed the development and validation of the Emotional Labour Scale (Brotheridge & Lee, 1998), a self-report measure designed to assess emotional labour in the workplace. Morris and Feldman (1996) provide a comprehensive review of the dimensions that are frequency, intensity, variety, deep acting and surface acting; antecedents, and consequences of emotional labour, offering insights into its impact on both employees and organizations. Surface acting involves changing outward expressions, such as facial expressions or tone of voice, to conform to job requirements while the underlying feelings remain unchanged (Grandey, 2000). Surface acting involves externally expressing certain emotions without genuinely feeling those emotions. Deep acting refers to efforts to change internal feelings to align with organizational expectations, resulting in more authentic emotional expressions (Hochschild, 1983). Deep acting involves attempting to align certain internal emotions according to the requirements of one's particular organization. Frequency of emotional labour pertains to the number of times an employee needs to modify their emotional expressions during interactions in their work role (Morris & Feldman, 1996). Frequency basically can be described as the amount of times an individual changes their emotional expressions. Variety of emotional labour refers to the diversity of emotional expressions that an employee is required to display in their job role (Brotheridge & Lee, 2003). Variety can be described as the range of emotions that an individual is supposed to display according to the requirements of one's organization. Intensity of emotional labour is the degree of emotional effort required to display the necessary emotions, particularly when these

emotions are strong and deeply felt (Grandey, 2003). It is the amount of emotional energy that goes in to display the emotions which is required by one's organization.

Emotional labour in men varies according to the type of industry they are working in. Emotional labour in men might be different in female dominated industries in comparison to male dominated industries, Emotionally demanding industries in comparison to emotionally non demanding industries. A study conducted in 2005 by Simpson on emotional labour of men in nursing found that men engaged in emotional labour to align their emotions according to the caring and empathetic environment and requirements of the industry. In a study conducted in 2015 by Yin et al., found that teachers' evaluations of their emotional intelligence and the requirements of their jobs significantly influence the utilization of the three emotional labour strategies. While emotional job demands play a considerable role in surface acting and the display of genuine emotions, this influence is lessened by emotional intelligence. However, emotional intelligence doesn't impact deep acting. Furthermore, teachers' satisfaction with teaching is positively affected by deep acting and genuine emotional expression, even after accounting for emotional job demands and emotional intelligence. Thus, for teachers, deeper acting and authentic emotional expression emerge as more effective emotional labour methods. In a study on the construction industry, conducted by Smith et al., in 2017 concluded that men were expected to display strength, toughness, and control. It was also concluded that when they were required to show empathy or support, their emotional labour increased.

1.3 Emotional Exhaustion

Emotional exhaustion is "the feeling of being emotionally overextended and exhausted by one's work" (Maslach, Schaufeli, & Leiter, 2001, p. 399). Emotional exhaustion presents itself when an individual is not able to meet the emotional demands of one's job requirement. Prolonged stress, feeling emotionally drained, and tired are few factors that contribute to emotional exhaustion in an individual. Emotional exhaustion is often studied in the context of occupational or job-related stress. It is particularly prevalent in professions that involve high levels of emotional labour, such as healthcare, education, and customer service. Factors contributing to emotional exhaustion may include excessive workload, lack of control over one's work, insufficient social support, and a misalignment between personal values and the demands of the job. Moreover, it can spill over into other areas of life, affecting relationships, physical health, and overall well-being. Addressing emotional exhaustion requires recognition of its root causes, prioritizing self-care, seeking support from loved ones or professionals, and implementing strategies to replenish emotional reserves and establish healthy boundaries. By acknowledging and addressing emotional exhaustion, individuals can regain a sense of balance, resilience, and vitality in their lives. Emotional exhaustion is a critical component of burnout and is often measured as part of broader research on occupational stress and well-being. A seminal paper by Maslach and her colleagues provides an overview of the burnout construct, including emotional exhaustion, and discusses its impact on individuals and organizations. Furthermore, Maslach and Leiter provide an updated perspective on burnout, emphasizing the importance of understanding the experience from the individual's point of view. Schaufeli and Taris in 2005 discuss the conceptualization and measurement of burnout, including the role of emotional exhaustion as a core dimension. Bakker and Demerouti in 2017 discusses the Job Demands-Resources (JD-R) model, which includes emotional exhaustion as a central component, and explores the interaction between job demands and resources.

Men may experience increased emotional exhaustion due to societal expectations to suppress emotions and maintain a facade of toughness, which can lead to internalized stress and decreased emotional well-being (Mahalik et al., 2003, p. 7). According to traditional masculinity norms men have to show traits of toughness, strength and masculinity which could lead to increased emotional exhaustion. Having to follow these norms due to societal expectations or one's own expectations contributes to high emotional labour which further contributes to high emotional exhaustion in males. Employees' mental health, job performance, and overall well-being are all negatively impacted when they experience emotional exhaustion in the workplace, which is a significant problem. Emotional exhaustion can appear in a manner that is distinct among males due to the expectations of society, gender conventions, and the demands that are specific to the business. Stoicism, self-reliance, and emotional restraint are examples of conventional masculine ideals that men are frequently subjected to in order to adhere to the expectations of society. As a result of these expectations, it may be difficult for males to recognise and treat emotional exhaustion. This is because exhibiting vulnerability may be interpreted as a sign of weakness.

Emotional exhaustion can also vary according to the type of industries men are working in. It can be different in industries which are female dominated in comparison to industries which are male dominated, it can also be different in industries which are emotionally demanding in comparison to industries which are emotionally non demanding. A study conducted by Yip et al., in 2009 concluded that burnout was primarily linked to stressors related to job conditions and work environments. Specifically, factors such as qualitative overload and limited promotion opportunities emerged as significant predictors of burnout among engineers in consulting firms,

whereas long working hours, role conflict, ambiguity, and job insecurity were predominant contributors to burnout among engineers in contracting firms. A study conducted by Burke et al., in 2005 found that police officers had to display themselves as tough, disciplined and in control of their emotions which led to increased emotional exhaustion. A study conducted on teachers by Chang et al., in 2009 concluded that male teachers experienced increased emotional exhaustion especially when they were required to show discipline and emotions like empathy and support.

1.4 Rationale

Males are always portrayed as emotionally restricted, controlled, and displaying toughness. However, if males are placed in an environment where emotions are welcomed and valued then how will they react? Will they still restrain themselves? According to the study conducted by O'Neil et al., in 2010 in male university students concluded that men were more emotionally restrictive and displayed toughness. It was also concluded that they were less likely to seek help and more likely to suffer psychological distress. There aren't many studies comparing male emotional experiences in different professions. In a study conducted by Wong et al., in 2008 on the influence of conformity to masculine norms on men's emotional expression at workplace resulted that men who had a strong belief in traditional masculine roles were less emotionally expressive and perceived emotional expression a threat to their professional image. There's scarcity of studies studying variables i.e., emotional expression, emotional labour and emotional exhaustion together. There are studies in which emotional expression has been taken as a variable and there have been studies in which emotional labour has been taken along with emotional exhaustion as variables. As current study focuses on men's emotional experiences in emotionally

demanding and non demanding industries, emotional labour and exhaustion is part of any working environment, but emotional expression is also part of nature of humans and also part of individuals who are working which is why there is a need to understand how individuals express their emotions at their work place along with how they manage these emotions i.e., emotional labour and how this management of emotions contributes to emotional exhaustion in individuals.

In the current study, a mixed method approach has been utilized. Emotional expression, labour and exhaustion were studied both quantitatively and qualitatively to get deeper knowledge of emotional experiences of men at the workplace. The Quantitative method helped us to understand how working men perceive their emotions at surface level, after this once it was decided to understand how they express their emotions, how they regulate and manage their emotions, if they feel emotionally exhausted at work, and what factors contribute to emotional expression, labour and exhaustion, qualitative method was used. Study conducted on emotional expression and job satisfaction by Liu et al., in 2005 used quantitative methods to study variables emotional expression and job satisfaction. A study conducted by O'Neil et al., in 2010 conducted mixed methods study to understand gender role conflict and emotional experience in the workplace in which quantitative data showed a high prevalence of gender role conflict in men. It was also concluded that personal accounts of men struggling with the challenge of harmonizing professional demands with their emotional genuineness using qualitative methods.

1.5 Objectives

1. To investigate emotional experiences of males in a male dominated industry in comparison to a female dominated industry.
2. To explore the emotional experiences of males in emotionally demanding and non-demanding industries.
3. To understand the factors leading to differences in males' emotional experiences at the workplace.

Objectives 1 and 2 will be studied quantitatively in study 1 and 2 respectively.

Objective 3 will be studied using a qualitative method.

1.6 Study 1: Hypotheses

H1: There will be a significant difference in emotional expression from female dominated industry and male dominated industry.

H2: There will be a significant difference in emotional labour from female dominated industry and male dominated industry.

H3: There will be a significant difference in emotional exhaustion among males from female dominated industry and male dominated industry.

1.7 Study 2: Hypotheses

H1: There will be a significant difference in emotional expression from emotionally demanding industries and emotionally non demanding industries.

H2: There will be a significant difference in emotional labour from emotionally demanding industries and emotionally non demanding industries.

H3: There will be a significant difference in emotional exhaustion from emotionally demanding industries and emotionally non demanding industries.

CHAPTER 2:

METHODOLOGY

Study 1:

2.1 Sample

A sample of 140 participants was taken, all of them males aged 20-60. The sample was collected using simple random sampling technique from different participants from different parts of the country (India).

2.2 Design

The Comparative design was used in the current study. Difference between female dominated and male dominated industry on emotional expression, emotion Labour and emotional exhaustion.

2.3 Tools used

2.3.1 Male role norms inventory

A Sub-scale of male role norms inventory that is restrictive emotionally was used as part of the questionnaire. It was developed by R. F. Levant in 1992. It contained 10 items on emotional expressivity, a 7-point Likert scale ranging from 1 (Strongly disagree) to 7 (Strongly agree) was used. The questionnaire had the reliability of Cronbach's alpha is 0.96. The calculated reliability for the current study is Cronbach's alpha is 0.56 and Guttman Lambda is 0.6.

2.3.2 Emotional Labour scale

A 14 items questionnaire on emotional labour was used as a part of the questionnaire. A 5-point likert scale ranging from 1 (Never) to 5 (Always) was used. It was developed by Brotheridge & Lee in 1998. The questionnaire had the reliability of Cronbach's alpha is 0.86. The calculated reliability for the current study is Cronbach's alpha is 0.79 and Guttman Lambda is 0.81.

2.3.3 The Maslach burnout inventory

A Sub-scale of the Maslach burnout inventory, emotional exhaustion was used as part of the questionnaire. It contained 9 items on emotional exhaustion, a 7-point Likert scale ranging from 0 (Never) to 6 (Everyday) was used. It was developed by Maslach and Jackson in 1986. The questionnaire had the reliability of Cronbach's alpha is 0.91. The calculated reliability for the current study is Cronbach's alpha is 0.88 and Guttman Lambda is 0.88.

2.4 Procedure

The data for the study was collected by distributing the questionnaire. The first section of the form consisted of ethical guidelines. Participants were assured of confidentiality of their responses. Once participants gave their consent to be a part of the study, they were asked to fill their respective demographic details. The next three sections of the questionnaire included the three tools. The last section was attributed to collect the acknowledgement of the participants. The data was analyzed after completion of form collection and results were drawn.

2.5 Statistical analysis

The results obtained were put through SPSS for data analysis through which further interpretations of the results were obtained. An independent T-test was used for result analysis.

STUDY 2:

2.6 Sample

A sample of 180 participants was taken, all of them males aged 20-60. The sample was collected using simple random sampling technique from different participants from different parts of the country (India).

Table 1: Demographic detail

Demographic detail	Range	Frequency	Percentage
Age	20-25	46	25.56%
	26-30	31	17.22%
	31-35	22	12.22%
	36-40	15	8.3%
	41-45	41	22.78%

More than 45 25 13.89%

Industry type	Teachers	30	16.67%
	Administration	30	16.67%
	Healthcare workers	30	16.67%
	Engineers	30	16.67%
	Law	30	16.67%
	Media	30	16.67%

Industry	Government	39	21.66%
	Semi government	8	4.44%
	Private	133	73.88%

Years of experience	1-5 years	64	35.55%
	6-10 years	31	17.22%
	11-15 years	24	13.33%
	16-20 years	15	8.33%
	More than 25 years	22	12%

2.7 Design

Mixed Method Design

Quantitative - comparative study IV - industry type (Independent variables: emotionally demanding industries, non-emotionally demanding industries)

Dependent variables: emotional expression, emotional labour, emotional exhaustion)

Qualitative - Thematic Analysis (Braun & Clarke, 2006)

2.8 Tools used

2.8.1 Male role norms inventory

A Sub-scale of male role norms inventory that is restrictive emotionally was used as part of the questionnaire. It was developed by R. F. Levant in 1992. It contained 10 items on emotional expressivity, a 7-point Likert scale ranging from 1 (Strongly disagree) to 7 (Strongly agree) was

used. The questionnaire had the reliability of Cronbach's alpha is 0.96. The calculated reliability for the current study is Cronbach's alpha is 0.56 and Guttman Lambda is 0.6.

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A 14 items questionnaire on emotional labour was used as a part of the questionnaire. A 5-point Likert scale ranging from 1 (Never) to 5 (Always) was used. It was developed by Brotheridge & Lee in 1998. The questionnaire had the reliability of Cronbach's alpha is 0.86. The calculated reliability for the current study is Cronbach's alpha is 0.79 and Guttman Lambda is 0.81.

2.8.3 The Maslach burnout inventory

A Sub-scale of the Maslach burnout inventory, emotional exhaustion was used as part of the questionnaire. It contained 9 items on emotional exhaustion, a 7-point Likert scale ranging from 0 (Never) to 6 (Everyday) was used. It was developed by Maslach and Jackson in 1986. The questionnaire had the reliability of Cronbach's alpha is 0.91. The calculated reliability for the current study is Cronbach's alpha is 0.88 and Guttman Lambda is 0.88.

2.9 Procedure

The data for the study was collected by distributing the questionnaire. The first section of the form consisted of ethical guidelines. Participants were assured of confidentiality of their responses. Once participants gave their consent to be a part of the study, they were asked to fill their respective demographic details. The next three sections of the questionnaire included the three tools. The last section was attributed to collect the acknowledgement of the participants. The data was analyzed after completion of form collection and results were drawn. After that, Qualitative data was

collected on the selected sample, and semi-structured interviews were conducted. Before the interview, a list of several open-ended questions was prepared. The participants were approached and briefed about the interview process. They were assured about their privacy, confidentiality, and anonymity. Consent was taken from the participants and instructions were provided. After completion of interviews, the results were drawn and analyzed.

2.10 Data analysis

Mann-Whitney U test was used to analyse the quantitative data.

Braun & Clark's (2006) thematic analysis was used to analyse the qualitative data. It is a qualitative research method for identifying, analysing, and reporting themes within data. The steps involved are:

1. Transcription, Familiarization with the Data, and Selection of Quotations: Thoroughly read and reread the data to understand the whole.
2. Selection of Keywords: Researchers identify recurring patterns and terms and designate them as keywords. The keywords capture participants' experiences and perceptions.
3. Coding: Codes are assigned to the segment of data that represents the core theme. Keywords play an essential role in coding as they form the analysis's backbone and help convert raw data into insightful, manageable units.
4. Theme Development: Theme development involves organising codes into meaningful groups to identify patterns and relationships, offering insights into the research question.
5. Conceptualization Through Interpretation of Keywords, Codes, and Themes: This step, conceptualization, involves understanding and defining concepts emerging from the data.

CHAPTER 3:
RESULTS

Study 1:

Table 2: Descriptive statistics

	INDUSTRY TYPE	N	Mean	Std. Deviation	Std. Error Mean
EE TOTAL	1	70	40.33	8.109	.969
	2	70	40.70	7.856	.939
EL TOTAL	1	70	42.21	7.841	.937
	2	70	45.84	8.450	1.010
EL FREQUENCY	1	70	9.94	2.077	.248
	2	70	11.80	2.494	.298
EL INTENSITY	1	70	5.59	2.137	.255
	2	70	5.86	2.176	.260
EL VARIETY	1	70	8.40	2.689	.321
	2	70	9.43	2.821	.337
EL DEEP ACTING	1	70	9.29	2.809	.336

	2	70	10.23	2.354	.281
EL SURFACE	1	70	9.01	3.000	.359
ACTING	2	70	8.53	3.077	.368
EEX TOTAL	1	70	17.34	10.184	1.217
	2	70	12.06	7.205	.861

Table 2 displays the descriptive statistics for the variables examined in the study. Industry type 2 that is teachers show higher mean scores in emotional labour than in engineers. Industry type 1 that is engineers show higher mean scores in emotional exhaustion than in teachers.

Table 3: Result Analysis of Independent Sample T-Test of Emotional expression, Emotional labour and Emotional exhaustion

variable	Engineer		Teachers		<i>t</i> (138)	p	Cohen's d
	mean	SD	mean	SD			
EE TOTAL	40.33	8.10	40.70	7.85	-.27	.784	0.04
EL TOTAL	42.21	7.84	45.84	8.45	-2.63	.009*	0.44
EL FREQUENCY	9.94	2.07	11.80	2.49	-4.78	.000*	0.81

EL INTENSITY	5.59	2.13	5.86	2.17	-.74	.458	0.12
EL VARIETY	8.40	2.68	9.43	2.82	-2.20	.029*	0.37
EL DEEP ACTING	9.29	2.80	10.23	2.35	-2.15	.033*	0.36
EL SURFACE ACTING	9.01	3.00	8.53	3.07	.94	.346	0.15
EEX TOTAL	17.34	10.18	12.06	7.20	3.54	.001*	0.59

*p<0.05

Table 3 shows the independent samples t-test analysed for Engineers (Male dominated industry) and Teachers (Female dominated industry). It shows emotional labour is significant at .009 level. It also shows dimensions of emotional labour i.e., frequency, variety and deep acting were significantly different across female dominated industry and male dominated industry which were significant at .000, .029 and .033 levels, respectively. This table also indicates mean scores of emotional exhaustion were significantly different across female dominated industry and male dominated industry which was significant at .001 level.

Study 2:

Table 4: Descriptive statistics

	Group	N	Minimum	Maximum	Mean	Std. Deviation	Std. Error mean
EE TOTAL	1	90	22	61	41.67	8.217	0.866
	2	90	18	61	35.44	8.622	0.909
EL TOTAL	1	90	14	70	43.1	9.305	0.981
	2	90	17	67	44.93	8.377	0.883
EL	1	90	3	15	10.96	2.542	0.268
Frequency							
	2	90	3	15	11.24	2.501	0.264
EL Intensity	1	90	2	10	5.63	2.195	0.231
	2	90	2	10	6.08	2.232	0.235
EL Variety	1	90	3	15	8.34	2.957	0.312
	2	90	3	15	9.26	2.956	0.312
EL Deep acting	1	90	3	15	8.92	3.003	0.317
	2	90	3	15	9.91	2.676	0.282

EL Surface acting	1	90	3	15	9.23	3.194	0.337
	2	90	3	15	8.42	2.860	0.301
EX TOTAL	1	90	0	49	18.44	12.830	1.352
	2	90	0	47	20.66	12.327	1.299

Table 4 descriptive statistics for the variables examined in the study. Group 1 in the study is non-emotionally demanding industries. Group 2 in the study is emotionally demanding study.

Table 5: Test of Normality (Shapiro-Wilk)

		W	p
EE TOTAL	1	0.988	0.563
	2	0.984	0.324
EL TOTAL	1	0.985	0.398
	2	0.975	0.078
EL Frequency	1	0.961	0.009
	2	0.953	0.002
EL Intensity	1	0.949	0.001

	2	0.956	0.004
EL Variety	1	0.966	0.018
	2	0.966	0.018
EL Deep acting	1	0.972	0.053
	2	0.967	0.024
EL Surface acting	1	0.967	0.021
	2	0.975	0.081
EX TOTAL	1	0.931	<.001
	2	0.946	0.001

Significant results in table 5 suggests a deviation from normality therefore Mann-Whitney U test was used for data analysis.

Table 6: Mann-Whitney U Test

	Test	Statistic	df	p	Effect Size
EE TOTAL	Mann-Whitney	5749	178	<.001*	0.420

EL TOTAL	Mann-Whitney	3522	178	0.131	-0.130
EL Frequency	Mann-Whitney	3752.5	178	0.392	-0.073
EL Intensity	Mann-Whitney	3613.5	178	0.208	-0.108
EL Variety	Mann-Whitney	3426.5	178	0.073	-0.154
EL Deep acting	Mann-Whitney	3293.5	178	0.029*	-0.187
EL Surface acting	Mann-Whitney	4600.5	178	0.113	0.136
EX TOTAL	Mann-Whitney	3567	178	0.167	-0.119

*p<0.05

Table 6 indicates that EE TOTAL i.e., Emotional expression has a significant difference of <.001 level across emotionally demanding industries and non-emotionally demanding industries. It also indicates that subscale EL Deep acting i.e., Emotional labour was significantly different across emotionally demanding industries and non-emotionally demanding industries which was significant at 0.029 level.

TABLE 7: Qualitative analysis

Theme	Sub-theme	Excerpt
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<p>Emotional Expression</p>	<p>Demanding</p>	<p>1. <i>“Because I work with emotions. I don't work without emotions. That's the way I think it should be done. So, I do that. So, this happens. But then you also understand that this is a part of the profession you have chosen. And you have to deal with it daily.”</i> (Participant 14)</p> <p>2. <i>“in that as a trainer I do certain things of a good communication. So, that naturally started getting applied in my clinic. And I communicate with my patients on a personal level.”</i> (Participant 5)</p>
	<p>Non-Demanding</p>	<p>1. <i>“So, our personal emotions have no relevance. No connection with the profession sometimes.”</i> (Participant 2)</p> <p>2. <i>“So, we have to be very neutral during the job. And we try to suppress our emotions sometimes. That it needs to be a stable one. There is no emotional part in the profession.”</i> (Participant 3)</p>

		<p>3. <i>“The decision-making that I have to do at work is very rational and calculative in nature. So there's never really been an emotional involvement with my work.”</i> (Participant 10)</p>
Factors for EE demanding	Work Environment	<p>1. <i>“I am treating a small kid of muscular dystrophy. And I know that kid won't make it for more than 2-3 years. And telling this to the patients and seeing that charming and happy and innocent child. And knowing that the prognosis that the child is there only for 2-3 years saddens you.”</i> (Participant 5)</p> <p>2. <i>“We have students who are below the poverty line. So some students are not good at studies some medium and some really good. As per nature, I have always tried to be friendly with the students.”</i> (Participant 17)</p>
	Job Profile	<p>1. <i>“there are things which makes us feel emotional there are things like there was this one child</i></p>

		<p><i>from seria named iran kudi, his picture got very viral so if you search about him then you'll find him or you might already know about him then these types of news comes out that this child comes from different country couldn't go home or something like that so our emotions gets connected with this we write little bit about our emotions in it but our job is to write the news.”</i></p> <p>(Participant 11)</p> <p>2. <i>“And especially when I started my trainings as a trainer in psychology and education and all. Then I saw that it changed me a lot. It gave me a very fine control over my behavior and emotions.”</i> (Participant 5)</p>
	<p>Use of External Resources</p>	<p>1. <i>“I read a lot and reading psychologists best-seller psychologists also they have made such beautiful trainings in the books that when you read it you are not the person who starts the book and the person who ends the book.”</i></p> <p>(Participant 5)</p>

		<p>2. <i>“I have studied I was fond of studying history. When we study, we feel like we are enjoying. That's why we don't feel tired. I read new books and articles about history. I also write a lot about history. This is enjoyment for us. This is not a burden for us.”</i> (Participant 13)</p>
Factors for EE non demanding	Work Environment	<p>1. <i>“That we have, like, an open door policy. And if anything is work related... Then you can say anything. In your meetings or the people you are reporting... Or the people you are working under...”</i> (Participant 8)</p> <p>2. <i>“Emotions in my workplace? Well, in my workplace, mostly people talk to each other with respect to work.”</i> (Participant 10)</p>
	Job Profile	<p>1. <i>“because it's a sales job and sales job, you can't express emotion. Otherwise, you won't get sales”</i> (Participant 18)</p>

		<p>2. <i>“I don't particularly feel that a workplace is the right place to express all of your emotions, but certainly a compassionate leader, being a compassionate leader you have to be aware of other people's feelings and how you treat them to keep a cohesive team working towards a singular goal. That's why I don't find myself expressing a lot of my feelings because a leader also has to be restrained, also has to know his limits and put restraints on their emotions. To successfully achieve a task that is at hand. Other than that, I would say keeping a grasp on your anger, not lashing out, basically what we consider negative emotions. I feel I have a pretty good grasp on those. Always show constructive criticism to everyone working around yourself and understanding what and how things can be done in an efficient manner. Those are the kinds of emotions relevant to any particular position, I feel.” (Participant 4)</i></p>
	Use of External	<p>1. <i>“Yeah, that strategies we need just reading the</i></p>

	resources	<p><i>some motivational books. We always try to read the motivational books, some motivational videos also and we try to we plan for 15-20 days further. So, that we have the proper generalization of the work and the positive energy in us.” (Participant 3)</i></p> <p>2. <i>“And I believe in Lord Krishna. So I believe in the theory of Karma. So Karma theory Lord Krishna gave. So we are doing our work only. Nothing is in our hands. Yeah. So that will give you a positive energy and you will do your work tirelessly.” (Participant 3)</i></p>
Impact of EE	Demanding	<p>1. <i>“And when we lost her, I went to pay my respects to her husband. And he said that till her last day in the hospital, she remembered you very fondly. And she thanked you. She told me to thank you for all you did.” (Participant 5)</i></p> <p>2. <i>“5 to 10 years, it has been a smooth cycle with my staff also and my patients also. My patients</i></p>

		<p><i>like me a lot that feedback I keep getting from them.” (Participant 14)</i></p>
	Non-Demanding	<p>1. <i>“they understood. And then we kind of deviated from there. But still utilized the work that I did in the project.” (Participant 8)</i></p> <p>2. <i>“He understood it and he said we are happy with your work but there are some targets that we want to reach and we talked to you about it but you were telling me that you cannot reach that. Then I told him about why I cannot reach those targets and he understood it and he said he will provide me with all the team and equipment that I needed and I think I am doing really good right now.” (Participant 9)</i></p>
Emotional Labour	Demanding	<p>1. <i>“But they misbehave with us many times. But we have to keep quiet. If there is an incident with someone, if someone has been harmed, then we have to keep quiet. If someone speaks against us,</i></p>

		<p><i>then we have to keep quiet. We have to go and listen to them.” (Participant 12)</i></p> <p>2. <i>“I did not express as far as my body language was concerned. I just tried to conceal those emotions in front of the caregivers. So that they do not feel let down at that time. The doctors are also hopeless.” (Participant 14)</i></p>
	<p>Non-Demanding</p>	<p>1. <i>“It happens 2-3 times a month that I'm really angry and I want to, you know, burst out of my anger, but I have to be professional and behave in a professional way. Yeah.” (Participant 9)</i></p> <p>2. <i>“You can get frustrated. You can get angry. But in the workplace, there's a way to put all those emotions forward. You can't just bring out raw emotion in the workplace. So, you can't go and tell them everything you're feeling.” (Participant 8)</i></p>

		<p>3. <i>“Those situations occur every day, Aastha. There's not a one particular item that comes to mind. Just every day you have to control your emotions. This is a business. You can't let your emotions wander wildly.”</i> (Participant 4)</p>
<p>Factors for EL Demanding</p>	<p>Challenging situations</p>	<p>1. <i>“We as residents face such kind of situations sometimes like on patients, the patients have one, you can say, one thing in their mind that creates a sense of doubt towards the doctor. That they have to ask some things repeatedly. Do I have to take this medicine early morning or please suggest me a good medicine. Tell me how much dose. Do you know the dose? Such kind of questions sometimes, you know, challenge you in a way in your profession during your practice.”</i> (Participant 1)</p> <p>2. <i>“Yeah, for me was a Child who was facing diarrhea since Three days Her mother was constantly crying in front of me Child was constantly crying. I Was taking the history of the</i></p>

		<p><i>child that how it happened. What were The what was the food You took what were the other factors was there any pain associated was the pain Recurrent or relieving like that. I took the history and the child was not comfortable with me. I Asked the mother to answer my questions and queries the mother was crying and was not able to answer to me, to my full satisfaction so I asked the doctor about it and the doctor shout on me that you are now a doctor it is your duty to take the history, I don't know about the patient I don't know about the mother it is your duty”</i></p> <p>(Participant 1)</p>
	<p>Cognitive dissonance</p>	<p>1. <i>“The place I am working in that like we talk about Rajasthan the society norms here are there are many cultural practices of Child marriage here. So there are many cases of early pregnancy in female and cervical cancers in females HIV positive cases such kind of practices in such society Though India being a diverse country with many different societies</i></p>

		<p><i>and norms according to the society in which I am serving such social practices have influenced my mind and I see them by way that For example stating a particular fact of child marriage it is not the right thing and Such many other things do influence my mind and provide me a greater aspect to think about and to observe the cultural events that take place in our society.” (Participant 1)</i></p> <p>2. <i>“So when that transfer of fixation comes up as a symptom and the patient starts getting attached to you then initially I found it very difficult to respond in a right way appropriate way that I should do and sometimes I took a long time to respond to stop that therapy and it was taken as I was delaying it or something.” (Participant 5)</i></p>
	<p>Job autonomy and control</p>	<p>1. <i>“like before this I will not take the name I was in this very famous or prestigious channel so it was a big network like they have a lot of channels and newspaper as well and big</i></p>

		<p><i>newspapers even so I was in that organization my boss like I was in his team I was under his team so he used to make us write one piece of news thrice that don't write like this write it like this so a person does get angry but there's this saying in every sector not just media that boss is always right..Whether you are in the media or not, the boss is always right. So, you have to follow the boss.” (Participant 11)</i></p> <p>2. <i>“It is a routine thing. It happens because sometimes we give news against someone and they don't like it. Sometimes the owners of the newspapers have their own problems. Sometimes we give news against a political leader, and he helps them financially. Sometimes it happens. Arguments happen in these kinds of situations, It is a routine thing. It happens. And No, we can't do anything. the owners of the newspaper knows about these things. We are reporters. We don't have any value. A channel reporter or a newspaper reporter is like a pawn in the hands of the owner.</i></p>
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		<p><i>We can't argue with them. They don't cooperate with us. If some mishappening that happens with us or if someone files an FIR against us, they push us into the well.” (Participant 12)</i></p>
<p>Factors for EL Non-Demanding</p>	<p>Role expectations</p>	<ol style="list-style-type: none"> 1. <i>“there have been instances where people have been telling me about their personal life and I thought that was inappropriate because we are at a workplace and we should have a distance and personal life should not come between professional life.” (Participant 9)</i> 2. <i>“So, they make me a manager because they have probably saw something and they have, because I have covered up all my emotions properly.” (Participant 18)</i> 3. <i>“Yeah, so. When I joined, we had a lot of training sessions. So, we were taught a lot about how to communicate. So, I'm working in corporate. So, how to... In the written. If we're doing any form of written communication... What should be avoided? What to avoid? And</i>

		<p><i>how to communicate with someone?"</i></p> <p>(Participant 8)</p> <p>4. <i>"at the administrative post, you have to be like...You have to take the decisions. And you have to make the things up to the level and up to the status also. So, we have to keep in our mind the level of the school also. We are in ICSE. We are working with the international boards. So, we have to be set the standards. And when standard is not maintained, then we feel like very strong hard emotions even. So, but we will try to suppress that emotions. And we try to balance the things with the wise decisions."</i></p> <p>(Participant 3)</p>
	<p>Challenging situations</p>	<p>1. <i>"The integrity should be there between a lawyer and a client. Even if client is wrong. If the lawyer representing the client, then he should have. He should plead for him. Defend his client. Or make the case strong for the client. Despite you know that he is wrong. Alright. Sometimes you feel</i></p>

		<p><i>and another example of differentiation is this. Sometimes you feel over emotional that your client is victim. Your client is victim. But you still not able to prove his case. Alright. So, if you lost the case. So, certain emotions are there. But still you have to control the emotions. Because you put your 100% in defending your case. Again, there is no emotions.” (Participant 2)</i></p> <p>2. <i>“There have been many. One of the most challenging was convincing our sponsors, especially in the bird sanctuary, well, in the bird sanctuary, convincing our sponsors how non-vegetarian food would not be in support of bird sanctuary and it would probably spell disaster in the coming future. And being a sponsor who was going to give us our food license as well, it was a challenging conversation with him because he was really invested in the idea that there should also be non-vegetarian food served at the restaurant in the bird sanctuary. That would turn into a food century, wouldn't it? I always remain cool and composed. And instead</i></p>
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		<p><i>of laughing it off, I listened to what he had to say and told him that we would definitely look into that, although I was probably laughing in my head. But of course, nobody wants to be, you know, nobody wants to feel like... *Pauses * nobody likes to be taken as a fool. So, I gave him the due respect of not letting him see that. And that is how I handled the situation and he was quite happy with that as well. Although we did not come back to discussing it after a year.”</i></p> <p>(Participant 4)</p>
<p>Emotional Exhaustion</p>	<p>Demanding</p>	<p>1. <i>“I had a lot of workload. Yes. And at the same time, my PC broke down. I was so frustrated when I was working 2-3 hours a day.”</i></p> <p>(Participant 16)</p> <p>2. <i>“These things don’t stay constant though like sometimes your brain also cant take it and you also get annoyed then if I have decided to fight then I will fight.”</i> (Participant 17)</p>

	Non-Demanding	<p>1. <i>“So what happens is you keep working continuously for an hour, hour and a half. Maybe you go have some coffee in between or something. But there's more extended periods of continued work. So that sometimes drains us depending on what work we're doing.”</i> (Participant 10)</p> <p>2. <i>“work has been just hectic, like I've had a lot of deadlines to cope up with. So 5 days like the entire week was very stressful. I tried or had to work more than I was supposed to. So that has happened a couple of times where like 5 days I have spent 10 hours working everyday just working where I had to stay late a little bit. Constantly you know not be able to take a break during the day as well. Like have a long lunch just go out with my other people who are working. I have had to just work work work work for a couple of days so those are the times where I find myself most emotionally drained.”</i> (Participant 7)</p>
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<p>Factors for EX Demanding</p>	<p>Frustration</p>	<ol style="list-style-type: none"> 1. <i>“The only example is when there is a lot of crowd and I'm just giving my best for continuously for 2 to 3 hours then I just want some sort of break.” (Participant 14)</i> 2. <i>“Yeah negative emotion Negative emotion like frustration comes from Department of Forensic Medicine There was a case of Intracranial hemorrhage We were asked to help the Medical jurist, main doctor We were asked to help him through the dissection of the body The post-mortem to find the cause of death And the way The hospital personnels and nursing staff treated the dead body It was not at all gentle Written in our books and as written in our Medical jurisdiction That even the dead body has to be treated with full respect Not only alive even dead body has to be treated with full respect so the way They were treating the dead body like doing the dissection applying the sutures and Throwing away the internal body organs here and there Not keeping them in the sterilized proper jars Not Washing the body</i>
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		<p><i>properly Not letting the relatives Come in For a very very long duration of time Yeah, these things Kind of made me feel a strong emotion In a negative sense at that time.” (Participant 1)</i></p> <p>3. <i>“It happens. Irritation is like this. If we have prepared a news report with a lot of effort and it is not printed the next day, then we get irritated that we are involved in this work. We have spent two hours preparing the news. And in the morning, the owner doesn't value it. In the editor or whoever sits on top of us. So there is irritation sometimes. But we can't say anything more than this.” (Participant 12)</i></p>
	<p>Organizational culture</p>	<p>1. <i>“Emotional exhaustion Immediately feels to me like Running out and getting rid of what I am doing at that present moment as it happens nearly every day facing such situations and such Sometimes tantrums From everyone that you have to do this. You have done it wrong You have to correct this you have to take that</i></p>

		<p><i>patient's history You have to change the dressing you have to do this that blah blah blah Not only physically but greatly emotionally it drains one.” (Participant 1)</i></p> <p>2. <i>“No, so, you work, 4-5 days in a row or like for 10 days straight so start to feel that tired by yourself only..its not like your mind like you are working physically some labour work or working in a godoun or something.. you are sitting and writing the news so you are using your brain you get mentally tired as well.. so when a man goes to the office in the morning he feels refreshed but after the whole day of working for 8 to 9 hours he won't be able to the sam kind of work that he does when he first comes to the office in the morning. We also get overtime like there was this incident you must have heard about it it was like a month ago or like a month and half ago so there was this death and I just came home and my boss called me in back to work..” (Participant 11)</i></p>
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<p>Factors for EX Non-Demanding</p>	<p>Deceived</p>	<p>1. <i>“There’s so much frustration was there. So many times, many times that a person, one one I can recall yes that a person came to me and represented that he is a very genuine person and I trusted him, you trust anybody on emotions only. Right? So if you are emotionless then you don’t trust anybody, if you trust someone that means you have emotions so sometimes we had trust someone so he breaches the trust you have, that is what I recalled. So I felt cheated that he misrepresented to me.”</i> (Participant 3)</p> <p>2. <i>“this is and sometimes emotions are there that some client is representing you that he is poor client, and you get emotional, but *Laughingly * afterwards you come to know that no, he was not poor, okay, and these emotions work like this, he could have paid you suitably, but he presented you that he is not able to pay you, and he cheated with you.”</i> (Participant 2)</p>
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	Frustration	<p>1. <i>“Yeah, it did happen when a lot of people come to our store or there was one family who came to our store. They spent like six to eight hours almost whole day and did not buy anything and did not buy anything. So, this happens not too much occasionally, but yeah, it does happen and then we get frustrated.”</i> (Participant 18)</p> <p>2. <i>“some people have imposed their thoughts and not listened to what you are trying to say or what you are trying to convey. So, sometimes that has angered me and mostly it has been frustration, strong emotions of frustration, where I have been like, you have to try to understand you are acting stupidly, this is not the way things are done.”</i> (Participant 7)</p>
Impact of EX	Demanding	<p>1. <i>“Yes, because of this exhaustion and taking a break, I left my job from a channel.”</i> (Participant 11)</p>

		<p>2. <i>“When summer vacation comes near, then I feel the need to take a break its like I have had enough.”</i> (Participant 15)</p>
	<p>Non-Demanding</p>	<p>1. <i>“So if I am in the court, I cant pick up any call because I am in front of a judge. So that thing is frustrating. And that is, I think that takes a toll on my emotional health.”</i> (Participant 9)</p> <p>2. <i>“sometimes I feel like I really wish tomorrow was a Saturday, so I can just not think about work for two days, but I mean those are not very common, there are a few of them every couple of weeks, once or twice a month, maybe I feel like man I have had enough of it, I need to separate myself from it.”</i> (Participant 7)</p>

Table 6 indicates various themes and sub-themes and a few excerpts which were concluded from the interview transcripts. Emotional expression theme is further categorized into sub-themes demanding and non demanding. Theme Factors for EE demanding is further classified into sub-themes work environment, job profile, and use of external resources. Theme Factors

for EE non demanding is further divided into sub-themes work environment, job profile, use of external resources. Theme Impact of EE is further categorized into sub-themes demanding and non demanding. Theme Emotional labour is further categorized into sub-themes demanding and non demanding. Theme factors for EL demanding is categorized into sub-themes challenging situations, cognitive dissonance, and job autonomy and control. Theme factors for EL non demanding is categorized into sub-themes role expectations and challenging situations. Theme Emotional exhaustion is categorized into sub-themes demanding and non demanding. Theme Factors for EX demanding are categorized into sub-themes frustration and organizational culture. Theme factors for EX non demanding is categorized into sub-themes deceived and frustration. Theme Impact of EX is classified into sub-themes demanding and non demanding.

CHAPTER 4:

DISCUSSION

Study 1:

The findings of the study provide valuable insights into the emotional experiences of males in male dominated industry i.e., engineers in comparison to a female dominated industry i.e. teachers. The quantitative analysis revealed several significant differences in participants' emotional labour and emotional exhaustion. Findings suggest that there is a significant difference in emotional labour from a female dominated industry versus a male dominated industry. Emotional labour was higher for males in the female dominated industry in comparison to the male dominated industry. Findings are in tandem with (De Ruiter et al., 2021) who have demonstrated that teachers reported high levels of emotional labour. Teachers reported on emotional labour during multiple events across a school year. We also understand that there is a significant difference in emotional exhaustion from a female dominated industry in comparison to a male dominated industry. Emotional exhaustion was higher for males in the male dominated industry. Findings are similar with (Yip et al., 2009) who have demonstrated that engineers report high levels of emotional exhaustion and burnout, and it was attributed largely to stressors attributed with job conditions and working environments. Another study provides similar findings which was conducted by Simpson, R. (2005) concluded that in professions like nursing, teaching and social work, men may be expected to adopt nurturing and empathetic behaviours which can conflict with traditional masculine role norms and can lead to high emotional labour and strain.

Study 2:

The findings of the study provide valuable insights into emotional experiences of men at the workplace in emotionally demanding industries in comparison to emotionally non demanding industries. Industries taken for emotionally demanding industries are Healthcare, Media, and Teachers. Industries taken for emotionally non demanding industries are Administration, Law, and Engineers. The quantitative analysis revealed a significant difference in participants' emotional expression in emotionally demanding industries in comparison to emotionally non demanding industries. It also revealed that deep acting, which is a dimension of emotional labour, showed a significant difference in emotionally demanding industries versus non emotionally demanding industries. A study conducted by Buchanan et al., in 2011 revealed that male journalists with higher levels of emotional intelligence were able to manage the requirements and demands of their work better leading to lower levels of stress and higher work satisfaction.

To further understand the results of quantitative analysis and to find factors contributing male emotional experiences in emotionally demanding industries and emotionally non demanding industries, interviews were conducted. In total 18 interviews were conducted: 3 interviews from each industry. Using Braun & Clark's (2006) Thematic analysis, themes and sub-themes are analyzed and constructed. Themes Emotional expression, factors for EE demanding, factors for EE non demanding, Impact of EE, Emotional labour, Factors for EL demanding, Factors for EL non demanding, Emotional exhaustion, Factors for EX demanding, Factors for EX non demanding, Impact of EX. Study conducted by Bennet, S. L. (2008) concluded that Male social workers frequently need to display emotions that are stereotypically seen as feminine, such as empathy and

warmth, which can create a mismatch with traditional masculine identity and lead to emotional dissonance. Another study by Tarafdar et al., in 2011 concluded that IT professionals experience emotional exhaustion primarily due to high job demands and work stress, rather than emotional labour. These studies highlight the pervasive impact of traditional masculine norms on men's emotional expression and mental health. The pressure to remain emotionally restrictive and portray toughness can lead to significant psychological and emotional challenges. Addressing these issues requires challenging traditional gender norms and promoting a more inclusive understanding of masculinity that allows for emotional expression and vulnerability leading to following themes and sub-themes:

Theme 1: Emotional expression

An emotional expression is defined as a behavior that communicates an emotional state or attitude. There are 2 types of emotional expressions, they are verbal and nonverbal, and can occur with or without self-awareness. Emotional expressions include facial movements like smiling or scowling, simple behaviors like crying, laughing, or saying "thank you," and more complex behaviors like writing a letter or giving a gift. Individuals have some conscious control of their emotional expressions; however, they need not have conscious awareness of their emotional or affective state in order to express emotion. First theme which understands the emotional expression of men at the workplace is further divided into sub-themes demanding, and non demanding.

Sub-theme 1: Demanding

In sub-theme demanding, emotional expression of men at the workplace was understood in emotionally demanding industries. It was seen that in demanding industries, there were high levels of verbal and non verbal expression, communication, empathy, and safe space was created. Feelings of sadness, happiness, anger, helplessness, connectedness and guilt were experienced and expressed. There were high levels of intellectualization and introspection. In demanding industries, encouragement was taken from others. People had a sense of responsibility and duty, support was sought and was given to others. There was a high level of emotional self awareness, emotional intelligence, and work satisfaction. Participant 4 reported *“Because I work with emotions. I don't work without emotions. That's the way I think it should be done. So, I do that. So, this happens. But then you also understand that this is a part of the profession you have chosen. And you have to deal with it daily.”* Participant 5 also reported that *“in that as a trainer I do certain things of a good communication. So, that naturally started getting applied in my clinic. And I communicate with my patients on a personal level.”* This suggests emotional expression in demanding industries using emotional self awareness and communication respectively.

Sub-theme 2: Non demanding

In sub-theme non demanding, emotional expression of men at the workplace was understood in emotionally non demanding industries. It was seen that in non demanding industries, there were lower levels of verbal and non verbal expression, communication, empathy, and safe space was created in comparison to emotionally demanding industries. When participants were asked about expressing emotions at their workplace, answers like *“So, our personal emotions have no relevance. No connection with the profession sometimes.”* and *“So, we have to be very neutral*

during the job. And we try to suppress our emotions sometimes. That it needs to be a stable one. There is no emotional part in the profession.” were reported by participant 2 and 3 respectively. Feelings of sadness, happiness, anger, helplessness, connectedness and guilt were experienced but were expressed rarely. There were lower levels of intellectualization and introspection in comparison to emotionally demanding industries. People had a sense of responsibility and duty, support was sought and was given to others. Participant 4 reported *“Sometimes you have to take risks and I'm in favor of taking risks and I'm in favor of going out of the box, thinking out of the box and doing what you can to help not just your own workplace but also keeping in mind to help your society.”*

Theme 2: Factors for EE demanding

Emotional expression in emotionally demanding industries is influenced by a complex interplay of factors that can facilitate the expression of emotions. Factors are situations, reasons, values, beliefs, standards of an individual or an organization which contribute to emotional expression. Factors for EE demanding are further categorized into sub-themes: work environment, job profile, and use of external resources.

Sub-theme 1: Work environment

The work environment in emotionally demanding industries is characterized by a unique set of emotional expressions, challenges and stressors that significantly impact employees' mental and emotional well-being. Work environment in demanding industries is supportive, creating a safe

space, experiencing and expressing a variety of emotions on a regular basis. Participant 5 reported *“I am treating a small kid of muscular dystrophy. And I know that kid won't make it for more than 2-3 years. And telling this to the patients and seeing that charming and happy and innocent child. And knowing that the prognosis that the child is there only for 2-3 years saddens you.”* Participant 17 also reported that *“We have students who are below the poverty line. So some students are not good at studies some medium and some really good. As per nature, I have always tried to be friendly with the students.”*

Sub-theme 2: Job profile

A job profile provides a comprehensive overview of a specific role within an organization. A job profile in demanding industries role and responsibilities of an individual perceived by him and others. Participant 11 reported that *“there are things which makes us feel emotional there are things like there was this one child from seria named iran kudi, his picture got very viral so if you search about him then you'll find him or you might already know about him then these types of news comes out that this child comes from different country couldn't go home or something like that so our emotions gets connected with this we write little bit about our emotions in it but our job is to write the news.”* Participant 5 also reported that *“And especially when I started my trainings as a trainer in psychology and education and all. Then I saw that it changed me a lot. It gave me a very fine control over my behavior and emotions.”*

Sub-theme 3: Use of external resources

Use of external resources in emotionally demanding industries are the strategies an individual uses to ensure that their emotions positively contribute to professional interactions and outcomes. Participant 5 reported that *“I read a lot and reading psychologists best-seller psychologists also they have made such beautiful trainings in the books that when you read it you are not the person who starts the book and the person who ends the book.”* Participant 13 also reported that *“I have studied I was fond of studying history. When we study, we feel like we are enjoying. That's why we don't feel tired. I read new books and articles about history. I also write a lot about history. This is enjoyment for us. This is not a burden for us.”*

Theme 4: Factors for EE non demanding

Emotional expression in emotionally non demanding industries is present due to various contributing factors. Factors are situations, reasons, values, beliefs, standards of an individual or an organization which contribute to emotional expression. Factors for EE non demanding are further categorized into sub-themes: work environment, job profile, and use of external resources.

Sub-theme 1: Work environment

Work environment in emotionally non demanding industries does not require any kind of emotional expression at an individual's workplace. The job role of individuals working in a non demanding environment consists of low emotional experience and seeking support and support given to others is present in non demanding industries. Participant 8 reported that *“That we have, like, an open door policy. And if anything is work related... Then you can say anything. In your*

meetings or the people you are reporting... Or the people you are working under...” Participant 10 also reported that *“Emotions in my workplace? Well, in my workplace, mostly people talk to each other with respect to work.”*

Sub-theme 2: Job profile

Job profile provides a comprehensive overview of a specific role within an organization. Job profile in emotionally non demanding industries is the role and responsibilities of an individual perceived by him and by others. Participant 18 reported that *“because it's a sales job and sales job, you can't express emotion. Otherwise, you won't get sales”* Participant 4 also reported that *“I don't particularly feel that a workplace is the right place to express all of your emotions, but certainly a compassionate leader, being a compassionate leader you have to be aware of other people's feelings and how you treat them to keep a cohesive team working towards a singular goal. That's why I don't find myself expressing a lot of my feelings because a leader also has to be restrained, also has to know his limits and put restraints on their emotions. To successfully achieve a task that is at hand. Other than that, I would say keeping a grasp on your anger, not lashing out, basically what we consider negative emotions. I feel I have a pretty good grasp on those. Always show constructive criticism to everyone working around yourself and understanding what and how things can be done in an efficient manner. Those are the kinds of emotions relevant to any particular position, I feel.”*

Sub-theme 3: Use of external resources

Use of external resources in emotionally non demanding industries are the strategies an individual uses to ensure that their emotions positively contribute to their professional interactions and outcomes. Participant 3 reported that *“Yeah, that strategies we need just reading the some motivational books. We always try to read the motivational books, some motivational videos also and we try to we plan for 15-20 days further. So, that we have the proper generalization of the work and the positive energy in us.”* The same participant further also reported that *“And I believe in Lord Krishna. So I believe in the theory of Karma. So Karma theory Lord Krishna gave. So we are doing our work only. Nothing is in our hands. Yeah. So that will give you a positive energy and you will do your work tirelessly.”*

Theme 5: Impact of EE

Impact of EE are the outcomes of emotional expression in emotionally demanding industries and emotionally non demanding industries. It is how expressing emotions has influenced an individual and what resulted due to expression of emotions. It is categorized into sub-themes: demanding and non demanding.

Sub-theme 1: Demanding

Emotional expression significantly impacts both individual well-being and workplace dynamics. For individuals, it can reduce stress and prevent burnout by allowing them to process and release emotions. In the workplace, it fosters open communication, enhances team cohesion, and builds trust among colleagues. Participant 5 reported that *“And when we lost her, I went to pay my*

respects to her husband. And he said that till her last day in the hospital, she remembered you very fondly. And she thanked you. She told me to thank you for all you did.” Participant 14 also reported that *“5 to 10 years, it has been a smooth cycle with my staff also and my patients also. My patients like me a lot that feedback I keep getting from them.”* This suggests expressing one’s emotions led to strengthening of relationships and bonds with one’s patients for participant 5 and 24.

Sub-theme 2: Non demanding

The impact of emotional expression in the workplace is multifaceted, contributing to improved mental health, enhanced team dynamics, and increased job satisfaction. Open emotional expression allows individuals to process and release stress, fostering a supportive and collaborative work environment. It also promotes authenticity and trust among colleagues, leading to better communication and problem-solving. Participant 8 reported that *“they understood. And then we kind of deviated from there. But still utilized the work that I did in the project.”* after expressing his concern with his supervisor. Participant 9 also went through a similar situation which led to his emotional expression and he reported that *“He understood it and he said we are happy with your work but there are some targets that we want to reach and we talked to you about it but you were telling me that you cannot reach that. Then I told him about why I cannot reach those targets and he understood it and he said he will provide me with all the team and equipment that I needed and I think I am doing really good right now.”*

Theme 6: Emotional labour

Emotional labour can be described as management of one's emotions and emotional expression according to the requirements of one's professional needs. Emotional labour is categorized into sub-themes: demanding and non demanding.

Sub-theme 1: Demanding

Emotional labour in emotionally demanding industries is how one manages their emotions according to the needs of one's situation in their professional role. People were seen to manage their emotions, suppress, cognitive reappraise and use emotional training as tools for emotional labour. Participant 12 reported that *"But they misbehave with us many times. But we have to keep quiet. If there is an incident with someone, if someone has been harmed, then we have to keep quiet. If someone speaks against us, then we have to keep quiet. We have to go and listen to them."* Participant 14 also reported that *"I did not express as far as my body language was concerned. I just tried to conceal those emotions in front of the caregivers. So that they do not feel let down at that time. The doctors are also hopeless."*

Sub-theme 2: Non demanding

Emotional labour in emotionally non demanding industries involves managing one's emotions to meet the professional requirements of their role. Individuals often employ strategies such as emotion management, suppression, cognitive reappraisal, and emotional training to navigate the emotional demands of their work. Participant 9 reported that *"It happens 2-3 times a month that I'm really angry and I want to, you know, burst out of my anger, but I have to be professional and*

behave in a professional way. Yeah.” Participant 8 also reported *“You can get frustrated. You can get angry. But in the workplace, there's a way to put all those emotions forward. You can't just bring out raw emotion in the workplace. So, you can't go and tell them everything you're feeling.”*

Participant 4 as well reported that *“Those situations occur every day, Aastha. There's not a one particular item that comes to mind. Just every day you have to control your emotions. This is a business. You can't let your emotions wander wildly.”*

Theme 7: Factors for EL demanding

Factors of emotional labour include the need to regulate emotions to meet job expectations, often requiring suppression or modification of feelings. Strategies like cognitive reappraisal, where employees change their perspective on a situation, and emotional training to improve emotional regulation skills, and surface acting are commonly used. The intensity, variety, and frequency of these emotional efforts significantly influence the overall experience and impact of emotional labour. It is categorized into sub-themes: challenging situations, cognitive dissonance and job autonomy and control.

Sub-theme 1: Challenging situations

Challenging situations are the difficult circumstances an individual faces at his workplace. According to the data collected from the interviews these situations do not occur regularly but happen occasionally. Participant 1 reported that *“We as residents face such kind of situations sometimes like on patients, the patients have one, you can say, one thing in their mind that creates*

a sense of doubt towards the doctor. That they have to ask some things repeatedly. Do I have to take this medicine early morning or please suggest me a good medicine. Tell me how much dose. Do you know the dose? Such kind of questions sometimes, you know, challenge you in a way in your profession during your practice.” Participant 1 also reported that *“Yeah, for me was a Child who was facing diarrhea since Three days Her mother was constantly crying in front of me Child was constantly crying. I Was taking the history of the child that how it happened. What were The what was the food You took what were the other factors was there any pain associated was the pain Recurrent or relieving like that. I took the history and the child was not comfortable with me. I Asked the mother to answer my questions and queries the mother was crying and was not able to answer to me, to my full satisfaction so I asked the doctor about it and the doctor shout on me that you are now a doctor it is your duty to take the history, I don't know about the patient I don't know about the mother it is your duty”*

Sub-theme 2: Cognitive dissonance

Cognitive dissonance refers to the mental discomfort experienced when an individual holds conflicting beliefs, values, or attitudes simultaneously. This psychological tension often prompts efforts to reduce the inconsistency, such as changing beliefs, acquiring new information, or minimizing the importance of the conflict. Participant 5 reported that *“So when that transfer of fixation comes up as a symptom and the patient starts getting attached to you then initially I found it very difficult to respond in a right way appropriate way that I should do and sometimes I took a long time to respond to stop that therapy and it was taken as I was delaying it or something.”* Participant 1 also reported that *“The place I am working in that like we talk about Rajasthan the*

society norms here are there are many cultural practices of Child marriage here. So there are many cases of early pregnancy in female and cervical cancers in females HIV positive cases such kind of practices in such society Though India being a diverse country with many different societies and norms according to the society in which I am serving such social practices have influenced my mind and I see them by way that For example stating a particular fact of child marriage it is not the right thing and Such many other things do influence my mind and provide me a greater aspect to think about and to observe the cultural events that take place in our society.”

Sub-theme 3: Job autonomy and control

Job autonomy and control is the amount of freedom one has in their job role. Freedom to make decisions, flexibility in deciding work roles and hours. Participant 11 reported that *“like before this I will not take the name I was in this very famous or prestigious channel so it was a big network like they have a lot of channels and newspaper as well and big newspapers even so I was in that organization my boss like I was in his team I was under his team so he used to make us write one piece of news thrice that don't write like this write it like this so a person does get angry but there's this saying in every sector not just media that boss is always right..Whether you are in the media or not, the boss is always right. So, you have to follow the boss.”* Participant 12 reported that *“It is a routine thing. It happens because sometimes we give news against someone and they don't like it. Sometimes the owners of the newspapers have their own problems. Sometimes we give news against a political leader, and he helps them financially. Sometimes it happens. Arguments happen in these kinds of situations, It is a routine thing. It happens. And No, we can't do anything. the owners of the newspaper knows about these things. We are reporters. We don't have any value. A*

channel reporter or a newspaper reporter is like a pawn in the hands of the owner. We can't argue with them. They don't cooperate with us. If some mishappening that happens with us or if someone files an FIR against us, they push us into the well.”

Theme 8: Factors for EL non demanding

Factors of emotional labour involve regulating emotions to meet job expectations, often necessitating the suppression or alteration of feelings. Common strategies include cognitive reappraisal, where employees shift their perspective on a situation, emotional training to enhance regulation skills, and surface acting. The intensity, variety, and frequency of these emotional efforts greatly affect the overall experience and impact of emotional labour. It is categorized into sub-themes: Role expectations and challenging situations.

Sub theme 1: Role expectations

Role expectations in the workplace include the duties and behaviors anticipated by supervisors, colleagues, and the organization, as well as the standards individuals set for themselves. These expectations shape job performance, professional interactions, and personal accountability, influencing both external evaluations and self-perception of competence and success. Participant 9 reported that *“there have been instances where people have been telling me about their personal life and I thought that was inappropriate because we are at a workplace and we should have a distance and personal life should not come between professional life.”* Participant 18 also reported that *“So, they make me a manager because they have probably saw something and they have,*

because I have covered up all my emotions properly.” Participant 8 reported “Yeah, so. When I joined, we had a lot of training sessions. So, we were taught a lot about how to communicate. So, I’m working in corporate. So, how to... In the written. If we’re doing any form of written communication... What should be avoided? What to avoid? And how to communicate with someone?” Participant 3 also reported that “at the administrative post, you have to be like... You have to take the decisions. And you have to make the things up to the level and up to the status also. So, we have to keep in our mind the level of the school also. We are in ICSE. We are working with the international boards. So, we have to be set the standards. And when standard is not maintained, then we feel like very strong hard emotions even. So, but we will try to suppress that emotions. And we try to balance the things with the wise decisions.”

Sub-theme 2: Challenging situations

Challenging situations are the difficult circumstances an individual faces at his workplace. According to the data collected from the interviews these situations do not occur regularly but happen occasionally. Participant 2 reported that *“The integrity should be there between a lawyer and a client. Even if client is wrong. If the lawyer representing the client, then he should have. He should plead for him. Defend his client. Or make the case strong for the client. Despite you know that he is wrong. Alright. Sometimes you feel and another example of differentiation is this. Sometimes you feel over emotional that your client is victim. Your client is victim. But you still not able to prove his case. Alright. So, if you lost the case. So, certain emotions are there. But still you have to control the emotions. Because you put your 100% in defending your case. Again, there is no emotions.”* Participant 4 also reported that *“There have been many. One of the most*

*challenging was convincing our sponsors, especially in the bird sanctuary, well, in the bird sanctuary, convincing our sponsors how non-vegetarian food would not be in support of bird sanctuary and it would probably spell disaster in the coming future. And being a sponsor who was going to give us our food license as well, it was a challenging conversation with him because he was really invested in the idea that there should also be non-vegetarian food served at the restaurant in the bird sanctuary. That would turn into a food century, wouldn't it? I always remain cool and composed. And instead of laughing it off, I listened to what he had to say and told him that we would definitely look into that, although I was probably laughing in my head. But of course, nobody wants to be, you know, nobody wants to feel like... *Pauses * nobody likes to be taken as a fool. So, I gave him the due respect of not letting him see that. And that is how I handled the situation and he was quite happy with that as well. Although we did not come back to discussing it after a year."*

Theme 9: Emotional exhaustion

Emotional exhaustion is a state of profound fatigue and depletion resulting from prolonged exposure to high levels of emotional demands and stress. It manifests as feelings of overwhelming exhaustion, detachment, and a diminished capacity to cope with work-related responsibilities or interpersonal interactions. Self preservation activities are used to cope with or prevent emotional exhaustion. It is categorized into sub-themes: Demanding and Non demanding.

Sub-theme 1: Demanding

Emotional exhaustion in emotionally demanding industries is characterized by feelings of overwhelming exhaustion, detachment, and a sense of being emotionally drained. Individuals experiencing emotional exhaustion may struggle to cope with their responsibilities, leading to decreased motivation, burnout, and impaired performance. Participant 16 reported *“I had a lot of workload. Yes. And at the same time, my PC broke down. I was so frustrated when I was working 2-3 hours a day.”* Participant 17 reported *“These things don’t stay constant though like sometimes your brain also can't take it and you also get annoyed then if I have decided to fight then I will fight.”*

Sub-theme 2: Non demanding

Emotional exhaustion in non emotionally demanding industries refers to a state of depletion and fatigue resulting from prolonged stress, overwhelming emotional demands, and the inability to effectively manage one's emotions. It manifests as feelings of burnout, detachment, and a diminished capacity to cope with work-related or personal challenges. Participant 10 reported *“So what happens is you keep working continuously for an hour, hour and a half. Maybe you go have some coffee in between or something. But there's more extended periods of continued work. So that sometimes drains us depending on what work we're doing.”* Participant 7 reported *“work has been just hectic, like I've had a lot of deadlines to cope up with. So 5 days like the entire week was very stressful. I tried or had to work more than I was supposed to. So that has happened a couple of times where like 5 days I have spent 10 hours working everyday just working where I had to stay late a little bit. Constantly you know not be able to take a break during the day as well. Like have a long lunch just go out with my other people who are working. I have had to just work work*

work work for a couple of days so those are the times where I find myself most emotionally drained.”

Theme 10: Factors for EX demanding

Factors contributing to emotional exhaustion include stress, excessive workload, inadequate support systems, and the inability to effectively manage emotions. Prolonged exposure to emotionally demanding situations can also exacerbate emotional exhaustion. Additionally, organizational factors such as a toxic work environment or lack of work-life balance can contribute to feelings of burnout and depletion. It is categorized into sub-themes: Frustration and Organizational culture.

Sub-theme 1: Frustration

Frustration, when persistent and unresolved, can contribute to emotional exhaustion by continuously draining an individual's mental and emotional resources. The repeated experience of setbacks or unmet expectations can lead to feelings of powerlessness and overwhelm, exacerbating stress and fatigue. Frustration can be caused due to external factors. Participant 14 reported *“The only example is when there is a lot of crowd and I'm just giving my best for continuously for 2 to 3 hours then I just want some sort of break.”* Participant 1 and 12 reported that *“Yeah negative emotion Negative emotion like frustration comes from Department of Forensic Medicine There was a case of Intracranial hemorrhage We were asked to help the Medical jurist, main doctor We were asked to help him through the dissection of the body The post-mortem to find the cause of*

death And the way The hospital personnels and nursing staff treated the dead body It was not at all gentle Written in our books and as written in our Medical jurisdiction That even the dead body has to be treated with full respect Not only alive even dead body has to be treated with full respect so the way They were treating the dead body like doing the dissection applying the sutures and Throwing away the internal body organs here and there Not keeping them in the sterilized proper jars Not Washing the body properly Not letting the relatives Come in For a very very long duration of time Yeah, these things Kind of made me feel a strong emotion In a negative sense at that time.” and *“It happens. Irritation is like this. If we have prepared a news report with a lot of effort and it is not printed the next day, then we get irritated that we are involved in this work. We have spent two hours preparing the news. And in the morning, the owner doesn't value it. In the editor or whoever sits on top of us. So there is irritation sometimes. But we can't say anything more than this.”* respectively.

Sub-theme 2: Organizational culture

Organizational culture plays a significant role in contributing to emotional exhaustion by shaping the work environment and influencing employee experiences. A toxic or unsupportive culture characterized by high levels of stress, conflict, and unrealistic expectations can exacerbate emotional strain. Participant 11 reported *“No, so, you work, 4-5 days in a row or like for 10 days straight so start to feel that tired by yourself only..its not like your mind like you are working physically some labour work or working in a godoun or something.. you are sitting and writing the news so you are using your brain you get mentally tired as well.. so when a man goes to the office in the morning he feels refreshed but after the whole day of working for 8 to 9 hours he*

won't be able to the sam kind of work that he does when he first comes to the office in the morning. We also get overtime like there was this incident you must have heard about it it was like a month ago or like a month and half ago so there was this death and I just came home and my boss called me in back to work..” Participant 1 also reported that “*Emotional exhaustion Immediately feels to me like Running out and getting rid of what I am doing at that present moment as it happens nearly every day facing such situations and such Sometimes tantrums From everyone that you have to do this. You have done it wrong You have to correct this you have to take that patient's history You have to change the dressing you have to do this that blah blah blah Not only physically but greatly emotionally it drains one.*”

Theme 11: Factors for EX non demanding

Factors contributing to emotional exhaustion include stress, excessive workload, inadequate support systems, and the inability to effectively manage emotions. Prolonged exposure to emotionally demanding situations can also exacerbate emotional exhaustion. Additionally, organizational factors such as a toxic work environment or lack of work-life balance can contribute to feelings of burnout and depletion. It is categorized into sub-themes: Deceived and Frustration.

Sub-theme 1: Deceived

Feeling deceived can contribute to emotional exhaustion as it entails experiencing betrayal, disappointment, and loss of trust. Individuals who feel deceived may experience heightened stress, rumination, and emotional turmoil as they struggle to reconcile their expectations with reality. This

emotional strain can lead to exhaustion as they navigate the complex emotions and attempt to rebuild trust and confidence in themselves and others. Participant 3 reported *“There’s so much frustration was there. So many times, many times that a person, one one I can recall yes that a person came to me and represented that he is a very genuine person and I trusted him, you trust anybody on emotions only. Right? So if you are emotionless then you don’t trust anybody, if you trust someone that means you have emotions so sometimes we had trust someone so he breaches the trust you have, that is what I recalled. So I felt cheated that he misrepresented to me.”* Participant 2 reported *“this is and sometimes emotions are there that some client is representing you that he is poor client, and you get emotional, but *Laughingly* afterwards you come to know that no, he was not poor, okay, and these emotions work like this, he could have paid you suitably, but he presented you that he is not able to pay you, and he cheated with you.”*

Sub-theme 2: Frustration

Frustration, when persistent and unresolved, can contribute to emotional exhaustion by continuously draining an individual's mental and emotional resources. The repeated experience of setbacks or unmet expectations can lead to feelings of powerlessness and overwhelm, exacerbating stress and fatigue. Frustration can be caused due to external factors. Participant 18 reported *“Yeah, it did happen when a lot of people come to our store or there was one family who came to our store. They spent like six to eight hours almost whole day and did not buy anything and did not buy anything. So, this happens not too much occasionally, but yeah, it does happen and then we get frustrated.”* Participant 7 also reported that *“some people have imposed their thoughts and not listened to what you are trying to say or what you are trying to convey. So, sometimes that has*

angered me and mostly it has been frustration, strong emotions of frustration, where I have been like, you have to try to understand you are acting stupidly, this is not the way things are done.”

Theme 12: Impact of EX

Emotional exhaustion has a profound impact on individuals, affecting their mental, emotional, and physical well-being. It can lead to feelings of chronic fatigue, detachment, and cynicism, impairing job performance and interpersonal relationships. Moreover, emotional exhaustion can increase the risk of burnout, depression, and other mental health issues if left unaddressed. It is categorized into sub-themes: Demanding and Non demanding.

Sub-theme 1: Demanding

In demanding industries, It is the outcome of emotional exhaustion. It is how emotional exhaustion has influenced an individual and what resulted because of it. Participant 11 reported that *“Yes, because of this exhaustion and taking a break, I left my job from a channel.”* and participant 15 reported *“When summer vacation comes near, then I feel the need to take a break its like I have had enough.”* This suggests that emotional exhaustion has negatively influenced and impacted participants’ behaviours and thoughts.

Sub-theme 2: Non demanding

In non demanding industries, It is the outcome of emotional exhaustion. It is how emotional exhaustion has influenced an individual and what resulted because of it. Participant 9 reported “*So if I am in the court, I cant pick up any call because I am in front of a judge. So that thing is frustrating. And that is, I think that takes a toll on my emotional health.*” Participant 7 reported that “*sometimes I feel like I really wish tomorrow was a Saturday, so I can just not think about work for two days, but I mean those are not very common, there are a few of them every couple of weeks, once or twice a month, maybe I feel like man I have had enough of it, I need to separate myself from it.*” This suggests that emotional exhaustion has negatively influenced and impacted participants' behaviours and thoughts.

Qualitative analysis revealed that emotional expression was higher in emotionally demanding industries which aligned with the results of quantitative analysis of the current study. There was almost the same amount of emotional exhaustion in emotionally demanding and non emotionally demanding industries. It was also concluded that emotional labour was higher in non emotionally demanding industries. Similar findings were concluded in a study conducted by Brody et al., in 2011 which revealed that men in male dominated industries like police officers and construction workers often suppress their emotions due to societal norms. Another study revealed similar findings which was conducted by Courtenay et al., 2000 concluding that men often suppress their emotions to conform to the norms of hegemonic masculinity prevalent in these workplaces. Emotional suppression was linked to maintaining a façade of toughness and resilience.

CHAPTER 5:

CONCLUSION, IMPLICATIONS, LIMITATIONS AND FUTURE RESEARCH

5.1 Conclusion

Study 1: This study shed important light on the emotional experiences of males working in female dominated industry and male dominated industry on emotional expression, emotional labour and emotional exhaustion. Based on the participants' data, the quantitative analysis identified differences in emotional labour and emotional exhaustion. The results imply that emotional labour is higher in female dominated industry (teachers) and emotional exhaustion is higher in male dominated industry.

Study 2: The present research study shed important light on the emotional experiences of males working in emotionally demanding industries and emotionally non demanding industries on emotional expression, emotional labour and emotional exhaustion. Based on the participants' data, the quantitative analysis identified differences in emotional expression and emotional labour's dimension deep acting. The results imply that emotional expression is higher in emotionally demanding industries in comparison to emotionally non demanding industries. Then, to further investigate qualitative analysis was conducted on interview transcripts of participants taken from each industry.

These two studies complement each other by providing a comprehensive understanding of the emotional experiences of males in different professional contexts. Study 1 highlights how emotional labour and emotional exhaustion vary between male-dominated and female-dominated industries, revealing higher emotional labour in female-dominated fields (such as teaching) and greater emotional exhaustion in male-dominated sectors. Study 2 extends this analysis by comparing emotionally demanding and non-emotionally demanding industries, showing that emotional expression is more pronounced in emotionally demanding fields. Furthermore, the qualitative analysis in Study 2 offers deeper insights into the nuances of these emotional experiences, enriching the quantitative findings from both studies. Together, these studies underscore the complex interplay between industry type, emotional expression, emotional labour, and emotional exhaustion in shaping the emotional lives of male professionals.

5.2 Implications

Findings of the first study have significant implications for better expressivity among males in female dominated industries and male dominated industries. We can educate the male population about how emotions can be expressed without regard to gender. It is possible to raise awareness of the fact that showing various emotions and knowing how to deal with them does not necessarily depend on whether you are working in a female dominated industry or a male dominated industry.

Findings of the second study have a great number of implications for better expressivity in males in emotionally non demanding industries. We can guide the male population about how emotions can be expressed regardless of the type of industry they work in. We can guide male on how

emotional expression can also contribute to lower levels of stress and better management of emotions.

Having emotional experiences is every person's right irrespective of profession. Instead of repressing or limiting their feelings, people should be encouraged to express them. To raise awareness, department heads and supervisors might incorporate lessons on emotions into their work environment and emphasize their importance in the workplace.

5.3 Limitations

1. Due to a few similar items in the Emotional labour scale, participants found it mildly difficult to understand the difference in the meaning of the items.
2. The data for qualitative research was collected through the means of a semi-structured interview which may have caused social desirability biases to take place.
3. The data collected for quantitative research was not normally distributed.

5.4 Scope for future research

1. Future research can use a variety of scales to access emotional experiences and encounters among males in emotionally demanding industries and emotionally non demanding industries.
2. Future research can include more industries in emotionally and emotionally non demanding industries respectively for both quantitative and qualitative research.

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APPENDIX

INFORMED CONSENT

You are invited to participate in a research study exploring people's emotional expressions. I, Aastha Khera, a student of M.A. Psychology from Thapar School of Liberal Arts & Sciences (TSLAS), Thapar Institute of Engineering and Technology, Patiala, is conducting this research as a part of our minor project under the guidance of Dr. Kriti Vyas (Assistant Professor, TSLAS, Patiala).

CRITERIA FOR PARTICIPATION

- Working professionals
- Are physically and mentally healthy (no known illness)
- Can speak and understand the English language
- Identifies themselves as male
- Born and brought up in urban Indian setting

If you fulfill the above criteria, please feel free to participate in the study.

There are no known risks and costs to you if you decide to participate in this study. The information you provide will solely be used to collect data for the study. The questionnaire will take about 10-15 minutes to complete. The information collected may not benefit you directly, but the information learned in this study should provide more general benefits.

Your participation in this study is voluntary. By completing the questionnaire, you voluntarily agree to participate. You are free to withdraw at any point in time from the study. This survey requires you to fill in the required personal and demographic details, and then the questionnaire is given. However, no individual information will be disclosed should the data be published.

Kindly participate by accepting the following:

I have read the instructions and am willing to participate in the study

YES

NO

Name Initials (Aditi Chhabra - AC):

Signature:

Place:

Email ID:

Date:

If you have any questions about the study, please contact:

- Aastha khera (MA SEM 4 Student, TSLAS): akhera_ma22@thapar.edu
- Dr. Kriti Vyas (Assistant Professor Psychology, TSLAS): kriti.vyas@thapar.edu

DEMOGRAPHIC DETAILS

AGE:

20-25

26-30

31-35

36-40

41-45

MORE THAN 45

INDUSTRY TYPE:

TEACHER

ADMINISTRATION

HEALTHCARE WORKERS

ENGINEER

LAW

MEDIA

INDUSTRY:

GOVERNMENT

SEMI GOVERNMENT

PRIVATE

YEARS OF EXPERIENCE:

1-5 YEARS

6-10 YEARS

11-15 YEARS

16-20 YEARS

21- 25 YEARS

MORE THAN 25 YEARS

QUESTIONNAIRE

Restrictive emotionally (Male role norms inventory)

Read each statement carefully and tick the column that best describes how much each statement is true for you.

STATEMENTS	strongly disagree	disagree	somewhat disagree	neutral	somewhat agree	agree	strongly agree
1 Men should be detached in emotionally charged situations.	1	2	3	4	5	6	7
2 Nobody likes a man who cries in public.	1	2	3	4	5	6	7
3 It's not particularly important for a man to control his emotions.	1	2	3	4	5	6	7
4 If a man is in pain, it's better for him to let people know than to keep it to himself.	1	2	3	4	5	6	7
5 A man should never reveal worries to others.	1	2	3	4	5	6	7
6 Fathers should teach their sons to mask fear.	1	2	3	4	5	6	7
7 One should not be able to tell how a man is feeling by looking at his face.	1	2	3	4	5	6	7

8 Men should not be too quick to tell others that they care about them.	1	2	3	4	5	6	7
9 Men should be allowed to kiss their fathers.	1	2	3	4	5	6	7
10 Being a little down in the dumps is not a good reason for a man to act depressed.	1	2	3	4	5	6	7

QUESTIONNAIRE

Emotional labour scale

On a typical day I have _____customers/ students/ clients.

A typical interaction I have with a customer/ student/ client takes about _____minutes.

On an average day at work, How frequently do you do each of the following when interacting with customers/ students/ clients?

Read each statement carefully and tick the column that comes closest to reflecting your opinion.

STATEMENTS	never	rarely	sometimes	often	always
1 Interact with customers/ students/ clients.	1	2	3	4	5
2 Adopt certain emotions as part of your job.	1	2	3	4	5
3 Express particular emotions needed for your job.	1	2	3	4	5
4 Express intense emotions.	1	2	3	4	5
5 Show some strong emotions.	1	2	3	4	5
6 Display many different kinds of emotions.	1	2	3	4	5
7 Express many different emotions.	1	2	3	4	5

8 Display many different emotions when interacting with others.	1	2	3	4	5
9 Make an effort to actually feel the emotions that I need to display to others.	1	2	3	4	5
10 Try to actually experience the emotions that I must show.	1	2	3	4	5
11 Really try to feel the emotions I have to show as part of my job.	1	2	3	4	5
12 Resist expressing my true feelings.	1	2	3	4	5
13 Pretend to have emotions that I don't really have.	1	2	3	4	5
14 Hide my true feelings about a situation.	1	2	3	4	5

QUESTIONNAIRE

Emotional exhaustion (the Maslach burnout inventory)

Read each statement carefully and tick the column that indicates how often you experience each of the following.

STATEMENTS	never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	everyday
1 I feel emotionally drained at work.	0	1	2	3	4	5	6
2 I feel used up at the end of the day.	0	1	2	3	4	5	6
3 I feel fatigued when I get up in the morning and have to face another day on the job.	0	1	2	3	4	5	6
4 Working with people is really a strain on me.	0	1	2	3	4	5	6
5 I feel burned out from my work.	0	1	2	3	4	5	6
6 I feel frustrated on my job.	0	1	2	3	4	5	6

7 I feel I am working too hard on my job.	0	1	2	3	4	5	6
8 Working with people directly puts too much stress on me.	0	1	2	3	4	5	6
9 I feel like I am at the end of my rope.	0	1	2	3	4	5	6

INTERVIEW SCHEDULE

Process of Interview Conduction:

Greeting the participant - *“Hello, How are you doing? Are you feeling comfortable? I hope you have read the instructions. However, I will still repeat it for you -”*

“We will be asking you a series of questions regarding your work. How you interact at work, your views, your beliefs, your emotions and your opinions. Please feel comfortable answering. Try to give your honest answers. Please share your life experiences in detail. This interview will be audio-recorded and will take 30-40 minutes. You can be assured of the confidentiality and privacy of the recordings. Only the research team will have access to it. Your identity will not be revealed at any point in time. Please let us know if you feel uncomfortable at any point. We will be conducting this interview in English. Please answer in the same language. If it is not easy for you, you may switch to Hindi.”

Shall we start?

Warm-up Questions

1. How are you feeling today?
2. Please tell me a bit about yourself. (personally and professionally)
3. What drew you to this industry?

Interview Questions

1. How do you typically express your emotions in the workplace?
 - How do you differentiate between appropriate and inappropriate emotional expression in a professional setting?
 - Can you describe a recent professional situation where you felt a strong emotion? What triggered this emotion?
 - Can you recall when you had to navigate a challenging interaction with a colleague/client/student? How did you express your emotions during that interaction?
2. Have you ever experienced a situation where you needed to regulate your emotions for the sake of professionalism? How did you approach this?

- What strategies do you use to ensure your emotions positively contribute to professional interactions and outcomes?
3. In your opinion, what role do emotions play in professional relationships and decision-making?
 4. How do you think cultural or societal norms influence emotional expression in the workplace?
 5. Do you perceive your job as emotionally demanding? Why/Why not? Please share some life experiences.
 6. How does your organization support you in navigating through troublesome emotions at work?
 - Any mental health support at the workplace?
 - Any kind of on-the-job training?
 7. Do you feel emotionally exhausted at work? How do you recognize those symptoms? Please share your on-the-job experiences.
 8. What strategies do you employ to cope with or prevent emotional exhaustion in your work?
 9. Can you describe a time when you experienced emotional exhaustion in your role? What factors contributed to it?
 10. What are the protective factors in your life that help prevent or deal with emotional exhaustion?
 - Work-related factors (colleagues, organization system, workplace policy or culture, leader/manager)
 - Family-related factors (supporting spouse or family members)
 - Self-care-related factors (leisure time, sports, meditation)

Ending the interview:

So, we have reached the end of the interview stage. Would you like to share how you are feeling now? Any last thoughts?

Thank you for participating in this interview. We appreciate your time and input in this research study.

ACKNOWLEDGEMENT

Thank you for participating in our study. We appreciate your efforts and are grateful for sparing your time.

If you have any queries/ concerns/ feedback, you may write it down in the space below:-
