

Impacts of Emotional Labour on Deviant Behaviour: A Systematic Review

Relebohile Khafiso

Crispen Chipunza

Department of Business Management, Faculty of Management Science, Central University of Technology, Free State

Abstract:

Purpose: the purpose of the study is to examine the impacts of emotional labour on deviant workplace behaviour across various occupational settings.

Research Methodology: The study adopted qualitative literature review utilizing systematic literature review following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) guidelines. The data gathered was analyzed using thematic analysis.

Findings: The study revealed that emotional labour, particularly surface acting, is positively associated with various forms of deviant workplace behaviour, including interpersonal conflict, reduced cooperation, and counterproductive work behaviour. In contrast, deep acting showed mixed results, with some studies suggesting a buffering effect against deviance. The review also found that high emotional demands, lack of organizational support, and role stressors intensified the negative outcomes of emotional labour.

Research Limitations: This study is limited by its reliance on published literature, which may introduce publication bias and exclude relevant grey literature. Additionally, variations in definitions and measurements of emotional labour and deviant behaviour across studies posed challenges in comparing findings consistently.

Originality/value: The study provides a comprehensive and up-to-date synthesis of existing research on the relationship between emotional labour and deviant behaviour, offering a clearer understanding of how different forms of emotional regulation impact employees.

Keywords:

Emotional Labour, Deviant Behaviour, Workplace Deviance, Surface Acting.