

INFLUENTIAL ROLE OF EMOTIONAL LABOR ON HIGH PERFORMANCE WORK SYSTEM TOWARDS BANKING INDUSTRIES IN NEYVELI

Dr. P. Balathandayutham, Assistant Professor

Department of Business Administration, Annamalai University

Dr. Anandanatarajan, Assistant Professor

Department of Business Administration, Annamalai University

Abstract

The main objective of this study was to identify the influential role of emotional labour on high performance work system. Simple random sampling was adopted and population consisted of private bank staff in Neyveli. A total of 100 participants were used for the study. The data collected were analysed using multiple regression. The result concluded that the overall emotional labour significantly influenced the high performance work system.

Keyword: Emotional Labour, High Performance Work System

Introduction

High Performance Work System is characterized as a group of human resource management (HRM) approaches and rehearses which is created to build up additional beneficial workers, thus adding worth to the association and its interior clients. High Performance Work System (HPWS) is an administration approach that joins diverse human asset and administration practices to enhance hierarchical execution by putting an accentuation on representatives (MacDuffie 1995).

HPWS has been described as an arrangement of independent yet interrelated Human Resources (HR) practices, for example, training, development and selection, which are necessary to enhance representatives' viability. Representatives ought to have better abilities, more inspiration and openings when these superior practices are adjusted and working in agreement.

Emotional Labour

Emotional labor refers to the procedure by which workers are projected to administer their feelings in agreement with organizationally defined rules and guidelines. Hochschild's (1983) *The Managed Heart* initiated this concept and motivated an outpouring of research on this topic.

Emotional labor is the procedure of administering feelings and expressions in order to accomplish emotional necessities as part of the job role. More purposely, workers are anticipated to control their emotions during communications with clients, co-workers and superiors. This comprises analysis and decision making in terms of the expression of emotion, whether really felt or not, as well as its contrary: the containment of emotions that are felt but not conveyed.

Review of literature

Samantha et al (2009) had declared that the present paper inspected how the emotional labor policies of deep acting and surface acting directly persuade emotional exhaustion and turnover intents, and in some way crash actual turnover in the midst of a sample of bank tellers. Turnover statistics were composed from organizational proceedings 6 months after contestants reacted to a survey that calculated emotional labor policies, emotional exhaustion, and turnover intentions. A sum of 263 bank tellers from a local banking organization in the Midwestern United States took part in this research. One month previous to the launch of data compilation, all 998 tellers in the bank were mailed a letter unfolding the intention of the research and guidelines for accessing the online survey. During the data compilation phase, around 26 per cent of the tellers ($n = 259$) finished the online survey. Consequences demonstrated that turnover intentions interfered in the correlation between deep acting and actual turnover. In addition, surface acting had roundabout effects on turnover through emotional exhaustion and turnover intentions.

Bartram et al., (2012) have made a declaration that the intention of this editorial was to discover the associations between perceived high performance work systems, emotional labour, burnout and aimed to abscond in the midst of nurses in Australia. Earlier researches demonstrated that emotional labour and burnout were connected with an enlargement in aim to depart, of nurses. There was proof that high performance work systems were in connection with a decline in turnover. There were no earlier researches that scrutinized the correlation between high performance work systems and emotional labour. A cross-sectional, correlational

survey was carried out. The research was carried out in Australia in 2008 amid 183 nurses. Three assumptions were analyzed with authenticated events of emotional labour, burnout, intention to leave, and perceived high performance work systems. Principal component analysis was done to inspect the arrangement of the events. The mediation hypothesis was analyzed using Baron and Kenny's process and the moderation hypothesis was analyzed using hierarchical regression and the product-term.

Research methodology

This study adopted a descriptive survey research design in which the researcher could not manipulate the variable of interest. Questionnaire was the instrument used to collect data from the respondents on the studied variables. Simple random sampling was adopted and population consisted of private bank staff in Neyveli. A total of 100 participants were used for the study. The purpose of the study was equally explained to them prior to the administration of instruments on them and the responses were collected back. The data collected were analysed using multiple regression.

Analysis and interpretation

Model Summary

R	R Square	Adjusted R Square	F	Sig.
.718(a)	.516	.506	51.700	.000(a)

Coefficients(a)

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.839	.300		2.801	.006
Deep Acting	.414	.091	.421	4.567	.000
Surface Acting	.421	.105	.371	4.028	.000

Dependent Variable: Job Performance

It shows from the results of multiple regressions that the value of co-efficient of regression determination (R^2) is 0.516 which implies that 51.6 percent of the dependent variable is influenced by the

independent variables. To check whether this R^2 is statistically significant, ANOVA was performed. The F value obtained is 51.700 ($P < 0.001$) and hence it is concluded that the overall emotional labour significantly influence the high performance work system.

It is deduced from the coefficients table. This table provides the regression analysis that both the independent variables taken for the study are significantly influencing high performance work system. The coefficient was positive which indicated that overall emotional labour is associated to increased high performance work system. This result also makes sense; it would seem to indicate that the overall emotional labour is predicting high performance work systems.

Conclusion

Taking into account emotional labour, it was seen that both deep acting and surface acting predicted the high performance work system. Since the emotions of employee were well authenticated by bank's top management, it can be said that high performance work system was predicted by emotional labour.

One major limitation of this study pertained to its relatively small sample size of only 100 respondents. Thus, the generalization of the findings was not strong enough to the whole population of other industries. Future research could add significantly to this discussion by exploring the relationship between emotional intelligence and high performance work system among railway employees.

Reference

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