
INFLUENCE OF EMOTIONAL LABOUR ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR AMONG NURSES IN OSUN STATE, NIGERIA

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Abstract: *THE PRESENT STUDY EXAMINED THE INFLUENCE OF EMOTIONAL LABOUR ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR AMONG NURSES IN OSUN STATE, NIGERIA. SPECIFICALLY, IT EXAMINED THE INFLUENCE OF SURFACE ACTING, DEEP ACTING, EXPRESSION OF NATURALLY FELT EMOTIONS, AND EMOTIONAL TERMINATION ON ORGANISATIONAL CITIZENSHIP BEHAVIOUR AMONG NURSES IN OSUN STATE, NIGERIA. THE STUDY WAS A SURVEY WHICH UTILIZED THE EX-POST FACTO DESCRIPTIVE SURVEY CONCERNED. THE STUDY POPULATION WAS 372 WHILE THE SAMPLE SIZE WAS 193. THE SAMPLING TECHNIQUE ADOPTED FOR THE STUDY TO SELECT BE 388 STUDENTS' RESPONDENTS WAS THE SIMPLE RANDOM SAMPLING TECHNIQUE. ALSO, THE RESEARCH INSTRUMENT WAS A QUESTIONNAIRE THAT REFLECTS THE STUDY OBJECTIVES AND IT WAS DEVELOPED BY USING LIKERT FIVE SCALES WHICH CONSISTS OF DIFFERENT QUESTIONS ON THE VARIABLES. THE FORMULATED HYPOTHESES WERE ANALYZED USING REGRESSION ANALYSIS. FINDINGS FROM THE STUDY REVEALED THAT THERE WAS A SIGNIFICANT INFLUENCE OF EMOTIONAL LABOUR ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR [T (148) = -15.36, P < .05]; THERE WAS A SIGNIFICANT INFLUENCE OF SURFACE ACTING ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR [T (148) = -2.75, P < .05]; THERE WAS A SIGNIFICANT INFLUENCE OF DEEP ACTING ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR [T (148) = -4.67, P < .05]; THERE WAS A SIGNIFICANT INFLUENCE OF SURFACE ACTING ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR [T (148) = -3.69, P < .05]; THERE WAS A SIGNIFICANT INFLUENCE OF EMOTION TERMINATION ON ORGANIZATIONAL CITIZENSHIP BEHAVIOUR [T (148) = -1.22, P > .05]. IT WAS CONCLUDED THAT EMOTIONAL LABOUR, SURFACE ACTING, DEEP ACTING, EXPRESSION OF NATURALLY FELT EMOTIONS, AND EMOTIONAL TERMINATION SIGNIFICANTLY INFLUENCED ORGANISATIONAL CITIZENSHIP BEHAVIOUR AMONG NURSES IN OSUN STATE, NIGERIA. IT WAS RECOMMENDED THAT HEALTHCARE ORGANIZATIONS IN OSUN STATE TO INVEST IN EMOTIONAL LABOR TRAINING PROGRAMS FOR THEIR NURSING STAFF. SUCH TRAINING CAN HELP NURSES BETTER UNDERSTAND AND*



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MANAGE THEIR WORKPLACE. FURTHER, IT WAS RECOMMENDED THAT HEALTHCARE ORGANISATIONS SHOULD FOSTER A SUPPORTIVE AND EMPATHETIC ORGANIZATIONAL CULTURE. THIS CAN INCLUDE PROVIDING RESOURCES FOR NURSES TO COPE WITH EMOTIONAL DEMANDS, CREATING OPPORTUNITIES FOR PEER SUPPORT AND DEBRIEFING, AND OFFERING RECOGNITION AND REWARDS FOR NURSES WHO CONSISTENTLY DISPLAY POSITIVE ORGANIZATIONAL CITIZENSHIP BEHAVIORS.

Keywords: EMOTIONAL LABOUR, ORGANIZATIONAL CITIZENSHIP BEHAVIOUR

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Introduction

Organizational Citizenship Behavior (OCB) is considered as the extra role played by employees in the workplace, beyond their routine tasks, that has a positive impact on organizational performance (Erickson & Roloff, 2017). OCB encompasses behaviors such as conscientiousness, helping others, and engaging in activities that benefit the organization in the long run (Chelagat, Chepkwony & Kemboi, 2015). Research has shown that OCB can have several benefits for both managers and employees during times of crisis management (Tsai & Huang, 2012; Günay, 2018). For managers, having employees who engage in OCB allows them to focus on more pressing matters and devote a greater amount of time to long-range planning. This increased efficiency can be attributed to decreased inter-group conflict and the positive effects of OCB in creating a supportive and nurturing culture within the organization (Tsai, 2017).

Employees who engage in OCB are motivated to apply their maximum knowledge, skills, and abilities in the workplace. OCB is closely related to the organization's goals and contributes to its effectiveness and productivity (Luong, 2015). Elements of OCB that enhance performance include adding social capital, helping or altruistic behaviors, time-saving or problem-solving activities, and providing socio-emotional support by boosting morale or nurturing a positive culture (Tsai & Huang, 2012). While OCB has been found to have a positive impact on organizational profitability, some research suggests that it may not directly influence customer satisfaction (Wolcott-Burnam, 2014). However, employee behavior is often influenced by the organizational behavior exhibited by the organization (Luong, 2015). Therefore, fostering a positive organizational attitude and culture can encourage employees to exhibit OCB (Morris & Feldman, 1996).

Researchers continue to explore and study OCB, recognizing its potential in increasing organizational effectiveness and productivity (Erickson & Roloff, 2017). Recognizing employees as key players in organizational success, organizations strive to cultivate and encourage OCB among their workforce (Kiswari, Fathoni, & Minarsih, 2016). OCB is a form of voluntary activity from members of the organization that supports organizational functions. This behavior is usually expressed in the form of actions that show selflessness and concern for others (Hasibuan, 2014). Employees who have OCB will control their own behavior so that they are able to choose the best behavior for the benefit of the organization. Successful organizations need workers who are willing to do more than their job and seek to perform beyond what is expected by the company (Fidiyanto, Warsa, & Fathoni, 2018). OCB behavior towards employees deserves special attention and appreciation so that employees will continue to be motivated to do OCB. These behaviors include helping colleagues, obeying rules and procedures at work, volunteering for extra assignments (Ghozali, 2013).



Emotions have deep effect on more or less everything we do in the place of work (Pizam, 2012). Emotions are referred to as psychological, behavioural, and physiological predispositions toward objects, persons or events that create a state of willingness (Anafarta, 2015). It is also considered a form of regulation wherein employees are expected to exhibit emotions related to their work, so as to achieve organizational goals and objectives (Grandey, 2010). Employees in service occupations manage their attitude with clients, and so he/she represents the organization and creates image and advertises the name of the organization (Chu, Baker, & Murrmann, 2012). Emotional labour can be practiced by individuals but past studies indicate that women are more likely to “manage their feelings” than men. Women were found to perform more emotional labour (Humphrey, 2009). Emotional labour can turn out to be very stressful for employees and could lead to negative consequences in the lives of the employees (Zapf & Holz, 2016).

Most emotional labor conceptualizations suggest that to display appropriate emotions at work, individuals must sometimes hide or fake felt emotions (surface acting) or try to experience the desired emotion (deep acting). In deep acting, employees endeavor to express authentic emotions, and though not every attempt succeeds, emotions expressed as a result of deep acting are more likely to be authentic than those expressed through surface acting, which occurs when employees only change their outward emotional display without genuinely altering how they actually feel (Yoo, 2016). Brotheridge and Grandey (2002) categorized emotional labor into job-related and employee-related factors. Job-related emotional labor was assessed based on frequency, period and level of diversity, whereas employee-related emotional labor was defined as deep or surface acting. Finally, Kruml and Geddes (2000) defined emotional labor with the two factors of genuine acting and emotional dissonance. Meanwhile, factors related to employees can be seen in the theoretical framework or conceptual factors of behaviors that Hochschild (1983) defined.

Based on these definitions, researchers decided that assessing emotional labor based on deep or surface acting would be most suitable for the purpose and objectives of the study and thus categorized emotional labor into deep or surface acting during the course of the research. Surface acting means expressing emotions to comply with rules and regulations only on the surface (Brotheridge & Grandey, 2002). In other words, to create motional expressions that are in compliance with organizational regulations, employees display disingenuous emotions with tone of voice, facial expressions and gestures to make their emotions look genuine (Sabie et. al. 2014). To make sure their emotions and attitudes seemingly comply with rules and regulations, they control their behaviors, which means they fake emotions to make them look genuine, but they are not so (Elle, 2013). Brotheridge and Grandey (2002) said that members corrected and controlled emotional expression in the execution of surface acting. Deep acting means members make efforts to actually feel the emotion internally (Bartram et. al. 2012). In pursuing organizational goals, members manage to actually feel the emotions required as social norms or organizational requirements. Based on the foregoing, the present research examines the influence of emotional labour on organizational citizenship behaviour among Nurses in Osun State, Nigeria.

Statement of the Problem

Organisations strive for the improvement of job performance (Nasir, Mohammadi, Wan Shahrazad, Fatimah, Khairudin & Halim 2011). Organ (1997) maintained that OCB refers consists of work behaviours that are discretionary and not directly linked to an organisation’s rewards system. The inclination to go beyond the minimum requirements of the formal contract, while always favourable, is an increasingly critical attribute in the current context of intensified competition in the global marketplace (Pavalache-Ilie 2014). OCB is said to be important (Darto, 2014), who found that OCB has a vital role in improving individual performance. OCB helps change the formal organizational



atmosphere to be a little relaxed and full of cooperation (Titisari, 2014). With this atmosphere, the tension between employees can be reduced. This supportive atmosphere will improve employee performance so that effectiveness and efficiency will be achieved. This is in line with Smith (1983), who states that OCB can smooth and smooth social life in an organization.

However, in the current context of intensified competition in the global marketplace, the inclination to exceed minimum requirements has become increasingly critical for organizational success. Understanding the relationship between emotional labour and OCB is crucial for enhancing organizational effectiveness, performance, and efficiency. Emotional labour involves the regulation of one's emotions to meet organizational goals, and it can significantly impact employees' attitudes and behaviors. Therefore, investigating how emotional labour influences OCB among nurses in Osun State is essential. Thus, investigating the influence of emotional labour on organizational citizenship behavior among nurses in Osun State, Nigeria, holds significant implications for enhancing both individual and organizational outcomes. By understanding the relationship between emotional labour and OCB, organizations can promote positive work behaviors and foster a more productive and effective work environment for nurses.

Research Questions

- i. To what extent does emotional labour influences organizational citizenship behaviour among Nurses in Osun State, Nigeria?
- ii. To what extent does surface acting influences organizational citizenship behaviour among Nurses in Osun State, Nigeria?
- iii. Is there any significant influence of deep acting on organizational citizenship behaviour among Nurses in Osun State, Nigeria?
- iv. To what extent does expression of naturally felt emotions influences organizational citizenship behaviour among Nurses in Osun State, Nigeria?
- v. What is the significant influence of emotion termination on organizational citizenship behaviour among Nurses in Osun State, Nigeria?

Research Objectives

The main objective of the study is to examine the influence of emotional labour on organizational citizenship behaviour among Nurses in Osun State, Nigeria. The sub-objectives are to:

- i. examine the influence of surface acting on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- ii. determine the influence of deep acting on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- iii. assess the influence of expression of naturally felt emotions on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- iv. determine the influence of emotion termination on organizational citizenship behaviour among Nurses in Osun State, Nigeria

Research Hypotheses

- i. There is no significant influence of emotional labour on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- ii. There is no significant of influence of surface acting on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- iii. Deep acting will not significantly influence on organizational citizenship behaviour among Nurses in Osun State, Nigeria



- iv. Expression of naturally felt emotions will not significantly influence organizational citizenship behaviour among Nurses in Osun State, Nigeria
- v. Emotion termination will not significantly influence on organizational citizenship behaviour among Nurses in Osun State, Nigeria

2.0 LITERATURE REVIEW

Concept of Emotional Labour

The concept of emotional labour was first introduced by Hochschild in 1983, and since then, numerous studies have been conducted in this area ((Hochschild, 1983)). These studies have explored sub-factors, antecedents, and outcomes of emotional labour, as well as the development of assessment tools (Hochschild, 1983). However, there is no consensus among scholars regarding the basic factors or universal standards of emotional labour. Different scholars have provided various definitions of emotional labour. Hochschild defined it as the management of emotions to display facial expressions or gestures (Hochschild, 1983). Ashforth and Humphrey (2009) viewed it as the expression of socially required emotions during service transactions, while Morris and Feldman (2000) defined it as the desirable emotional effort, planning, and control within an organization. Pizam (2012) described emotional labour as the initiation or repression of one's emotions to please others, and Grandey (2010) saw it as the process of controlling one's emotions while performing job responsibilities. Despite these variations, all definitions agree that emotional expression is controlled in the context of service work (Bateman & Organ, 1983).

Emotional labour often involves conscious or unconscious efforts by employees to minimize stress Gagne, 2014. When performing emotional labour, employees may choose between deep acting and surface acting as strategies (Mehra & Bedi, 2018). Deep acting involves attempting to genuinely experience the desired emotion, leading to more authentic emotional expressions (Hochschild, 1979). On the other hand, surface acting occurs when employees change their outward emotional display without genuinely altering their true feelings. Job-related and employee-related factors are considered in conceptualizing emotional labour. Job-related factors include the frequency, duration, and diversity of emotional labour, while employee-related factors encompass deep acting and surface acting. Factors related to employees are found in Hochschild's framework of behaviors.

Deep Acting and Surface Acting in Emotional Labour

Emotion labour is regarded as a crucial aspect for emotional competence and it is important to understand emotion regulation has a valuable place in a class setting as, emotional regulation allows one to have control over his or her behaviour (Fried, 2011). The use of strategies (deep and surface acting) can assist in maintaining emotional wellbeing.

Deep Acting

Emotional acting in emotional labour refers to attempts that are made to adjust internal feelings to match the required organisation display rules (Karim & Weisz, 2010). Hochschild (1979) defines deep acting as: “... the smooth warm air hostess, the ever-cheerful secretary, the un-irritated complaints clerk... the teacher who likes every student equally ...” [they] may all have to engage in deep acting, an acting that goes well beyond the display of emotions. Furthermore, this strategy relates to having a sense of authenticity of self which is associated with lower levels of emotional dissonance (Torland, 2013). Work to make feelings and frame consistent with the situation is work in which individuals continually and privately engage (Fried, 2011). But they do so in obeisance to rules not completely of their own making. Kiely (2008), stated that deep acting strategy is a type of trained imagination, which



focuses on images, memories and invoking thoughts to bring about the desired emotion, an example illustrating this; “thinking of a funny experience in order to feel happy” (Kiely, 2008).

On a positive note, employees that engage in deep acting gain confidence in their ability to experience and feel emotions appropriate to the situation (Grant, 2013). Deep acting may enable workers to feel positive emotions such as, determination, passion and enthusiasm (Grant, 2013). Gagne (2014) suggests that deep acting does not necessarily relate to exhaustion, depersonalisation and job satisfaction, however it does contribute to an increase in personal accomplishment. Mueller, Long, Odio, Buckman, Zhang, and Halvorsen-Ganepola (2013) suggests that deep acting leads employees to have more positive emotions towards their work. Adelman & Zajonc (1989) proposes that when employees deliberately show displays of positive mood, they will eventually come to actually be in a better mood. According to Vincent and Braun (2013), the “danger” of deep acting is the suppression of the “real” self. The employee’s private emotional life becomes distorted into a package of “commodified” emotions (Brook, 2009).

Surface Acting

This strategy is referred to as the “attempt to change one’s emotional expressions without modifying one’s feelings” (Diefendorff et al., 2011). According to Karim and Weisz (2010) in surface acting employees hide felt emotions, furthermore this strategy can be referred to as ‘faking in bad faith’. An example of a statement from a research study that was given to service workers and reflects surface acting; “In dealing with citizens, I “put on” a different personality” (Norsby & Davis, 2007). Surface acting is about managing ‘visible aspects of emotions which break out on the surface whereas inner feelings do not alter’ (Lee & Ok, 2014). An example illustrating surface acting; ‘when an angry bank or health worker fakes a smile to satisfy the customer’s or patient’s service requirement of the job’ (Ogunbamila, Balogun, Ogunbamila & Oladele, 2014). Research has shown that Surface acting can be linked with work-family interference as psychologists have revealed that individuals can become “emotionally distant and detached at the end of the workday, this depletion of emotional resources can leave little energy.... which may inevitably cause strain” (Kiely, 2008).

Organisational Citizenship Behaviour

The concept of Organizational Citizenship Behavior (OCB) emerged in the 1980s and has gained significant attention from researchers in recent years (Groth et al., 2006). OCB is defined as individual behaviors that are not explicitly recognized by the official reward system but contribute to the effective and efficient functioning of organizations (Baridam & Oburu, 2020). These behaviors go beyond the standard job requirements and reflect voluntary efforts and extra role behaviors of individuals in their work environment (Borman & Motowidlo, 2014). Early studies identified different dimensions of OCB, including altruism and generalized cohesion. As research progressed, additional dimensions were proposed, such as helping behaviors, sportsmanship, organizational commitment, organizational loyalty, individual initiative, civic virtue, and self-development. Simplifying the concept, OCB can be understood through five dimensions: altruism, conscientiousness, courtesy, civic virtue, and sportsmanship. These dimensions capture various forms of positive behaviors exhibited by employees that go beyond their job requirements (Baridam & Oburu, 2020).

Organ (1988) defined OCB as an individual contribution that neither contractually reward nor enforceable by supervision or job requirements. In this case, employee did not have to do it, but they in fact did it. For Organ’s definition of organizational citizenship behavior deals with three serious aspects that are essential to the construct: first, organizational citizenship behavior is understood to be discretionary services which are not part of the employee duties, and yet, are performed by the employee as a result of personal choice (Omer & Omut, 2007). Secondly, organizational citizenship

behavior goes beyond that which is an enforceable requirement of the job description. Finally, organizational citizenship behavior contributes to corporate effectiveness. In the same vein, Organ's (1988) definition of organizational citizenship behavior has triggered a lot of criticisms. The nature of the concept makes it hard to operationally define it. Critics started questioning whether or not organizational citizenship behavior, as defined by Organ, was optional in nature. Organ (1997) in response to criticisms, noted that since his original definition, jobs have shifted away from a obviously defined set of tasks and responsibilities and have advanced into much more uncertain roles without a defined duty, it speedily becomes problematic to define what is discretionary.

Theoretical Review

Emotion as Social Information (EASI) Theory

A theory of emotion that has emerged in recent years and is particularly relevant to this study is the emotions as social information (EASI) (see Figure 2.1) (Van Kleef, 2009, 2016; Van Kleef & De Dreu, 2010). Van Kleef (2009) introduced this theory to describe the interpersonal effects of emotions in social and organisational life. A foundational assumption of this theory is that social life is often “ambiguous” (Van Doorn, Van Kleef, & Van der Pligt, 2015) and that emotional expressions help to “disambiguate social situations” by providing essential information to others (e.g., about agent's feelings and attitudes) during interpersonal interactions (Van Kleef, 2017). These emotional footprints that are left may shape how the target interprets and reacts upon receiving them (Friesen et al., 2013; Van Kleef, Homan, & Beersma, 2010; Van Kleef, Van Doorn, Heerdink, & Koning, 2011). For instance, negotiators make sense of their counterpart's preferences and priorities via the emotions displayed by them and use this to develop appropriate strategies to find mutually agreed outcomes (Pietroni, Van Kleef, De Dreu, & Pagliaro, 2008).

The EASI theory originated as a theory about how one person's emotional expression can influence the behaviour of those who observe it. However, the ideas from the theory are more widely applicable to understanding the emotional labour process. Specifically, EASI can be used to understand how the intra- and interpersonal emotion regulation used by an employee, in performance of emotional labour, can affect the behaviour and outcomes of others (e.g., the recipients or targets of emotional labour). EASI distinguishes two broadly defined ways in which agents' emotion regulation, as engaged during emotional labour, could influence the behaviour and outcomes of targets: affective reactions or inferential process (Van Kleef, 2009).

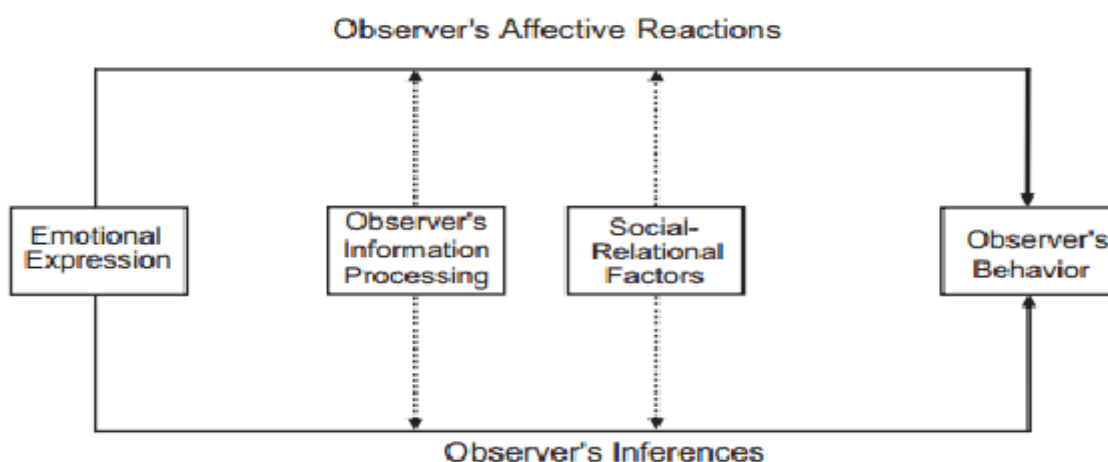


Figure 1. Emotions as social information Theory (Van Kleef, 2009, 2016)

He stated that Pizam (2012) the first way in which an agent’s emotion regulation can influence the behaviour and outcomes of targets, according to the EASI theory, is through activating affective reactions in targets, which may subsequently influence their behaviour (Van Kleef et al., 2011). Affective reactions refer to relatively automatic, emotional responses to emotional processes, such as emotion regulation (Van Kleef, 2009). This pathway operates by influencing targets’ impressions of others that may be triggered through the effects of emotional contagion (Van Kleef, 2009) in which targets “catch” or mimic the emotions of another person during social interactions (Hatfield, Cacioppo, & Rapson, 1993) through different forms of “affective feedback” (Van Kleef, 2016), resulting in a change in the targets’ experienced emotion (Pugh, 2001). Studies on emotional contagion have shown that targets’ emotional state can change when they are exposed to an agent’s positive or negative emotions (Hatfield et al., 1993; Pugh, 2001). In addition to emotional contagion, 48 affective reactions may take the form of favourable and unfavourable impressions (Hareli & Hess, 2010; Knutson, 1996). Van Kleef et al. (2011) suggested that such impressions may in turn shape social behaviour. For instance, people have the tendency to help others if they like them but deny help if they feel otherwise (Clark & Taraban, 1991).

Emotional Labour Process Theory

A second relevant theoretical framework is the process theory of emotional labour (see Figure 2.2) (Holman et al., 2008). In an integrative review of emotional labour, Holman and colleagues (2008) presented this theory suggesting that using emotion regulation is an effortful process that can be exhausting for employees when performing emotional labour because it consumes valued resources (especially when particular strategies are chosen) and that feedback from customers via their responses to emotional labour can either bolster resources (and so mitigate exhaustion) or further threaten resources (and so exacerbate exhaustion). Consequently, the employee who engages in emotional labour may experience a decrease in his or her well-being.

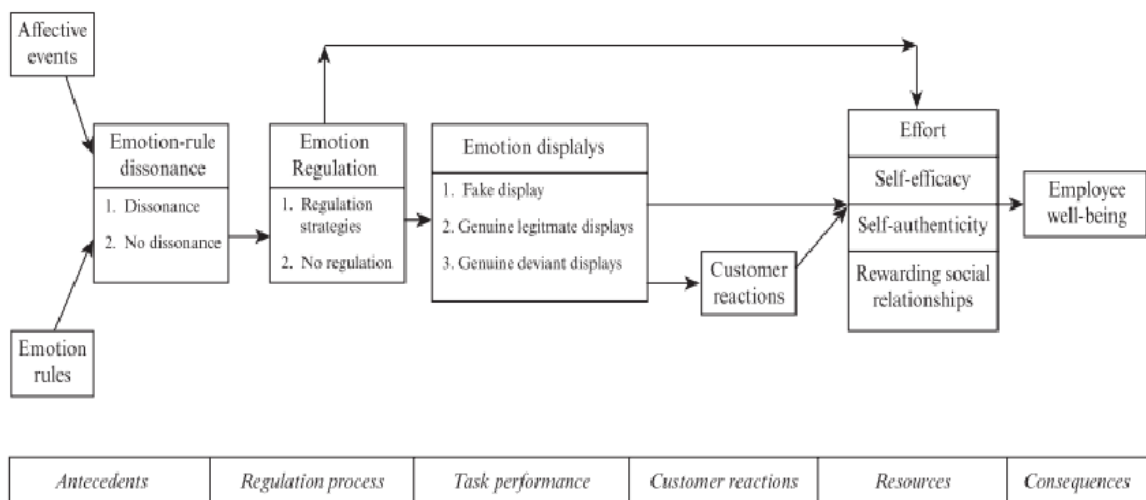


Figure 2. A theory of Emotional Labour and Its Outcomes (Holman et al., 2008)

In their theory, (Holman et al., 2008) highlight several resources that are likely to be affected by emotional labour. One such resource is effort. Researchers have identified that the process of regulating emotions as effortful, and consumes valuable resources such as energy (Brotheridge & Lee, 2003; Demerouti, Bakker, Nachreiner, & Schaufeli, 2001). When in a situation where effort is needed to regulate (one’s own or others’) emotions, energy reserves can be depleted, thereby leading to lower



well-being (e.g., feeling exhausted) (Holman et al., 2008a). The amount of effort may vary depending on whether emotions are regulated spontaneously or with conscious awareness (Zapf, 2002), and the strategy that is chosen (e.g., in Holman and colleagues' theory, which focuses on intrapersonal emotion regulation, deep acting is posited to be less effortful than surface acting), and whether the emotions regulated are positive or negative (e.g., to display negative emotion is thought to require more effort than to display positive emotion; Holman, Martínez- Iñigo, et al., 2008).

Another such resource is rewarding relationships. Resources are gained from rewarding relationships, and thereby leading to an improvement in well-being (i.e., lower emotional exhaustion) (Holman et al., 2008a; Martínez-iñigo et al., 2007). This theory does not suggest the role of the target but feedback or reactions of the target may threaten the agent's relationship with the target (Martínez-iñigo et al., 2007). According to Holman et al. (2008), negative expression of emotions has negative consequences for the agent for instance, the agent may experience more negative customer reactions and less rewarding relationships. Meanwhile emotional displays that are perceived positive and authentic are likely to create rewarding relationships (Holman et al., 2008).

Social Practice Theory

Social practice theory (SPT) is increasingly being applied to the analysis of human behaviour, particularly in the context of energy use and consumption (Reckwitz, 2002).. Rather than a single theory or 'theory', Social practice theory is something of an umbrella approach under which various aspects of theory are pursued. The central insight of Social practice theory is the recognition that human 'practices' (ways of doing, 'routinized behaviour', habits) are themselves arrangements of various inter-connected elements, such as physical and mental activities, norms, meanings, technology use, knowledge, which form peoples actions or 'behaviour' as part of their everyday lives (Reckwitz, 2002). The approach particularly emphasizes the material contexts (also 'socio-technical infrastructures') within which practices occur, drawing attention to their impact upon behaviour (the production and reproduction of practices). The notion that non-human 'actors' have a role to play in causing certain outcomes or 'behaviour' draws on the actor-network theory of Bruno Latour. Shove (2010) notes: 'Put simply, roads, railways, freezers, heating systems, etc. are not innocent features of the background (Shove, 2010). Rather, they have an active part to play in defining, reproducing and transforming what people take to be normal ways of life. The key insight here is that the material world and related systems of production and provision are important in organizing, structuring and sometimes preventing certain practices (Kim, 2006).

Social practice theory suggests a plethora of new routes to understand and explain behaviour, and a similarly broad range of potential responses (Petty and Cacioppo, 1986). The primary insight is, of course, a need to focus not on individual behaviour but on social practice - and on the interaction of people's practices and their material contexts in particular (Petty and Cacioppo, 1986). This leads away from intervening in choices or decisions and towards reflecting upon why certain practices are done ('produced and re-produced'), how and why others are prevented, and considering the role of technology in how they are done and evolve. Sustained critical reflection is then an important response which the state could (should) promote through various outreach activities (Petty & Cacioppo, 1986). In some ways, despite their focus on the individual, this reflection might be considered akin to 'elaboration' which some cognitive theorys (particularly the Elaboration Likelihood Theory (Petty and Cacioppo, 1986) identify as an important element of behaviour change. The Elaboration Likelihood Theory posits that sustained behaviour change is most likely subsequent to careful scrutiny of the issues and problems by the individual concerned (Petty and Cacioppo, 1986). Jackson (2006) draws parallels between 'elaboration' and 'deliberation' evidence suggests that discursive, elaborative processes are a vital element in behaviour change in particular in negotiating new social



norms and ‘unfreezing’ habitual behaviours. This shift from ‘deliberation’ to ‘elaboration’ as a working theory of behavioural change can be seen as a key message (Jackson, 2005). It is now widely acknowledged that face-to-face advice is an important influence on behavioural outcomes and it is likely that, in addition to constituting knowledge exchange, this social interaction promotes critical reflection upon (elaboration, deliberation) why and how certain activities occur (Dennis, 2006).

3.0

METHODOLOGY

Research Design

This study was a survey which utilized the Ex-Post facto descriptive survey concerned with description of phenomenon and establishment of relationship that exist between variables. The survey research design was appropriate for the study because it affords the researcher the opportunity to collect data without manipulation of any variable of interest in the study.

Research Population

The population of a study is the total of objects being studied and to which the conclusions or generalizations of our result will apply. The study population comprised of the nurses in the Osun State University Teaching Hospital, Osogbo, Osun State. According to Human Resources Department of UNIOSUN Teaching Hospital, the total number of nurses in Osun State University Teaching Hospital are Three hundred and seventy-two (372).

Sample and Sampling Technique

The sample size was calculated using Taro Yamane’s formula (Yamane, 1973) with 95% confidence level.

$$n = N / (1 + N(e)^2)$$

Where:

n= the sample size

N= the population of the study

e= the margin error in the calculation

$$372 / (1 + 372(0.05)^2)$$

$$372 / (1 + 372(0.93)^2)$$

$$372 / (1 + (0.93)^2)$$

$$= 192.7$$

$$= 193$$

After calculating the sample size by substituting the numbers into the Yamane formula, the numbers of sample are 372 nurses. In order to obtain reliable of data, the sample size was 193. A simple random sampling technique was used to select One hundred and ninety-three (193) nurses who participated in the study. The study used the random sampling method in selecting the samples for the present study.

Research Instrument

The research instrument for gathering data was a structured questionnaire. The research instrument was an adopted questionnaire which was designed by the researcher. of the instrument. The questionnaire consisted of three (3) different sections namely, section: A, B, and C.

Section A: This section contained the socio-demographic information about the respondents such as age, sex, marital status, education qualification, religion and years of experience.



Section B: Emotional Labour: Under this section, the Emotional Labor: Scale Development and Validation in the Chinese Context developed by Yang, Chen, and Zhao (2019) was used. Reprinted with permission were formulated for respondents. The scale is divided into five, namely: surface acting, deep acting, expression of naturally felt emotions, and emotion termination. The scale was measured on a 5-point Likert Scale, namely Strongly Agree (SA), Agree (A), Undecided (U), Disagree (D) and Strongly Disagree (SD). The Cronbach alpha value of the emotional labour was 0.734.

Section C: Organisational Citizenship Behaviour Scale: Under this section, the scale developed by Olowookere and Adejuwon (2015) named the Development and Validation of Organizational Citizenship Behaviours Scale (OCBS) for the Nigerian Context was used. The items were measured on the scale employed Five-point Likert scale (1= Strongly Disagree and 5= Strongly Agree and 2, 3 and 4 for agree, neutral and disagree respectively). The reliability of the Organisational Citizenship Behaviour Scale was measured the Cronbach alpha value of 0.734. The questionnaire will be measured on a 5-point Likert Scale, namely Strongly Agree (SA), Agree (A), Undecided (U), Disagree (D) and Strongly Disagree (SD).

Administration of Research Instrument

After the structured questionnaire is carefully scrutinized, validated and approved by the supervisor and other experts, copies were administered to nurse of Osun State University Teaching Hospital, Osogbo, Osun State. The researcher explained all aspects of the questionnaire to the respondents and guaranteed confidentiality of the information to be supplied. The administered copies of questionnaire were collected after allowing sufficient period of time which enabled the respondents to have deep thought before responding to the questionnaire and for higher rate of return.

Affixed to the questionnaire were cover letters that explained the nature of the study and assured respondents of the confidentiality of any information given. Respondents were given full instructions on how to complete and return the questionnaire. The justification for providing clear instructions and ensuring information secrecy is that it was considerably lessen the risk of receiving biased responses.

Method of Data Analysis

The method of data analysis is concerned with the means and techniques by which the research data was collected and analyzed for the purpose of the study. The descriptive and inferential statistics were useful for data analysis. The data gathered from socio-demographic information was analyzed using the frequency count and simple percentage. However, hypotheses one to four were tested using the Pearson Product Moment Correlation. The entire research hypothesis was tested at 0.05% confidence level.

4.0

RESULTS AND DISCUSSIONS

Frequency Distribution of Respondents Socio-Demographic Characteristics

The result revealed that 44 (29.3%) of the respondents were male while 106 (70.7 %) were female. The result revealed that 23 (15.3%) of the respondents were within age bracket 20-24yrs; 39 (26%) were within age bracket 25-29yrs; 28(18.7%) of the respondents were within age bracket 30-34yrs; 32(21.3%) of the respondents were within age bracket 35-39yrs; 17 (11.3%) of the respondents were within age bracket 40-44yrs while 11 (7.3%) of the respondents were within age bracket 45yrs and above. The result revealed that 65(43.3%) of the respondents were holders of OND/NCE/DIPLOMA; 70(46.7%) were holders of First Degree/ HND; 5 (3.3%) were holders of Postgraduate Diploma while 10 (6.7%) of the respondents were holders of Master's Degree. The result revealed that 46 (30.7%) of



the respondents were single; 100 (66.7%) were married while 4 (2.7%) of the respondents were separated. It was revealed that 69 (46%) of the respondents were on Christians while 81(54%) were Muslims. The result revealed that 16(10.7%) of the respondents had worked between 0-4yrs; 35(23.3%) of the respondents had worked between 5-9yrs; 42(28%) of the respondents had worked between 10-14yrs; 30 (20%) of the respondents had worked between 15-19yrs while 27 (18%) of the respondents had worked between 20yrs and above.

Hypothesis Testing

Hypothesis One

This stated that there is no significant influence of emotional labour on organizational citizenship behaviour among nurses. The hypothesis was tested by T-Test for Independent Measures. The result is shown in table 4.7 below:

Table 4.1: A Summary Table of T-Test for Independent Measures Showing the Influence of Emotional Labour on Organizational Citizenship Behaviour among Nurses in Osun State

EMOTIONAL LABOUR	N	\bar{X}	SD	df	t	P
HIGHER	150	53.55	13.36	148	-15.36	<.05
LOWER	150	68.72	17.36			

Source: Author’s Fieldwork, 2023

The result in table 4.1 above revealed that there was a significant influence of emotional labour on organizational citizenship behaviour [t (148) =-15.36, p<.05]. This indicated that nurses who experienced higher levels of emotional labour (X=53.55) were found to report less organizational citizenship behaviour than nurses who experienced lower levels of emotional labour (X=68.72) who were found to report more organizational citizenship behaviour

Therefore, the null hypothesis one was rejected while the alternative hypothesis was accepted.

Hypothesis Two

This stated that there is no significant influence of surface acting on organizational citizenship behaviour among nurses in Osun State. The hypothesis was tested by T-Test for Independent Measures. The result is shown in table 4.9 below:

Table 4.2: A Summary Table of T-Test for Independent Measures Showing the Influence of Surface Acting on Organizational Citizenship Behaviour among Nurses in Osun State

SURFACE ACTING	N	\bar{X}	SD	df	t	P
HIGHER	150	4.28	1.25	148	-2.75	<.05
LOWER	150	6.54	1.52		-	

Source: Author’s Fieldwork, 2023

The result in table 4.2 above revealed that there was a significant influence of surface acting on organizational citizenship behaviour [t (148) =-2.75, p<.05]. This indicated that nurses who experienced higher levels of surface acting (a dimension of emotional labour) (X=4.28) were found to



report less organizational citizenship behaviour than nurses who experienced lower levels of surface acting ($X=6.54$) who were found to report more organizational citizenship behaviour. Therefore, the null hypothesis two was rejected while the alternative hypothesis was accepted.

Hypothesis Three

This stated that there is no significant influence of deep acting on organizational citizenship behaviour among nurses in Osun State. The hypothesis was tested by T-Test for Independent Measures. The result is shown in table 4.10 below:

Table 4.3: A Summary Table of T-Test for Independent Measures Showing the Influence of Deep Acting on Organizational Citizenship Behaviour among Nurses in Osun State

DEEP ACTING	N	\bar{X}	SD	df	t	P
HIGHER	150	2.45	0.86	148	-4.67	<.05
LOWER	150	5.23	1.47			

The result in table 4.3 above revealed that there was a significant influence of deep acting on organizational citizenship behaviour [$t(148) = -4.67, p < .05$]. This indicated that nurses who experienced higher levels of deep acting ($X=2.45$) were found to report less organizational citizenship behaviour than nurses who experienced lower levels of deep acting ($X=5.23$) who were found to report more organizational citizenship behaviour. Therefore, the null hypothesis three was rejected while the alternative hypothesis was accepted.

Hypothesis Four

This stated that there is no significant influence of expression of naturally felt emotions on organizational citizenship behaviour among nurses in Osun State. The hypothesis was tested by T-Test for Independent Measures. The result is shown in table 4.11 below:

Table 4.4: A Summary Table of T-Test for Independent Measures Showing the Influence of Naturally Felt Emotions on Organizational Citizenship Behaviour among Nurses in Osun State

NATURALLY FELT EMOTIONS	N	\bar{X}	SD	df	t	P
HIGHER	150	5.86	1.47	148	3.69	<.05
LOWER	150	3.23	1.18			

Source: Author’s Fieldwork, 2023

The result in table 4.4 above revealed that there was a significant influence of naturally felt emotions on organizational citizenship behaviour [$t(148) = 3.69, p < .05$]. This indicated that nurses who experienced higher levels of naturally felt emotions ($X=5.86$) were found to report more organizational citizenship behaviour than nurses who experienced lower levels of naturally felt emotions ($X=3.23$) who were found to report less organizational citizenship behaviour. Therefore, the null hypothesis four was rejected while the alternative hypothesis was accepted.

Hypothesis Five

This stated that there is no significant influence of emotional termination on organizational citizenship behaviour among nurses in Osun State. The hypothesis was tested by T-Test for Independent Measures. The result is shown in table 4.5 below:

Table 4.5: A Summary Table of T-Test for Independent Measures Showing the Influence of Emotional Termination on Organizational Citizenship Behaviour among Nurses in Osun State

EMOTIONAL TERMINATION	N	\bar{X}	SD	df	t	P
HIGHER	150	4.28	1.25	148	1.22	<.05
LOWER	150	5.54	1.52			

Source: Author’s Fieldwork, 2023

The result in table 4.5 above revealed that there was a significant influence of emotional termination on organizational citizenship behaviour [$t(148) = -1.22, p > .05$]. This indicated that nurses who experienced higher levels of emotional termination ($X=4.28$) were not significantly different from nurses who experienced lower levels of emotion termination ($X=5.54$) organizational citizenship behaviour. Therefore, the null hypothesis five was rejected while the alternative hypothesis was accepted.

5.0. DISCUSSION, SUMMARY OF THE STUDY, CONCLUSSION AND RECOMMENDATIONS

Discussion of Findings

The main objective of the study was to investigate the influence of emotional labour on organizational citizenship behaviour among Nurses in Osun State, Nigeria. The study establishes the framework that is found to be Coca-Cola, Nigeria Ltd, Oyo State, Ibadan. However, this study attempts to provide a practical scenario in Osun State, Nigeria, this will help the business sectors and future researchers and scholars in various aspects and helping them to try an intensive study in Nigeria context. It can be suggested that the demographic variables such as gender, age, tenure should be considered while explaining organizational citizenship behaviour.

The hypothesis one which stated that there is no significant influence of emotional labour on organizational citizenship behaviour among nurses in Osun State was rejected by the result of the study. The finding indicated that emotional labour significantly influenced organizational citizenship behaviour among nurses in Osun State. The finding indicated that employees who experienced higher level of emotional labour reported less organisational citizenship behaviour than employees who experienced lower levels of emotional labour. This finding is supported by the study conducted by Hori and Chao (2022) who revealed that emotional labour influences job performance in hospitality employees and the moderation of emotional intelligence

The hypothesis two which stated that there is no significant influence of surface acting on organizational citizenship behaviour among nurses in Osun State was rejected by the result of the study. The finding indicated that surface acting significantly influenced organizational citizenship behaviour among nurses in Osun State. The finding indicated that employees who experienced higher level of surface acting reported less organisational citizenship behaviour than employees who



experienced lower levels of surface acting. This finding is supported by the study conducted by Baridam and Oburu (2020) who revealed that emotional labour factors such as surface acting influences the job performance of employees. Also, Oburu (2020) support the findings of this study by revealing that emotional labour could produce some favorable outcomes for the employees such as increased job satisfaction and positive organisational citizenship behaviour.

The hypothesis three which stated that there is no significant influence of deep acting on organizational citizenship behaviour among nurses in Osun State was rejected by the result of the study. The finding indicated that deep acting significantly influences organizational citizenship behaviour among nurses in Osun State. The finding indicated that employees who experienced higher level of deep acting reported less organisational citizenship behaviour than employees who experienced lower levels of deep acting. This finding is supported by Mehra and Bedi (2018) who revealed that emotional labour influences organizational commitment in Indian Banking Sector.

The hypothesis four which stated that there is no significant influence of expression of naturally felt emotions on organizational citizenship behaviour among nurses in Osun State was rejected by the result of the study. The finding indicated that expression of naturally felt emotions significantly influenced organizational citizenship behaviour among nurses in Osun State. The finding indicated that employees who experienced higher level of expression of naturally felt emotions reported less organisational citizenship behaviour than employees who experienced lower levels of deep acting. Shameem and Ganesh (2017) supports this finding by revealing that there is an effect of nature of interaction on organizational citizenship behaviour the emotional labour of hotels and call centers employees.

The hypothesis five which stated that there is no significant influence of emotional termination on organizational citizenship behaviour among nurses in Osun State was rejected by the result of the study. The finding indicated that emotional termination significantly influenced organizational citizenship behaviour among nurses in Osun State. The finding indicated that nurses who experienced higher level of emotional termination were not significantly different from nurses who experienced lower levels of emotional termination on organizational citizenship behaviour.

Conclusion

The main objective of the study was to investigate the influence of emotional labour on organizational citizenship behaviour among Nurses in Osun State, Nigeria. Based on findings, the study conclusions are:

- i. There was a significant influence of emotional labour on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- ii. There was a significant of influence of surface acting on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- iii. Deep acting significantly influenced on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- iv. Expression of naturally felt emotions significantly influenced on organizational citizenship behaviour among Nurses in Osun State, Nigeria
- v. Emotional termination significantly influenced on organizational citizenship behaviour among Nurses in Osun State, Nigeria

Recommendations

Based on the conclusions drawn from your study on the influence of emotional labour on organizational citizenship behavior among Nurses in Osun State, Nigeria, here are some recommendations:



Since emotional labour has been found to significantly influence organisational citizenship behaviour, it is recommended that organizations should recognize the importance of emotional labor in nursing. They should provide training and support to help nurses effectively manage their emotions while dealing with patients and colleagues.

Also, given that surface acting significantly influenced organisational citizenship behaviour. It is recommended that healthcare institutions should encourage open communication and provide outlets for nurses to express their emotions and concerns.

Further, promoting deep acting among nurses can be beneficial. Organizations should foster an environment where nurses feel empowered to genuinely empathize and connect with patients and colleagues. This might involve offering workshops on emotional intelligence and resilience to help nurses develop deep acting skills.

The study revealed that there is a significant influence of expression of naturally felt emotions on organisational citizenship behaviour among nurses in Osun State. It is recommended that healthcare organisations should encourage nurses to express their naturally felt emotions in appropriate ways. This can lead to more authentic relationships with patients and colleagues.

The study revealed an influence of emotional termination on organisational citizenship behaviour among nurses in Osun State. Therefore, it is recommended that organisations should consider tailoring their interventions based on individual nurses' emotional labor styles. Not all nurses may respond the same way to emotional labor training, so personalized approaches may be more effective in addressing specific needs and improving organizational citizenship behavior.

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