



## RESEARCH SEMINAR

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### **Is it Better to Give or Receive? The Role of Help in Buffering the Depleting Effects of Surface Acting**



by

**Marilyn Ang Uy**

*Nanyang Technological University*

**6 December 2016 (Tuesday)**

**4:00PM – 6:00PM**

*NIDA Business School ♦ Room 812*

### **Abstract / Synopsis**

The resource depleting effect of surface acting is well established. Yet we know less about the pervasiveness of this depleting effect and what employees can do at work to replenish their resources. Drawing on conservation of resources theory and the ecological congruence model, we examine the extended depleting effect of surface acting and whether social interactions with coworkers (i.e., giving and receiving help) can mitigate the negative consequences of emotional labor by conducting a five-day diary study among customer service representatives (CSRs). Momentary reports from 102 CSRs indicate that within-person daily surface acting positively predicted end-of-day emotional exhaustion, and the effect of emotional exhaustion spilled over to work engagement the following day. Analyzing the within-person moderating effects of giving and receiving help at work, we find that giving help buffered the depletion process while receiving help did not. We discuss the theoretical and practical significance of considering the temporality of the resource depleting effects of surface acting, the role of at-work help giving in buffering the negative effect of emotional labor that could affect the sense of self, and the importance of resource congruence in influencing the efficacy of buffering effects.

### **About the Speaker**

Marilyn Ang Uy is an Assistant Professor at Nanyang Business School, Nanyang Technology University. Her research spans the broad areas of work motivation, affect, and entrepreneurship. Her articles have been published in leading management journals including *Academy of Management Journal*, *Journal of Applied Psychology*, *Journal of Business Venturing*, *Entrepreneurship Theory and Practice*, and *Organizational Research Methods*, among others. Her paper on using experience sampling methodology (ESM) to advance entrepreneurship research won the Academy of Management Entrepreneurship Division's 2011 IDEA Thought Leader Paper Award. Another paper on entrepreneurs' affect and venture effort was selected for the 2009 Entrepreneurship Research Exemplars Conference—an invited best practices conference for advancing research excellence in entrepreneurship. She currently serves on the editorial boards of *Journal of Business Venturing* and *Entrepreneurship Theory and Practice*. Prior to joining Nanyang Business School, Marilyn was at the Gustavson School of Business, University of Victoria, Canada. Marilyn holds a PhD in Management from the Leeds School of Business at the University of Colorado, Boulder.

### **Registration**

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