My supervisor and I are both exhausted:
Supervisors’ emotional exhaustion and service climate as
moderators of the relationship between subordinates’
emotional exhaustion and emotional display

By

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All interested are welcome
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ABSTRACT

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This study investigates how supervisors’ emotional exhaustion and service climate jointly influence the relationship between subordinates’ emotional exhaustion and their appropriate emotional display at work. Multilevel analyses were conducted on data collected from 211 supervisor-subordinate dyads from 56 fashion chain stores. It was revealed that the link between subordinates’ emotional exhaustion and emotional display was negative when supervisors’ emotional exhaustion was high and service climate was low. However, this relationship was not determined as significant for any other combinations of supervisors’ emotional exhaustion and service climate. Specifically, the level of emotional display was lowest when subordinates’ and supervisors’ emotional exhaustion were high, but service climate was low.