Ups and Downs Do Matter!
Joint Effects of Negative Affect Disposition, Negative Affect Fluctuation, and Affective Commitment on Employee Service Performance

By

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All interested are welcome
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ABSTRACT

Previous literature on affect has mainly focused on the between-person difference in affective states, while paying little attention to within-person affective fluctuation. In this paper, we develop a dynamic conservation of resource perspective concerning how the mean level of negative affect (NA disposition), the fluctuation of negative affect (NA variability), and employees’ affective commitment interact to influence employee service performance. Using data collected from 250 employees in a call center, we found that the negative effect of NA disposition on employee service performance was stronger when NA variability was lower. However, a high level of employees’ affective commitment to customer and organization tended to mitigate this joint negative effect of NA disposition and NA variability on service performance.