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Context matters: Profiles of emotion regulation at work and home

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Context matters: Profiles of emotion regulation at work and home

by

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A dissertation submitted in partial fulfillment
of the requirements for the degree of
Doctor of Philosophy
with a concentration in Industrial-Organizational Psychology
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ABSTRACT

Previous research has often examined emotion regulation strategies in isolation, without considering how they may combine to form distinct profiles of emotion regulation. This study aimed to address this limitation by identifying profiles of emotion regulation strategies in the work and home contexts, and by examining their associations with individual differences and outcomes. Latent profile analyses (LPA) with expression of naturally felt emotions and the three emotion regulation strategies suppression, avoidance, and reappraisal as indicators revealed three profiles at work (i.e., low regulators, high regulators, and drain regulators) and three profiles at home (i.e., low regulators, gain regulators, and drain regulators). Results further showed that dispositional negative affect was (a) an antecedent of profiles involving relatively high suppression and avoidance at home and (b) increased the likelihood of belonging to such profiles irrespective of the context. Dispositional positive affect increased the likelihood of belonging to profiles involving reappraisal and natural expression at work. Regarding outcomes, individuals belonging to profiles with strategies that are more emotionally draining (e.g., suppression, avoidance) experienced more negative outcomes (e.g., increased emotional exhaustion, increased work-family conflict, and decreased levels of job satisfaction, coworker satisfaction, and relationship satisfaction) compared to profiles with strategies that are less draining (e.g., reappraisal, natural expression). Altogether, the results of this study demonstrate that 1) there are differences in the combinations of emotion regulation strategies individuals use at work and home, 2) affective dispositions do predict consistency in the combinations of strategies used regardless of the context, and 3) low regulation of emotions and reappraisal coupled with the

expression of naturally felt emotions are effective approaches to managing one's emotions. Additionally, incorporating reappraisal alongside suppression and avoidance can offset the otherwise negative outcomes. These findings suggest that emotion regulation is a complex and context-dependent phenomenon and that identifying profiles of emotion regulation can provide a more comprehensive and nuanced understanding of its antecedents and consequences. Interventions can be centered on teaching individuals to identify their regulation patterns, incorporating reappraisal, and/or learning healthy avenues to express their emotions.

CHAPTER ONE:

INTRODUCTION

As Ekman and Friesen keenly noted in 1975, people do not always have the freedom to fully express their true emotions. This notion still rings true several decades later. As individuals navigate their interactions and social settings, emotional display rules govern which emotions are acceptable and which are not (Diefendorff & Greguras, 2009). For example, at work outward expressions of anger are frowned upon and pleasant emotions are welcomed and encouraged (Grandey, 2015). To abide by these emotional display norms, individuals tend to engage in a combination of emotion regulation strategies (Aldao & Nolen-Hoeksema, 2013). For example, when interacting with a difficult client, coworker, or family member, individuals may suppress all outward traces of anger, distract themselves by thinking positive thoughts, and pretend to be happier than they truly feel. These combinations of emotion regulation strategies are referred to as emotion regulation profiles.

While past research focused on the independent effect of specific emotion regulation strategies on well-being, recent work highlights the fact that emotion regulation strategies are not used in isolation. Indeed, studies have found evidence that individuals implement various emotion regulation strategies simultaneously or in rapid succession (Aldao & Nolen-Hoeksema, 2013). For example, Eftekhari and colleagues (2009) found four profiles that describe individuals' emotion regulation tendencies. These profiles ranged from low use of emotion regulation strategies (*Low Regulators*) to high use of emotion regulation strategies (*High Regulators*). Similarly, Dixon-Gordon and colleagues (2015) found five profiles including the

excessive use of the rumination strategy (*Worriers/Ruminators*) and relatively high use of putatively adaptive regulation strategies (*Adaptive Regulators*).

Although these and other studies have identified a range of distinct emotion regulation profiles, they do not account for the influence of social context and interaction partners within each context in determining the types and combinations of emotion regulation strategies individuals use. According to role theory, humans behave in a way that aligns with their perceived role requirements (Biddle, 1986). Display rules help to define what emotions are required as individuals navigate different roles within social contexts (Alam et al., 2019). At work, individuals are expected to suppress their emotions to match the emotional display expectations of a professional setting. At home, individuals are expected to be expressive and positive to match integrative display rules (Grandey & Krannitz, 2015; Wharton & Erickson, 1993). Furthermore, the norms for emotional expressivity are lower in work settings than in the home context (Moran et al., 2013). In this study, I argue that due to differences in display rules between work and home, the combination of emotion regulation strategies commonly deployed at work may be different from those commonly adopted at home.

The present study examined profiles of emotion regulation strategies in the work and home contexts. More narrowly, it tested differences in the norm for emotion expressivity between work and home and examined whether profiles of emotion regulation vary depending on the context within which they were reported. Furthermore, this study investigated individual differences that may contribute to maintaining consistent emotion regulation profiles irrespective of the context. Finally, this study examined mean differences in outcomes across emotion-regulation profiles at work and home.

The current study makes three primary theoretical contributions. First, it adds to the burgeoning area of research taking a person-centered approach to classifying regulatory responses to emotional episodes (Zyphur, 2009). While some work has begun to recognize the concomitant use of emotion regulation strategies (Aldao & Nolen-Hoeksema, 2013; Grommisch et al., 2020), the prevailing paradigm still focuses on the unique effect of single emotion regulation strategies through regression analyses. Using the latent profile analysis (LPA), this study identifies distinct combinations of emotion regulation strategies that more accurately describe an individual's approach to addressing emotional episodes.

Second, this work integrates role theory to understand the use of emotion regulation profiles at work and home. Role requirements are influenced by the physical domain and the individuals with whom people interact within these domains (Bibb, 1986; 2013; Diefendorff & Greguras, 2009). Although individuals regulate their emotions at work and at home to match the emotional requirements of their roles, research largely focuses on the implications of emotion regulation at work. Equal attention needs to be given to emotion regulation in the home context as individuals spend the greatest amount of time navigating interactions within both work and home contexts. This study examined the profiles of emotion regulation that emerge in the work and home contexts. Furthermore, it revealed whether individuals have a person-level tendency toward profiles of emotion regulation strategies regardless of the context.

Finally, this study extends existing research by exploring outcomes of emotion regulation profiles used at work and home. Instead of simplistically labeling a single strategy as adaptive or maladaptive, a profiles approach reveals how distinct patterns of emotion regulation strategies operate together within individuals to influence outcomes. The limited research on emotion regulation profiles largely examined psychopathological outcomes such as depression, anxiety,

post-traumatic stress disorder, trauma, and eating disorders (Chesney et al., 2019; Chesney & Gordon, 2017; De France & Hollenstein, 2017; Dixon-Gordon et al., 2015). This restricts the generalizability of the findings. The current study addressed this limitation by examining four categories of outcomes: psychological (i.e., emotional exhaustion), work-related (i.e., job satisfaction), relational (i.e., coworker satisfaction and relationship satisfaction), and work-family (i.e., work-family conflict).

CHAPTER TWO:

LITERATURE REVIEW

Individuals experience a slew of emotions throughout their day-to-day existence. They may feel angry during a heated conversation or sadness at the news of a loss in the family. Despite the constant experience of emotions, people do not always have the freedom to express their true emotions (Ekman & Friesen, 1975; Grandey & Krannitz, 2015). Consequently, they manage the types of emotions they have, how they experience and express them, as well as when and with whom they have those emotions. This process is known as emotion regulation (Gross, 1998).

Decades of research across the emotion regulation, emotional labor, and stress and coping bodies of literature have identified emotion regulation strategies that individuals use to influence their emotions. In Gross's process model of emotion regulation (2015), he identified antecedent-focused regulation strategies by which individuals manage emotional cues before emotions can be manifested. Common examples of antecedent-focused regulation strategies include reappraisal and perspective-taking. Reappraisal involves interpreting emotional stimuli benignly or positively to alter their emotional impact and perspective-taking describes picturing emotional events from an objective third-person perspective (Aldao et al., 2010; Webb et al., 2012). Gross (1998) also identifies response-focused regulation strategies as those intended to manage emotional responses after they are manifested. Although emotion suppression, the act of inhibiting one's emotional expressions, is often examined as an example of a response-focused regulation strategy, individuals may engage in other response-focused strategies aimed at

intensifying, diminishing, prolonging, or shortening ongoing emotional responses (Gross, 1998b).

Hochschild (1983) takes a dramaturgical approach to managing emotions for the sake of work. She describes surface acting and deep acting as two strategies used to meet the emotional demands of one's job. Surface acting involves wearing an emotional mask and faking emotions one does not feel. For example, workers may keep a smile on their faces when interacting with customers regardless of how they truly feel. Conversely, she describes deep acting as a form of "method acting" where an employee attempts to generate the emotions required of the job without pretense. Additionally, scholars have argued for the inclusion of genuine emotional labor, the act of expressing emotions as they are naturally felt, as an emotion regulation strategy independent of surface acting and deep acting (Cheung & Lun; 2015; Diefendorff et al., 2005; Hulsheger & Schewe, 2011). Although construct differences exist, surface acting and deep acting are often likened to suppression and reappraisal from Gross' (1998) response-focused and antecedent-focused emotion regulation strategies, respectively (Grandey, 2015).

Finally, the literature surrounding stress and coping highlights emotion regulation strategies individuals use to manage stressful life circumstances (Aldao et al., 2010; Garnefski et al., 2001). Common strategies beyond suppression, reappraisal, and perspective-taking include rumination, avoidance, problem-solving/planning, and acceptance. In the presence of negative emotional stimuli, individuals may try to avoid or escape undesirable thoughts (avoidance), focus on the thoughts or feelings associated with the emotional event (rumination), construct plans on how to deal with the negative event (problem-solving), and or simply accept the emotional experience as it occurs (acceptance) (Aldao et al., 2010; Garnefski et al., 2001; Latorre Postigo et al., 2020).

Research shows that individuals draw from a repertoire of emotion regulation, emotional labor, and coping strategies to align themselves with the emotional display rules normalized within specific social contexts (Baranik et al., 2017; Diefendorff & Richard, 2003; Hanggi, 2004). Display rules are defined as the norms or expectations pertaining to which emotions are appropriate and to what degree felt emotions should be expressed in social interactions (Ekman & Friesen, 1975). These emotional display rules vary across social contexts and guide our emotional expressions when interacting with people within these different contexts. For example, at work, individuals may hold back their irritation when dealing with a difficult client and amplify positive emotions when evaluating a child's drawing at home. The current study focuses on work and home as two contexts that dominate individuals' daily schedules. In the following, I discuss differences in display rules across work and home contexts. I then discuss profiles of emotion regulation across these contexts and the implication of these profiles on psychological, work-related, relational, and work-family outcomes.

Display Rule Differences Between Work and Home

One of the major reasons why individuals regulate their emotions is to abide by emotional display rules (Ekman, 1992). In his inaugural work, Paul Ekman defines display rules as "overlearned habits about who can show emotion to whom and when they can show it" (Ekman, 1984, p. 320). Matsumoto adds to this definition by describing emotional display rules as an individual's belief about how they should respond to their emotions when in specific social settings (Matsumoto, 1990). Wharton and Erickson (1993) classify display rules into three types. The first is integrative display norms that emphasize friendly displays aimed at bringing groups together. In other words, integrative display rules involve displaying positive emotions and suppressing negative ones (Grandey et al., 2020). Masking, the second display rule, is used to

communicate neutrality. This display norm encourages a bland emotional expression that is neither too enthusiastic nor aggressive. Judges, for example, use masking norms to maintain impartiality. The third display rule is differentiating norms. These rules encourage the display of hostility toward others to create separation and emotional boundaries by instilling fear and unease. For example, prison wardens utilize differentiating display norms to appear stern and commanding.

Ekman and Friesen (1975) take a more nuanced approach to categorizing display rules. They argue that display rules may not be restricted to norms of hiding and expressing specific emotions. Rather, there are varying expectations for how people should manage their emotions. Specifically, individuals may be expected to *amplify* their emotions by expressing more emotions than they truly feel, simply *express* their emotions as they are felt, *qualify* the expression of their true emotions with a smile, *deamplify* their emotions by expressing less than they truly feel, *mask* their true feelings by expressing emotions other than what they are feeling, or completely *neutralize* all signs of emotions (Ekman & Friesen, 1975; Moran et al., 2013).

For years, researchers have suggested that the emotional display rules at work differ from those at home. Wharton and Erickson (1993) theorized that due to the need to control and standardize employees' behaviors within organizations, emotional display expectations are strict and controlling at work. Indeed, employees may have formalized display expectations integrated into their job requirements as with service workers, or implicit expectations passed down to workers during the socialization process. Workers are usually expected to suppress negative emotions, upregulate positive emotions, and maintain overall control over their emotions (Grandey & Krannitz, 2015). These rules are reinforced by the organized structure of the work

context, professional interactions with clients, coworkers, and supervisors, and the threat of social exclusion if expectations are violated (Diefendorff & Greguras, 2009; Hanggi, 2004).

The home context tends to impose fewer constraints on emotional expressivity than work. Like the work context, there are expectations to express positive emotions and manage negative ones at home. Alam and colleagues (2019) noted that individuals feel compelled to abide by supportive family roles influenced by display rules. Likewise, Lin and colleagues found that parents do perceive positive parenting expectations that urge them to display warm, positive emotions and control negative ones (Lin et al., 2021). However, within the home context, there is also an implicit expectation to let one's guard down and be authentic (Grandey and Krannitz, 2015). Research shows that couples who felt their partners were displaying emotions that were not authentic had lower relationship quality and reported higher intent to separate (Le & Impett, 2013). This is in line with social distance theory which suggests that because the social distance between marital partners and family members is closer than that of coworkers and supervisors, negative emotions are more tolerated in the home context and may be necessary to build and maintain honest bonds (Han et al., 2022). The expectation for authenticity and the absence of a need to standardize behavior contribute to more emotional freedom at home than at work. Furthermore, the consequences of violating display rules are less threatening in the home context. Whereas one could lose their job due to an explosion of anger, it's harder to lose one's family for the same reason. This further loosens the constraints on emotional expressivity (Hanggi, 2004).

Lively and Powell (2006) found support for differences in display rules in work and home social interactions. Specifically, they found that participants were more likely to express their anger to family members and less likely to do so to people at work. Moran and colleagues

(2013) expand this work by examining differences in expectations for emotional expressivity in work versus non-work social interactions. Building on Diefendorff and Greguras' (2009) earlier findings that the display rules in the work context primarily involved neutralizing negative emotions and deamplifying both positive and negative emotions, Moran and colleagues proposed that the workplace would place more restrictions on emotional display than the home context. Specifically, they hypothesized that emotional display rules at work would involve less expression of emotion such as happiness, anger, disgust, fear, contempt, and sadness than display rules at home. In line with their hypotheses, the authors found that display rules at work indeed involved less expressivity of all six discrete emotions. They concluded that the work context has higher expectations of emotional control than the home context.

The current study models Moran and colleagues' approach to examining differences in display rules across the work and home contexts. In line with Moran et al., (2013), display expectation for expressivity is defined as the extent to which individuals believe that they should manage their emotions along a neutralization to amplification continuum identified by Ekman and Friesen (1975). Like Moran, this work hypothesizes that the display rules in the work context involve less expression of negative emotions (i.e., sadness, anger, and impatience) and positive emotions (i.e., happiness, excitement, and surprise) compared to the home context. These discrete emotions were chosen as emotions commonly experienced in the work and home contexts.

Hypothesis 1. Display rules at work involve less expressivity of positive and negative emotions than display rules at home.

Emotion Regulation Profiles at Work and Home

Display rules differences across work and home contexts contribute to differences in the expression and management of emotions. Role theory suggests that individuals behave in accordance with perceived role requirements prescribed by their social positions and social settings (Biddle, 1986). At work, individuals may don a professional “hat” of leadership and thus behave in an austere manner befitting that role. At home, they may play the role of a caring, supportive parent or partner who is genuine and uninhibited (Grandey & Krannitz, 2015). Display rules reflect the emotional aspect of one’s role requirements. As discussed above, these emotional display norms vary across work and home contexts. Whereas individuals are expected to control their emotions at work, the home environment offers more freedom of expression (Moran et al., 2013). In line with role theory and theories surrounding emotional labor, individuals are inclined to produce emotions that match the display requirements of their work and home roles. This is achieved through engaging in emotion regulation strategies.

Research on emotion regulation commonly takes a variable-centered approach to examining the construct. That is, they examine the extent to which individuals engage in specific regulation strategies as well as the antecedents and consequences of each emotion regulation strategy independently (Gabriel et al., 2015). Although this approach provides a broad understanding of each strategy uniquely, it ignores the reality that individuals do not use emotion regulation strategies in isolation. Indeed, recent studies demonstrate that individuals used multiple emotion regulation strategies at the same time or in close succession to manage their emotions in response to environmental stimuli (Grommisch et al., 2020). For example, Aldao and Nolen-Hoeksema (2013) found that individuals applied at least two emotion regulation strategies to reduce their response to a film that elicited disgust. Similarly, in an experience-

sampling study examining regulatory responses to negative emotions, participants reported using an average of seven emotion regulation strategies to mitigate negative emotional responses (Heij & Cheavens, 2014). Ford and colleagues (2019) refer to the use of multiple emotion regulation strategies at the same time as emotion polyregulation.

In recognition of this polyregulation phenomenon, scholars argue for a person-centered approach to examining emotion regulation (Gabriel et al., 2015). Rather than examining specific strategies independently and exploring how these strategies uniquely predict outcomes across people, a person-centered approach allows researchers to identify how individuals use distinct profiles to regulate their emotions and understand how strategies operate together within individuals to influence outcomes. In other words, this approach accounts for the interaction between individuals and the repertoire of emotion regulation strategies available to them to identify personalized profiles of emotion regulation (Chesney et al., 2019). The current study used latent profile analysis (LPA) to identify different combinations of emotion regulation strategies common to individuals and extends previous research by considering profiles of emotion regulation across work and home contexts. Drawing from the emotion regulation, emotional labor, and coping literature, this study focused on suppression, avoidance, and reappraisal as common strategies individuals may concurrently engage in to manage their emotions as well as the expression of naturally felt emotions.

Since emotion display expectations differ across the work and home contexts (Moran et al., 2013), I argue that individuals may use different profiles of emotion regulation at home and work to manage their emotions and thus fulfill their role requirements. This line of thinking raises two research questions, 1) what profiles of emotion regulation are typically seen in the work context? 2) what profiles of emotion regulation are typically seen in the home context?

Because latent profile analysis is an exploratory analytical approach, I draw from existing research on emotion regulation profiles to estimate the number and types of profiles that may emerge. Consistent with research by Nguyen & Stinglhamber (2020), Dixon-Gordon et al. (2015), Gabriel et al., (2015), and Eftekhari et al. (2009), I anticipate identifying a Low Regulator profile characterized by individuals with relatively low use of all emotion regulation strategies and a High Regulator profiles characterized by relatively high use of all emotion regulation strategies.

In addition to profiles of high and low regulation, existing research has consistently identified profiles where individuals engage in higher use of putatively maladaptive emotion regulation strategies (Maladaptive regulators) compared to adaptive strategies and profiles where individuals endorse higher use of putatively adaptive emotion regulation (Adaptive regulators) compare to maladaptive ones (e.g., Chesney et al., 2019; Chesney & Gordon, 2017; de Carvalho Braule Pinto et al., 2022; Dixon-Gordon et al., 2015; Lasa-Aristu et al., 2019) and thus, I anticipate identifying similar profiles in this study. The terms adaptive and maladaptive have been used to describe single emotion regulation strategies that are consistently related to adverse well-being and psychopathology (Dixon-Gordon et al., 2015). Specifically, Aldao and colleagues (2010) highlight expressive suppression, rumination, and experiential avoidance as three maladaptive emotion regulation strategies that increase the risk of psychopathology. Conversely, they highlight acceptance, reappraisal, and problem-solving as adaptive strategies that demonstrate a protective influence against psychopathology and psychological distress including anxiety and depression. The expression of emotions as they are naturally felt is related to higher job satisfaction and lower psychological distress (Cheung & Lun, 2015; Lam et al., 2022).

Scholars argued that labeling a single emotion regulation strategy as adaptive or maladaptive without considering the context, interaction partners, and interaction between other emotion regulation strategies is an overly simplistic approach (Aldao, 2013; Dixon-Gordon et al., 2015). Indeed, studies show that ostensibly maladaptive strategies such as suppression can be beneficial to well-being in the context of sacrificing one's own interests for another person's (Le & Impett, 2013) or when suppression is considered as an act of self-control (Geisler & Schröder-Abé, 2015). Furthermore, purportedly adaptive strategies such as reappraisal relate to higher levels of depression in contexts where the stress severity is high, but individuals have high control over the situation (Troy et al., 2013). Examining profiles of emotion regulations has been proposed as a potential solution to this issue as it considers several emotion regulation strategies together (Chesney & Gordon, 2017). In recognition that profiles of emotion regulation strategies may have different implications for relational outcomes, this study relabels the profile names to align with the conservation of resources (COR) theory (Hobfoll, 2001) upon which its hypotheses are based. In line with the COR theory, the avoidance and suppression strategies are more likely to drain resources with little opportunity to replenish the loss. As such, individuals with relatively high use of avoidance and suppression strategies were labeled *drain regulators* instead of maladaptive regulators. Reappraisal and expression of naturally felt emotions are strategies that are less draining and more likely to replenish lost resources. As such, individuals with relatively high use of reappraisal and expression of naturally felt emotions were labeled *gain regulators* instead of adaptive regulators. In summary, I anticipate finding four profiles both at work and at home: 1) low regulators, 2) high regulators, 3) gain regulators, and 4) drain regulators. Furthermore, I predict that high regulators and drain regulators would be more

common at work, whereas low regulators and gain regulators would be more common at home. The following text provides the theoretical rationale underpinning these hypotheses.

In their examination of display rule differences between work and non-work contexts, Moran and colleagues (2013) found that the work context places a higher restriction on emotion expressivity. Specifically, individuals perceive that they should be less expressive of positive and negative emotions at work than outside of work. This finding is mirrored in Diefendorff and Greguras' (2009) study which showed that workers felt that they had to reduce or block positive or negative emotions in response to emotional stimuli. Drawing from the findings in these studies, I expect that more individuals at work than at home will be *high regulators*, those who engage in relatively high use of all regulation strategies (i.e., suppression, avoidance, reappraisal) and low and/or no expression of naturally felt emotions to create and maintain emotions that match the display expectation of decreased expressivity present in the work context. Similarly, considering that display rules at work require less emotional expressivity than at home, more individuals at work than home might adopt profiles with greater use of suppression and avoidance (*drain regulators*) relative to reappraisal and expression of naturally felt emotions to quickly martial their emotions to match the stricter work context. This line of thinking is supported by studies demonstrating that suppression can reduce the outward expression of emotion in the short term (Gross & Thompson, 2007; Larsen et al., 2013).

Conversely, I expect that in the home environment where expressivity of emotions is less restricted and authentic expression is expected (Grandey & Krannitz, 2015; Le & Impett, 2013), more individuals will likely belong to profiles with relatively low and/or no use of all emotion regulation strategies (i.e., suppression, avoidance, reappraisal) and relatively high expression of naturally felt emotions (*low regulators*). Furthermore, reappraisal and expression of naturally felt

emotions might be easier to implement in a psychologically safer and less constraining environment such as the home context. Psychological safety describes the extent to which individuals perceive consequences for taking interpersonal risks in contexts such as work or home (Edmondson & Lei, 2014). In the home environment where individuals feel freer to express their emotions and the consequences of role violation are less threatening than at work (Hanggi, 2004), more individuals at home than work may adopt profiles with greater use of reappraisal and expression of naturally felt emotions relative to suppression and avoidance (*gain regulators*).

Hypothesis 2. Profiles with a) relatively high use of all emotion regulation strategies and low and/or no expression of naturally felt emotions (*high regulators*) and b) relatively high use of avoidance and suppression strategies (*drain regulators*) will be more common at work than at home.

Hypothesis 3. Profiles with a) relatively low and/or no use of all emotion regulation strategies but relatively high expression of naturally felt emotions (*low regulators*) and b) relatively high use of reappraisal and expression of naturally felt emotions (*gain regulators*) will be more common at home than at work.

Individual Differences and Profile Consistency Across Contexts

Thus far, I have argued that the combinations of emotion regulation strategies that individuals commonly engage in (i.e., emotion regulation profiles) may differ across work and home contexts due to differences in emotional display rules. This implies that people might adopt one profile at work and another at home. For example, an individual may use a combination of suppression and avoidance at work to quickly perform expected emotions but adopt a low regulator profile at home where they feel psychologically safer. However, this might

not be invariably true for all people. Some individuals may, for example, maintain a drain regulator profile both at work and at home. This stability in emotion regulation profiles across contexts may be due, in part, to individual differences.

In their 2013 work, Kammeyer-Mueller and colleagues argue that engagement in surface acting and deep acting emotion regulation strategies is a function of personality. Specifically, they examined dispositional negative and positive affectivity as antecedents of surface acting and deep acting, respectively. Dispositional affect refers to a relatively stable tendency to feel and act in a consistent and predictable manner over time and across a variety of situations (Nikolaev et al., 2020). Individuals may view the world through a negative affective lens and thus feel and behave in ways that reflect their negative perspective. Conversely, individuals may view the world through a positive affective lens and therefore feel and behave in a positive manner. Scholars label these affective tendencies as dispositional (trait) negative affectivity and dispositional (trait) positive affectivity, respectively.

Kammeyer-Mueller et al (2013) argue that individuals high on dispositional negative affectivity find it difficult to engage in emotion regulation strategies that require a deep and deliberate effort to change their emotions. For example, these individuals struggle to reappraise events in a positive light and have trouble recalling positive events to decrease negative emotions (Joormann & Siemer, 2004; Kammeyer-Mueller et al., 2009). Instead, they may opt for more superficial strategies, such as surface acting, that are easier to implement (Kammeyer-Mueller et al., 2013). Conversely, Kammeyer-Mueller and colleagues argue that individuals high on dispositional positive affectivity may have more experience with deep emotion regulation strategies as they are prone to positively reframing negative situations, as well as recalling and meditating on positive events to mitigate negative emotions (Kammeyer-Mueller et al., 2013;

Wood et al., 2003). Results from their meta-analysis revealed that, indeed, dispositional negative affectivity is related to surface acting, and dispositional positive affectivity is related to deep acting (Kammeyer-Mueller et al., 2013).

Beyond individual emotion regulation strategies, Gabriel and colleagues (2015) showed that dispositional negative and positive affectivity also predict profile membership. In their study examining antecedents of emotion regulation profiles, they found that employees with higher ratings in dispositional negative affectivity were more likely to be classified as regulators (high surface acting & high deep acting) and surface-actors (high surface acting & low deep acting) than non-actors (extremely low surface acting & extremely low deep acting). Conversely, employees higher on dispositional positive affectivity were most likely to be classified as deep actors (engage in high levels of surface acting but low deep acting). Furthermore, relative to being surface actors, employees higher in dispositional positive affectivity were more likely to be non-actors and low actors (low surface acting & low deep acting).

Individuals with negative affective dispositions are sensitive to discrepancies between their emotions and the display goals of their work and home setting. Moreover, they tend to adopt surface strategies to quickly remedy these discrepancies (Kammeyer-Mueller et al., 2013). As such, I propose that individuals with high dispositional negative affectivity are likely to adopt profiles with relatively high use of suppression and avoidance (drain regulators) in both work and home settings and consistently across contexts. Compared to those with negative affective dispositions, individuals with positive affective dispositions are more likely to use emotion regulation strategies that address the root cause of the discrepancies they perceive (Kammeyer-Mueller et al., 2013). As such, I propose that individuals with high dispositional positive affectivity are likely to adopt profiles with relatively high use of reappraisal and expression of

naturally felt emotions (gain regulators) in both work and home settings and consistently across contexts.

Hypothesis 4. High levels of dispositional negative affectivity increase the probability that individuals will be *drain regulators* compared to gain regulators, low regulators, and high regulators at a) work and b) home.

Hypothesis 5. High levels of dispositional negative affectivity increase the probability that individuals will consistently be *drain regulators* across work and home contexts.

Hypothesis 6. High levels of dispositional positive affectivity increase the probability that individuals will be *gain regulators* compared to drain regulators, low regulators, and high regulators at a) work and b) home.

Hypothesis 7. High levels of dispositional positive affectivity increase the probability that individuals will consistently be *gain regulators* across work and home contexts.

Outcomes of Emotion Regulation Profiles

As researchers move toward examining profiles of emotion regulation strategies rather than examining the unique effect of a single strategy at a time, they recognize the need to test how different combinations of emotion regulation strategies work together to influence outcomes. Studies examining profiles of emotional labor revealed that there are mean differences in outcomes such as burnout and job satisfaction across different combinations of emotional labor strategies (e.g., Cheung & Lun, 2015; Fouquereau et al., 2019; Gabriel et al., 2015; Nguyen et al., 2020). Similarly, significant mean differences were found between various profiles of emotion regulation strategies for outcomes such as depression, anxiety, and psychopathology (e.g., Chesney et al., 2019; Chesney & Gordon, 2017; De France & Hollenstein, 2017; Dixon-Gordon et al., 2015; Grommisch et al., 2020). These studies, however, focus on work-related or

clinical outcomes. Despite its relevance to the work-family literature, there is a dearth of research empirically relating emotion regulation to domain-spanning outcomes such as work-family conflict (Alam et al., 2019; Grandey & Krannitz, 2015). To address this gap and expand upon existing research, the current study investigated whether mean levels of emotional exhaustion and job satisfaction, as well as more relational outcomes such as coworker satisfaction, relationship satisfaction, and finally work-family conflict, differed by emotion regulation profile membership in the work and home contexts. The following hypotheses draw on the Conservation of Resources theory (Hobfoll, 2001) and/or emotional dissonance theory (Hochschild, 1983) to compare high regulators and drain regulators to low regulators and gain regulators on outcomes. I predict that high regulators and drain regulators will have poorer mean scores for each of the five outcomes discussed compared to low regulators and gain regulators.

Emotional Exhaustion

Emotional exhaustion is the most commonly studied dimension of the broader construct of burnout (Hulsheger & Schewe, 2011; Webb et al., 2012). It describes the psychological experience of being emotionally spent and deals with feelings of being drained of emotional and cognitive resources (Maslach et al., 2001). Research on emotional labor and emotion regulation consistently identifies emotional exhaustion as an outcome of regulation strategies. For example, Lee and colleagues (2019) found suppression and cognitive reappraisal to be positively and negatively related to emotional exhaustion, respectively. These findings are mirrored in studies examining profiles of emotion regulation. In their study examining emotional labor profiles in Chinese school teachers, Cheung and Lun (2015) found that individuals with profiles containing high levels of surface acting (SA) and deep acting (DA), but low expression of naturally felt emotions reported the highest level of emotional exhaustion. Similarly, Nguyen and colleagues

(2020) found that regulators (high SA and DA) exhibited the second-highest level of emotional exhaustion compared to other profiles. Moreover, Gabriel et al., (2015) found that non-actors (extremely low SA & DA), and low actors (low SA & DA) exhibited the lowest levels of emotional exhaustion of the five profiles identified in the study.

These findings are in line with the Conservation of Resources (COR) theory which suggests that individuals have a limited ration of resources and that psychological stress results when there is a threat of loss or actual loss of resources (Hobfoll, 2001). The act of regulating one's emotions is considered a stressor that depletes emotional resources as it requires constant monitoring of felt emotions and adjusting emotions to match display expectations (Brotheridge & Grandey, 2002). Drawing on COR theory and past research, I propose that individuals who adopt profiles involving high use of emotion regulation strategies and/or no expression of naturally felt emotions (*high regulators*) will report higher levels of emotional exhaustion compared to those with relatively low/no use of emotion regulation strategies but relatively high expression of naturally felt emotions (*low regulators*) and those with relatively high use of avoidance and suppression strategies (*gain regulators*) in the work and home contexts.

Hypothesis 8. High regulators at work will experience higher levels of *emotional exhaustion* compared to a) low regulators at work and b) gain regulators at work.

Hypothesis 9. High regulators at home will experience higher levels of *emotional exhaustion* compared to a) low regulators at home and b) gain regulators at home.

COR theory also posits that individuals strive to gain and replenish resources. Furthermore, the theory purports that stress occurs when these individuals are unable to sufficiently regain lost resources (Hobfoll, 2001). Research suggests that emotion regulation strategies such as emotion suppression, rumination, and avoidance disproportionately deplete

emotional and cognitive resources in comparison to reappraisal, perspective-taking, acceptance, and expressing naturally felt emotions even if they are used with putatively adaptive strategies (Webb et al., 2012; Nguyen et al., 2020). Moreover, strategies such as suppression and avoidance only address emotional reactions at the surface level without changing true emotions. As such, these strategies are likely to consume resources with little opportunity for replenishment, leading to emotional exhaustion (Butler et al., 2003; Grandey & Gabriel, 2015; Hennig-Thurau et al., 2006). In addition to simply expressing one's naturally felt emotions, strategies such as reappraisal, perspective-taking, and acceptance attempt to address the source of the emotion-eliciting stimulus and thus create effective and sustainable ways to manage emotions and foster genuine expressions (Cheung & Lun, 2015; Grandey & Gabriel, 2015). Using these strategies is, therefore, likely to aid in replenishing spent resources and result in a net resource gain and low levels of emotional exhaustion.

Extant research on emotional labor profiles provides evidence for mean differences in well-being across profiles characterized by the high use of strategies that are typically more draining than those that are less draining. Specifically, Nguyen and colleagues (2020) found that surface actors (high SA, low DA) had the highest level of emotional exhaustion compared to other profiles. Profiles with relatively high use of strategies that are less draining, show the opposite trend. For example, Gabriel et al., (2015) found that deep actors (high DA, low SA) exhibited the lowest levels of emotional exhaustion of the five profiles identified in the study. Similarly, Cheung and Lun (2015) found that profiles focused on deep acting and expressing naturally felt emotions showed lower emotional exhaustion than other profiles. In line with COR theory and past research, I propose that individuals who adopt profiles involving relatively high use of avoidance and suppression strategies (*drain regulators*) will report higher

levels of emotional exhaustion compared to individuals with relatively low use of all emotion regulation strategies but relatively high expression of naturally felt emotions (*low regulators*) and those with relatively high use of reappraisal and expression of naturally felt emotions (*gain regulators*) in the work and home contexts.

Hypothesis 10. Drain regulators at work will experience higher levels of *emotional exhaustion* compared to a) low regulators at work and b) gain regulators at work.

Hypothesis 11. Drain regulators at home will experience higher levels of *emotional exhaustion* compared to a) low regulators at home and b) gain regulators at home.

Job Satisfaction

Job satisfaction refers to the favorable appraisal of aspects of one's work including the environment and the nature of the work itself (Spector, 1997). When workers report high levels of satisfaction, it reflects a positive emotional and mental state (Aziri, 2011). Like emotional exhaustion, recent studies have moved beyond examining job satisfaction as an outcome of individual emotion regulation strategies in favor of emotion regulation profiles. Based on the Conservation of Resources theory (Hobfoll, 2001) and emotional dissonance theory (Hochschild, 1983), I argue that constantly managing one's emotions to match emotional display expectations creates dissonance and drains resources. This loss of one's limited resources leads to unfavorable attitudes toward one's organization, the source of the resource drain (Cheng & Lun, 2015; Nguyen et al., 2020).

Nguyen and colleagues (2020) provide empirical evidence supporting this argument. Their study demonstrated that individuals whose profiles focused on surface acting (surface actors) had the lowest level of job satisfaction. Similar results were observed in Gabriel et al.'s (2015) work. They also found that surface actors exhibited the lowest level of job satisfaction

compared with all other profiles. This relationship holds true even when less draining strategies were used in conjunction with more restorative ones. Cheung and Lun (2015) found that individuals with profiles containing high use of surface acting and deep acting reported the lowest levels of job satisfaction. Nguyen et al. (2020) also found that those who adopted both surface acting and deep acting (regulators) exhibited the second lowest level of job satisfaction following surface actors.

The opposite argument can be made for profiles in which individuals maintain a low use of emotion regulation strategies, as they should experience little to no emotional dissonance or resource loss. Moreover, those with profiles that focus on the use of reappraisal and expression of naturally felt emotions might experience resource gain (Cheung & Lun, 2015). In support of this logic, Gabriel and colleagues (2015) found that individuals whose profiles focused on deep acting reported the highest level of job satisfaction. Similarly, Nguyen et al. (2020) found that non-actors (low surface acting and deep acting) and deep actors (high deep acting, low surface acting) reported the highest level of job satisfaction. This pattern is replicated in Buric and colleagues' (2021) study. These authors found that individuals who rarely used emotion regulation strategies and those whose profiles emphasized deep acting were the most satisfied with their jobs. In line with these studies, I propose that individuals who adopt profiles with high use of all strategies but low/no expression of naturally felt emotions (*high regulators*) and profiles characterized by relatively high use of suppression and avoidance compared to reappraisal and expression of naturally felt emotions (*drain regulators*) will experience lower levels of job satisfaction compared to low regulators and gain regulators.

Hypothesis 12. High regulators at work will experience lower levels of job satisfaction compared to a) low regulators at work and b) gain regulators at work.

Hypothesis 13. Drain regulators at work will experience lower levels of job satisfaction compared to a) low regulators at work and b) gain regulators at work.

Coworker Satisfaction and Relationship Satisfaction

As described in earlier sections, role requirements are influenced by the physical domain and the individuals with whom people interact within these domains (Bibb, 1986; 2013; Diefendorff & Greguras, 2009). Role partners can be drivers of emotional display rules and subsequent combinations of emotion regulation behaviors within work and home contexts and can be influenced by the emotional regulation profiles individuals adopt. As such this study examined mean differences in coworker satisfaction at work and relationship satisfaction at home across emergent profiles within those contexts. Like job satisfaction, conservation of resources theory (Hobfoll, 2001) and cognitive dissonance theory (Hochschild, 1983) can also be used to make predictions about outcomes related to satisfaction with one's coworkers at work and satisfaction with one's partner at home. Constantly managing one's emotions to match emotional display expectations in part influenced by role partners at work (i.e., coworkers) and role partners at home (i.e., partner) may engender emotional dissonance and drain one's resources. This loss of resources may put a strain on these relationships reflected by lower mean levels of coworker satisfaction and relationship satisfaction for profiles that involve relatively high use of all emotion regulation strategies and low expression of naturally felt emotions (*high regulators*) and those with relatively high use of the typically more draining suppression and avoidance strategies (*drain regulators*) compared to low regulators and gain regulators.

Hypothesis 14. High regulators at work will experience lower levels of coworker satisfaction compared to a) low regulators at work and b) gain regulators at work.

Hypothesis 15. High regulators at home will experience lower levels of relationship satisfaction compared to a) low regulators at home and b) gain regulators at home.

Hypothesis 16. Drain regulators at work will experience lower levels of coworker satisfaction compared to a) low regulators and b) gain regulators at work.

Hypothesis 17. Drain regulators at home will experience lower levels of relationship satisfaction compared to a) low regulators at home and b) gain regulators at home.

Work-Family Conflict

The last outcome I examined in this study was work-family conflict. Work-family conflict occurs when the demands of work and family roles are mutually incompatible (Greenhaus & Beutell, 1985). It is widely acknowledged that work-family conflict is a bidirectional construct. On the one hand, work demands may interfere with the demands of the family role. This is known as work interference with family (WIF) or work-to-family conflict. An example of WIF is a parent missing their child's soccer game because of a work conference. On the other hand, the demands of the family role may interfere with one's work role. For example, a parent may take a day off from work to nurse their sick child back to health. Researchers label this construct as family interference with work or family-to-work conflict (FIW) (Allen et al., 2013).

Work-family conflict can be further categorized into three distinct types: time-based, behavior-based, and strain-based conflicts. Time-based work-family conflicts take place when work and family activities overlap, making it impossible to make a temporal contribution to both activities. The examples of WIF and FIW in the paragraph above double as examples of time-based work-family conflict. Behavior-based conflicts occur when necessary behaviors in one role are incompatible with the other role. For example, the stringent behavior expectations of officers

in the military cannot be applied in the family context. Finally, strain-based conflicts transpire when the strains in one role make it difficult to effectively participate in the other role.

Decreased performance in the work domain due to lack of sleep in the family domain is an example of strain-based work-family conflict (Greenhaus & Beutell, 1985).

Strain-based work-family conflict may occur when profiles of emotion regulation known to drain one's resources are adopted at work and home. As discussed above, profiles involving a high use of multiple regulation strategies but low expression of naturally felt emotions (high regulator) and those that focus on suppression and avoidance (drain regulator) may deplete the emotional resources needed to effectively at home, resulting in a net loss of resources and a decline in well-being (Cheung & Lun, 2015; Gabriel et al., 2015; Nguyen et al., 2020). Thus, compared to the low regulator and gain regulator profiles, high regulators and drain regulators at work may experience greater strain-based work-to-family conflict (WIF). The inverse is also probable. Compared to the low regulator and gain regulator profiles, high regulators and drain regulators at home may experience greater strain-based family-to-work (FIW) conflict due to the depletion of the emotional resources needed to carry out work roles effectively.

Hypothesis 18. High regulators at work will experience higher levels of strain-based work interference with family (WIF) compared to a) low regulators and b) gain regulators.

Hypothesis 19. High regulators at home will experience higher levels of strain-based family interference with work (FIW) compared to a) low regulators and b) gain regulators at home.

Hypothesis 20. Drain regulators at work will experience higher levels of strain-based work interference with family (WIF) compared to a) low regulators and b) gain regulators.

Hypothesis 21. Drain regulators at home will experience higher levels of strain-based family interference with work (FIW) compared to a) low regulators and b) gain regulators).

Behavior-based work-family conflict is also relevant to research on emotion regulation. Throughout this paper, I argue that the emotional display expectations of the work and home roles differ (Moran et al., 2013). That is, the expectation for emotional expressivity is lower at work than at home. As such, individuals may concurrently engage in multiple regulation strategies or focus on quick but draining strategies such as suppression and avoidance to match their emotions to the stricter work environment. The home environment tends to encourage emotional freedom and thus may not require high use of emotion regulation strategies or emphasize the use of more intentional and less draining strategies such as reappraisal (Moran et al., 2013; Grandey & Krannitz, 2015). The potential incompatibility of the emotion regulation behaviors more acceptable at work, when used in the home context, may lead to behavior-based work-family conflict (Grandey & Krannitz, 2015). Specifically, individuals belonging to profiles characterized by the use of emotion regulation strategies more compatible with the work context (i.e., suppression and avoidance) consistently across work and home contexts may experience greater behavior-based work interference with family as these behaviors are less acceptable in the home context.

Hypothesis 22. Individuals who are consistently *drain regulators* across work and home will experience higher levels of behavior-based work interference with family (WIF) compared to a) consistently *low regulators* and b) consistently *gain regulators*.

CHAPTER THREE:

METHOD

Participants

Data from an initial sample of 598 participants were collected through Prolific, an online recruitment platform. This study acknowledges that the work and home contexts are a combination of the physical environment and the individuals within these environments with whom participants interact (Grandey & Krannitz, 2015). As such, only participants who were living with a long-term partner and who worked fully onsite were eligible to participate as these individuals would be interacting with role partners within the physical work and home contexts. Finally, participants needed to be full-time or part-time adult employees to be eligible to participate. Of the initial 598 participants, those who failed to respond appropriately to more than one comprehension and/or attention checks ($n = 116$; see Appendix C) or those who completed the survey too quickly (greater than one standard deviation from the mean) were removed from the study ($n = 57$), resulting in a 29% attrition rate). The final sample ($n = 425$) was comprised of 51% males and 47% females. The remaining participants identified as non-binary (2%). Participants were largely employed in management and professional roles (40%) followed by service occupations (24%); and were primarily employed in health care (18%), education (16%), and retail industries (13%). Their racial and ethnic composition included 85% White, 7% African American, 3.7% Asian, and 7% Hispanic. Finally, participants were primarily between the ages of 25 and 54 years old (85%) with 57% of the sample having one or more children in the household.

Procedure

To establish temporal precedence and to offset issues of common method bias common to survey data, participants were asked to complete surveys across two waves. In the first wave (T1) of the study, participants rated the extent to which they would adopt four emotion regulation strategies when interacting with coworkers at work and their partners at home. Additionally, they indicated their perceptions of display rules for the expression of anger, sadness, impatience, happiness, excitement, and surprise when interacting with a close peer at work and their partners at home. The second wave of the study (T2) was issued two weeks following the completion of wave one. This second wave captured demographic items including age, gender, race, ethnicity, employment status, industry, role, and the number of children in the household. Additionally, wave two captured dispositional affectivity and the study's outcomes (i.e., emotional exhaustion, job satisfaction, coworker satisfaction, relationship satisfaction, and work-family conflict). Participants were compensated \$4 for successfully completing wave 1 and \$2 for successfully completing wave 2. Individuals who successfully completed both surveys received a \$2 bonus.

Two comprehension checks and one attention check were included in each wave of the study to ensure the quality of the data. Individuals in wave one who failed to respond appropriately to more than one comprehension/attention checks ($n = 103$) or completed the survey too quickly ($n = 57$) were removed from the study without compensation and were not referred to wave 2. Individuals in wave two who failed to respond appropriately to more than one comprehension/attention check ($n = 13$) were removed from the study and their wave one data were discarded. All participants completed the survey within one standard deviation of the mean.

Measures

For the measures of display rules addressing expressivity and measures of emotion regulation, each item was modified to specify the work and home context. Furthermore, in consideration of the relational aspect of one's roles and to account for the fact that people may have multiple roles at work and home in relation to the individuals with whom they interact (e.g., at work, one may be a manager to subordinates, a coworker to peers, or a subordinate to their supervisor, and at home, one may be a spouse to their partner or a parent to their children), I restricted the study to focus on a close peer at work and a partner at home. While the partner and peer social relationships are undoubtedly different (and inherent to the work/home contexts of interest to this study), the role distance between these dyads, respectively, should be smaller than other potential dyadic role distances in these contexts. Thus, these two references for evaluating social relationships were chosen to control for role distance in these distinct contexts of work and home. With this in mind, the instructions for the display rule for expressivity measure and the individual scale items for all measures of emotion regulation were modified to reflect the role domain and a specific role partner. For example, instructions read, "The following statements are about your emotional experience when engaging with the *peer you interact with most frequently at work*" and "...when interacting with *your partner at home*". Complete scale items are included in Appendix B.

Time One Measures

Display Rule Perception. Display rules pertaining to emotional expressivity were measured by asking individuals how they believe they should behave when experiencing negative emotions and positive emotions in the work and home setting (Moran et al., 2013). Extending the work by Moran and colleagues who assessed five negative emotions and only one

positive emotion, the current work captures three negative emotions (i.e., sadness, anger, and impatience) and three positive discrete emotions (i.e., excitement, happiness, and surprise) commonly experienced in the work and home contexts. Moran et al. (2013) argue asking how one *should* behave uniquely measures display rules as perceptions of desired behavior relevant to the contexts. Modeling their work, participants were given the definition of each emotion and asked to select one of six ways they believe they *should* manage that emotion when interacting with a close peer at work and their partner at home. An example item for work is, “Happiness is defined as feelings of great pleasure, contentment, joy. Which of the following do you believe you should do if you are engaging with the peer you interact with most frequently at work and you feel happy?”, and an example item for home is, “Sadness is defined as having, expressing, or showing low spirits, sorrow, or unhappiness. Which of the following do you believe you should do if you are interacting with your partner at home and you feel sad?”

Matsumoto and colleagues (2008) conducted a Homogeneity Analysis via Alternating Least Squares (HOMALS) and found that expressivity has a one-dimension solution. That is, expressivity falls along a continuum ranging from not displaying anything to displaying more than one feels. Based on this analysis, Matsumoto et al. recoded the nominal expressive mode responses (ex. amplify) into scalar values in the following way: 0.0000 = neutralize, 0.1510 = mask, 0.3793 = deamplify, 0.6556 = qualify, 0.9180 = express, 1.0989 = amplify. Consistent with Matsumoto and subsequent studies by Safdar et al. (2009) and Moran et al. (2013), each nominal response was transformed according to the above weights to create an underlying continuum of expressivity. High scores on the continuum indicate that display rules involve greater expressivity of emotion, whereas low scores on the continuum indicate low or absent expressivity of emotion. The advantage of this approach is that it allows for the assessment of the

underlying latent construct of expressivity through the selection of common emotional displays - masking vs. expressing vs. amplifying.

Emotion Suppression. Suppression was measured using the 5-item subscale from Gross & John's (2003) Emotion Regulation Questionnaire (ERQ). Participants were asked about the extent to which scale items reflect their emotional experience when interacting with a close peer at work and their partner at home. Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). A sample item is, "When engaging with the peer I interact with most frequently *at work*, I control my emotions by *not* expressing them." Reliability analysis for work and home demonstrated an acceptable alpha value ($\alpha = .81$ and $\alpha = .86$, respectively).

Cognitive Avoidance. Avoidance was measured with 5 items from the cognitive avoidance measure developed by Lattore Postigo and colleagues (2020). The original measure has five factors: 1) thought suppression, 2) thought substitution, 3) distraction, 4) avoidance of threatening stimuli, and 5) transformation of images into thoughts. Each factor has 5 indicators. This study used the item from each factor with the highest factor loading to create a 5-item measure of cognitive avoidance. Participants were asked about the extent to which scale items reflect their emotional experience when interacting with someone at work and at home. Responses were rated on a 5-point scale ranging from 1 (*never true*) to 5 (*always true*). A sample item is, "When engaging with the peer I interact with most frequently *at work*, there are emotions I try not to think about." Reliability analysis for work and home demonstrated an acceptable alpha value ($\alpha = .84$ and $\alpha = .89$, respectively).

Reappraisal. Cognitive reappraisal was measured using a 6-item subscale of Gross & John's (2003) Emotion Regulation Questionnaire (ERQ). Participants were asked about the

extent to which scale items reflect their emotional experience when interacting with a close peer at work and their partner at home. Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). A sample item is, “When engaging with the peer I interact with most frequently *at work*, I control my emotions by changing the way I think about the situation I’m in.” Reliability analysis for work and home demonstrated an acceptable alpha value ($\alpha = .82$ and $\alpha = .88$, respectively).

Authentic Expression. Expression of naturally felt emotions was measured using the 3-item measure developed by Diefendorff and colleagues (2005). Participants were asked about the extent to which scale items reflect their emotional experience when interacting with a close peer at work and their partner at home. Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). The original measure captured authentic expression when dealing with customers. This study modified the measure to remove the focus on customers by removing “customers” from each item. A sample item is, “When engaging with the peer I interact with most frequently *at work*, the emotions I express are genuine.” Reliability analysis for work and home demonstrated an acceptable alpha value ($\alpha = .92$ and $\alpha = .92$, respectively).

Time Two Measures

Emotional Exhaustion. Emotional exhaustion was measured using the 6-item scale developed by Wharton (1993). Items were assessed on a 5-point scale (1 = *strongly disagree*; 5 = *strongly agree*). The original measure captured job-related emotional exhaustion. This study will modify the measure to capture general emotional exhaustion by removing “on the job” from each item. A sample item is “I feel used up at the end of the day.” Reliability analysis demonstrated an acceptable alpha value ($\alpha = .93$).

Job Satisfaction. Job satisfaction was measured with a 3-item scale developed by Bowling and Hammond (2008). Individuals were asked to rate the extent they agreed to satisfaction items on a 5-point Likert scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). A sample item is, “I was satisfied with my job.” Reliability analysis demonstrated an acceptable alpha value ($\alpha = .93$).

Coworker Satisfaction. Coworker satisfaction was measured using the 3-item measure developed by Spector (1985). Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). A sample item is “I like the people I work with.” Reliability analysis demonstrated an acceptable alpha value ($\alpha = .83$).

Relationship Satisfaction. Relationship satisfaction was measured using the 5-item measure developed by Roysamb and colleagues (2014). Responses were rated on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). A sample item is “I am satisfied with my relationship with my partner.” Reliability analysis demonstrated an acceptable alpha value ($\alpha = .88$).

Work-family Conflict. Strain-based and behavior-based work interference with family (WIF) and family interference with work (FIW) were measured using the 3-item subscales of the work-family conflict measure developed by Carlson et al. (2000). Responses were rated on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). A sample item for strain-based work-to-family is, “I am often so emotionally drained when I get home from work that it prevents me from contributing to my family.” Reliability analysis demonstrated an acceptable alpha value ($\alpha = .91$). A sample item for behavior-based WIF is “Behavior that is effective and necessary for me at work would be counterproductive at home.” Reliability analysis demonstrated an acceptable alpha value ($\alpha = .87$). A sample item for strain-based FIW conflict

is, “Due to stress at home, I am often preoccupied with family matters at work.” Reliability analysis demonstrated an acceptable alpha value ($\alpha = .93$). A sample item for behavior-based FIW is “The behaviors that work for me at home do not seem to be effective at work.”

Reliability analysis demonstrated an acceptable alpha value ($\alpha = .90$).

Dispositional Affectivity. Positive affectivity (PA) and negative affectivity (NA) was measured using the Positive and Negative Affect Schedule (PANAS; Watson et al., 1988). This is a 20-item measure with 10 items assessing positive affectivity (e.g., “enthusiastic”, “excited”) and 10 items assessing negative affectivity (e.g., “upset”, “distressed”). Participants indicated the extent to which the items describe how they feel in general on a 5-point scale (1= *not at all*; 5= *extremely*). Reliability analysis demonstrated acceptable alpha values for the PA ($\alpha = .93$) and NA ($\alpha = .91$) scales.

CHAPTER FOUR:

RESULTS

Descriptive Statistics

Descriptive statistics such as mean, standard deviation, correlations among study variables, and internal consistency appear in Table 1. Correlations were largely in line with existing theory and findings from previous studies. Suppression at work and home positively related to emotional exhaustion, and work-family conflict (except strain-based FIW), and negatively related to coworker satisfaction. Additionally, suppression at home was positively related to strain-based FIW and negatively related to relationship satisfaction. Although suppression at work was not related to job satisfaction, suppression at home was related to decreased job satisfaction. Avoidance at work and home had similar patterns of correlations as suppression, except that in both contexts, avoidance was positively related to strain-based FIW and negatively related to job satisfaction. Of the study outcomes, reappraisal at home was related only to increased job satisfaction and coworker satisfaction, but not related to relationship satisfaction. Reappraisal at work, however, was positively related to emotional exhaustion and behavior-based WIF and FIW, and negatively related to job satisfaction, coworker satisfaction, and relationship satisfaction. Finally, the expression of naturally felt emotions was negatively related to suppression and avoidance and unrelated to reappraisal in both work and home contexts.

Display Rules for Emotional Expressivity at Work and Home

To examine the extent to which there are differences in display rules for emotion expressivity between the home and work context, I conducted a series of one-way repeated-measures ANOVA to determine if the average expressivity of each discrete emotion was significantly lower in the work context compared to the home context. In support of hypothesis 1, the expectation for expressivity for all six discrete emotions (i.e., sadness, anger, impatience, happiness, excitement, surprise) was significantly lower at work than at home ($p < .001$). Table 2 shows the F statistics and Generalized Eta-squared values for each test and Figure 1 shows the means for each discrete emotion in both contexts.

Latent Profile Analysis for Work and Home Contexts

Hypotheses 2 and 3 proposed that four profiles of emotion regulation would emerge that mirror profiles from existing research. Specifically, I anticipated finding (a) profiles with high use of all emotion regulation strategies but low expression of naturally felt emotions (*high regulators*) and (b) profiles with low use of all emotion regulation strategies but high expression of naturally felt emotions (*low regulators*). Additionally, I anticipated finding (c) profiles with a relatively high use of suppression and avoidance (*drain regulators*) and (d) profiles with a relatively high use of reappraisal and expression of naturally felt emotions (*gain regulators*). Furthermore, I proposed that high regulators and drain regulators would be more common at work than at home. Conversely, low regulators and gain regulators would be more common at home than at work. To address these hypotheses, I conducted a latent profile analysis (LPA) and compared the sample sizes for each profile across the work and home contexts using a 2 Context x 2 Profile Chi-Square Test of Independence.

Using Mplus (Muthén & Muthén, 2017), I conducted a series of statistical model comparisons for the work and home contexts, separately. Specifically, following Nylund and colleagues' (2007) guidelines, I examined the incremental fit of models beginning with two profiles and increased the number of latent profiles until the subsequent model no longer improved in fit. I used a variety of statistical indices to evaluate model fit as recommended by Tein and colleagues (2013) and consistent with prior research (Gabriel et al., 2015; Suh et al., 2022). These fit indices include log likelihood (LL), Akaike Information Criterion (AIC), Bayesian information criterion (BIC), the sample-size adjusted BIC (SSA-BIC), Lo-Mendell-Rubin likelihood ratio test (LMR), and entropy. Models with lower LL, AIC, BIC, and SSA-BIC values are considered better fits than those with higher values. Significant p -values (i.e., $p < .05$) associated with LRT signify a better fit for the more complex model (e.g., a model with k classes) compared to a less complex model (e.g., a model with $k-1$ classes). Finally, entropy indicates how different the classes are from each other. Ranging from 0-1, a high entropy value signifies better separation between the profiles and, thus, is favorable (Burić et al., 2021; Tein et al., 2013).

For profiles in the work context, although the LL, AIC, BIC, and SSA-BIC values decreased with each new model ($k + 1$), the LMR p value was larger than .05 and failed to reject the null. As such, I retained the more parsimonious 3-profile model. These three profiles consisted of 1) *low regulators*: individuals with relatively low and/or no use of all emotion regulation strategies but relatively high expression of naturally felt emotions, 2) *high regulators*: individuals with relatively high use of all emotion regulation strategies and low and/or no expression of naturally felt emotions, and 3) *drain regulators*: individuals who are relatively high on suppression and avoidance but low on reappraisal and natural expression. According to the

most likely latent profile membership, low regulators represented 41.6% of the sample ($n = 177$), high regulators represented 39.3% of the sample ($n = 167$), and drain regulators represented 19.1% of the sample ($n = 81$). Table 3 provides the fit statistics for each possible latent structure up to a 4-profile model. Table 4 and Figure 2 show the standardized means for each of the three emergent profiles at work.

For profiles in the home context, the LL, AIC, BIC, and SSA-BIC values also decreased with each new model ($k + 1$). However, the entropy decreased and the LMR p value was larger than .05. Therefore, I retained the more parsimonious 3-profile model for the home context. These three profiles consisted of 1) *low regulators*: individuals with relatively low and/or no use of all emotion regulation strategies but relatively high expression of naturally felt emotions, 2) *gain regulators*: individuals with relatively high use of reappraisal and expression of naturally felt emotions but exhibit low/no suppression and avoidance, and 3) *drain regulators*: individuals who are relatively high on suppression and avoidance but low on reappraisal and natural expression. The most likely latent profile membership showed that low regulators represented 6.6% of the sample ($n = 28$), gain regulators represented 75.1% of the sample ($n = 319$), and drain regulators represented 18.4% of the sample ($n = 78$). Table 3 provides the fit statistics for each possible latent structure up to a 4-profile model. Table 5 and Figure 3 show the standardized means for each of the three emergent profiles at home.

Profiles at work and home were deemed comparable if they demonstrated the same pattern of relatively high/low means. For example, low regulators at work and home showed similar patterns of relatively low/no suppression, avoidance, and reappraisal as well as relatively high natural expression of emotions. Although the four hypothesized profiles emerged, all four were not present in each context. Specifically, high regulators were only in the work context, and

gain regulators were only in the home context. As such, comparisons could not be made between contexts for high regulators and gain regulators.

I hypothesized that a higher proportion of people would fall into the high regulators category (hypothesis 2a) and the drain regulators category at work compared to the home context (hypothesis 2b). Hypothesis 2a was indirectly supported in that high regulators were found exclusively in the work context and not in the home context. Hypothesis 2b was not supported as the proportions of drain regulators in the work context (19.1%) compared to the home context (18.4%) were not significantly different ($\chi^2(1) = 0.013, p = .909$). Conversely, I hypothesized that a higher proportion of people would fall into the low regulators category (hypothesis 3a) and the gain regulators category (hypothesis 3b) at home compared to the work context (hypothesis 3). Hypothesis 3a was not supported as there was a higher proportion of low regulators in the work context (41.6%) than in the home context (6.6%) ($\chi^2(1) = 25.507, p < .001$). However, 75.1% of people in the home context were gain regulators, a profile that is not present at work, indirectly supporting hypothesis 3b.

Individual Differences and Profile Consistency Across Contexts

Hypotheses 4 and 6 speak to dispositional affectivity as a predictor of profile membership. Specifically, I proposed that dispositional negative affectivity (NA) would increase the probability that individuals will be drain regulators compared to gain regulators, low regulators, and high regulators at work (hypothesis 4a) and at home (hypothesis 4b) and that dispositional positive affectivity (PA) will increase the probability that individuals will be gain regulators compared to drain regulators, low regulators, and high regulators at work (hypothesis 6a) and home (hypothesis 6b). The R3STEP command in Mplus models antecedents by conducting a series of multinomial logistic regressions to determine if increased levels of an

antecedent related to a higher probability of belonging to one profile over another (Asparouhov & Muthén, 2014; Gabriel et al., 2015). Using this command, results revealed that when NA is high, individuals are more likely to be drain regulators at home compared to low regulators at home ($B = 2.424, p = .000$) or gain regulators at home ($B = 1.864, p = .001$), supporting hypothesis 4b. However, NA did not influence the probability of being a drain regulator at work; hypothesis 4a was not supported. PA did not influence the probability of being a gain regulator at home; hypothesis 6b was not supported. Hypothesis 6a could not be tested as gain regulators were not present in the work context. Tables 7 and 8 show the results of the multinomial logistic regression for antecedents of profile membership at work and home, respectively. The tables also show results for additional variables assessed as an exploratory analysis. These results are detailed and discussed in subsequent sections of this manuscript.

Hypotheses 5 and 7 tested the extent to which individuals adopt the same emotion regulation profile irrespective of context. Because the profiles that emerged from the home and work contexts were not the same, examining a transition from one profile to the next across contexts using a latent transition analysis (LTA) was not feasible. Instead, I conducted a separate LPA inputting all eight work and home emotion regulation indicators into one model. I examined the incremental fit of models beginning with two profiles and increased the number of latent profiles until the more complex model ($k + 1$) no longer improved in fit. Although the LL, AIC, BIC, and SSA-BIC values decreased with each new model, the LMR p value was larger than .05 and failed to reject the null, so I retained the more parsimonious 4-profile model.

These four emergent profiles consisted of 1) *context-irrelevant low regulators*: individuals with relatively low and/or no use of all emotion regulation strategies in both work and home contexts 2) *context-irrelevant drain regulators*: individuals with relatively high use of

suppression and avoidance but display low/no reappraisal and natural expression at work and home 3) *context-irrelevant gain regulators*: individuals with relatively high use of reappraisal and expression of naturally felt emotions but exhibit low/no suppression and avoidance at work and home, and 4) *work-dominant drain regulators*: individuals with relatively high use of suppression and avoidance and low/no use of reappraisal and natural expression at work, but low/no use of all strategies at home. According to the most likely latent profile membership, context-irrelevant low regulators represented 7.5% of the sample ($n = 32$), context-irrelevant drain regulators represented 14.1% of the sample ($n = 60$), context-irrelevant gain regulators represented 37.2% of the sample ($n = 158$), and work-dominant drain regulators represented 41.2% of the sample ($n = 175$). Table 3 provides the fit statistics for each possible latent structure up to a 5-profile model. Table 6 and Figure 4 show the standardized means for each of the four emergent profiles across work and home.

Using the R3STEP command in Mplus (Asparouhov & Muthén, 2014), I assessed dispositional negative affectivity (NA) and dispositional positive affectivity (PA) as predictors of the four latent profiles. Hypothesis 5 stated that high levels of dispositional negative affectivity would increase the probability that individuals would consistently be drain regulators across work and home contexts. Results showed that people were more likely to be context-irrelevant drain regulators than context-irrelevant gain regulators ($B = .803, p = .000$) and work-dominant drain regulators when they are high in dispositional NA ($B = .710, p = .000$). However, dispositional negative activity was not related to an increased likelihood of being a context-irrelevant drain regulator than a context-irrelevant low regulator. This provides partial support of Hypothesis 5. Hypothesis 7 stated that high levels of dispositional positive affectivity would increase the probability that individuals would consistently be gain regulators across work and

home contexts. Results showed that people were more likely to be context-irrelevant gain regulators than work-dominant drain regulators when they are high in dispositional PA ($B = .294, p = .044$). However, positive affectivity was not related to an increased likelihood of being a context-irrelevant gain regulator compared to a context-irrelevant low regulator or drain regulator. This provides partial support for Hypothesis 7. Table 9 shows the results for antecedents of profile membership across work and home.

Mean Difference in Study Outcomes Across Profiles

Per Lanza and colleagues' recommendations (2013), the study's outcomes were modeled separately from models examining the antecedents. Specifically, using the BCH command in Mplus (Asparouhov & Muthén, 2021), I modeled the study's outcomes as continuous distal outcomes of profile membership. The BCH command draws separate comparisons between each profile, allowing for conclusions about whether profiles are significantly different from each other on each outcome. I ran separate models for profile comparisons in the work and home context. The outcomes emotional exhaustion, job satisfaction, coworker satisfaction, and work-to-family interference were modeled as distal outcomes for work profiles, and the outcomes emotional exhaustion, relationship satisfaction, and family-to-work conflict were modeled as distal outcomes for the home profiles. Table 10 and Figure 5 show the standardized means of outcomes by latent profile at work and Table 11 and Figure 6 show the standardized means of outcomes by latent profile at home.

In the following text, I present the results of the mean comparisons between profiles at work, followed by comparisons between profiles at home for relevant outcomes. Of note, since the gain regulator profile was not present in the work context, hypotheses comparing high regulators and drain regulators to gain regulators in the work context (hypotheses 8b, 10b, 12b,

13b, 14b, 16b, 18b, and 20b) could not be tested and are therefore excluded from the results. Similarly, hypotheses 9, 15, and 19 could not be tested as the high regulator profile was not present in the home context. The results of the remaining comparisons are as follows.

High Regulators vs. Low Regulators at Work

Results revealed that high regulators at work did not have significantly higher emotional exhaustion ($M = 0.007$) than low regulators at work ($M = -0.124$; $p = 0.339$). High regulators at work also did not experience significantly lower job satisfaction ($M = 0.065$) than low regulators at work ($M = 0.113$; $p = 0.714$) and did not experience significantly lower coworker satisfaction ($M = 0.008$) than low regulators at work ($M = 0.218$; $p = 0.117$). Hypotheses 8a, 12a, and 14a were not supported. In support of hypothesis 18a, however, high regulators at work experienced significantly higher strain-based WIF ($M = 0.092$) compared to low regulators ($M = -0.215$; $p = .027$).

Drain Regulators vs. Low Regulators at Work

Drain regulators at work had significantly higher emotional exhaustion ($M = 0.249$) than low regulators at work ($M = -0.124$; $p = .017$). Similarly, drain regulators at work had significantly lower job satisfaction ($M = -0.375$) compared to low regulators at work ($M = 0.113$; $p = .003$), significantly lower coworker satisfaction ($M = -0.479$) compared to low regulators at work ($M = 0.218$; $p = .000$) and significantly higher strain-based WIF ($M = 0.266$) compared to low regulators at work ($M = -0.215$; $p = .001$). Hypotheses 10a, 13a, 16a, and 20a, respectively, were supported.

Drain Regulators vs. Low Regulators at Home

Modeling the same pattern of significance in the work context, drain regulators at home had significantly higher emotional exhaustion ($M = 0.370$) than low regulators at home ($M = -$

0.321; $p = .007$). Drain regulators at home also had significantly lower relationship satisfaction ($M = -0.911$) compared to low regulators at home ($M = 0.234$; $p = .000$) and significantly higher strain-based FIW ($M = 0.816$) compared to low regulators at home ($M = -0.595$; $p = .000$).

Hypotheses 11a, 17a, and 21a were supported.

Drain Regulators vs. Gain Regulators at Home

In support of hypothesis 11b, drain regulators at home had higher emotional exhaustion ($M = 0.370$) than gain regulators at home ($M = -0.069$; $p = .003$). Similarly, drain regulators at home had significantly lower relationship satisfaction ($M = -0.911$) compared to gain regulators at home ($M = 0.218$; $p = .000$) and significantly higher strain-based FIW ($M = 0.816$) compared to gain regulators at home ($M = -0.162$; $p = .000$), supporting hypotheses 17b and 21b.

Domain-spanning Profiles

Results revealed that context-irrelevant drain regulators (individuals who are relatively high on suppression and avoidance but display low/no reappraisal and natural expression at work and home) had the highest behavior-based WIF ($M = .595$) among the four emergent profiles across work and home contexts. In line with hypotheses 22a and 22b respectively, context-irrelevant drain regulators had significantly higher behavior-based WIF ($M = 0.595$) compared to context-irrelevant low regulators ($M = -0.048$; $p = .006$) and context-irrelevant gain regulators ($M = -0.281$; $p = 0.000$).

Exploratory Analyses

In recognition that industry, role, gender, and number of children in the household may influence the combination of emotion regulation strategies individuals employ at work and home, this study examined these variables as antecedents of profile membership using the

R3STEP command in Mplus (Asparouhov & Muthén, 2014). Tables 7 and 8 show the results for antecedents of profile membership at work and home, respectively.

Research suggests that workers in the service industry tend to have stricter emotional display rules and might be more likely to regulate their emotions using suppression (Kinman, 2009). Because this study did not restrict the sample to include only workers in the service industry, I evaluated whether individuals working in the service industry would be more likely than those not in the service industry to belong to profiles involving high use of suppression at work. Results revealed that industry was not a predictor of profile membership. Workers in the service industry were no more likely to adopt any specific emotion regulation profile at work compared to those not in the service industry.

One's role was evaluated as another predictor of profile membership at work. The roles workers occupy at work might influence the extent to which they engage in specific emotion regulation strategies. For example, those in managerial positions might feel freer to express their emotions or because their role involves empathizing with the emotions of their team, they may practice cognitive reappraisal more often than individual contributors (Goldenberg, 2023). Results showed that managers were more likely than individual contributors to be high regulators compared to drain regulators ($B = .996, p = .016$).

Tamres and colleagues (2002) posited that females tend to be more emotional and express their emotions more frequently than men. In their meta-analysis, they found support for this notion in that women were significantly more likely than men to use eleven out of the seventeen strategies measured. This trend is also found in recent studies. Goubet and Chrysikou (2019) reported that women tended to use emotion regulation strategies more often than men and in a more flexible manner. Furthermore, studies demonstrate that men tend to suppress or avoid

both the experience and expression of emotion more than women, whereas women are more prone to dwell on their emotions (Nolen-Hoeksema, 2012; Rogier et al., 2019). These studies suggest that gender may influence the combination of strategies individuals use in response to emotional situations. Thus, this study examined gender as an antecedent of profile membership at work and home. Results revealed that gender was not an antecedent of profile membership in the home context. However, at work, females were more likely than males to be low regulators compared to high regulators ($B = .730, p = .015$). Males were also more likely than females to be high regulators compared to drain regulators ($B = -.791, p = .028$). Furthermore, in line with the meta-analytic findings and results of past research showing that females tend to engage in reappraisal and express their emotions more often than men (Goubet & Chrysikou, 2019; Rogier et al., 2019; Tamres et al., 2002), females were more likely than males to be context-irrelevant gain regulators than work-dominant drain regulators across work and home ($B = .656, p = .015$).

Parents tend to maintain a regulated state of emotions when caring for their children (Rutherford et al., 2015). The number of children in the household may very well influence the combination of strategies parents use to manage their emotions when interacting with their children. This study examined the number of children in the household as a predictor of profile membership at home. Results showed that number of children did not influence the likelihood of profile membership at home.

Table 1*Means, standard deviations, and correlations of all study variables*

Variable	<i>M</i>	<i>SD</i>	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
1. Suppression_W	3.85	1.17	(.81)																	
2. Reappraisal_W	5.09	0.92	.11*	(.82)																
3. Avoidance_W	2.82	0.79	.39**	.29**	(.84)															
4. Natural Expression_W	5.11	1.17	-.48**	0.07	-.21**	(.92)														
5. Positive Affect	3.23	0.8	-0.06	.22**	-0.08	.23**	(.93)													
6. Negative Affect	1.61	0.62	0.09	-0.05	.31**	-.14**	-.34**	(.91)												
7. Emo. Exhaustion	2.75	1.15	.10*	-.11*	.24**	-.20**	-.47**	.57**	(.93)											
8. Strain WIF	2.32	1.21	.14**	-0.07	.24**	-.22**	-.38**	.52**	.76**	(.91)										
9. Behavior WIF	2.53	1.09	.16**	-.12*	.14**	-.20**	-.25**	.38**	.44**	.42**	(.87)									
10. Strain FIW	1.75	0.97	0.08	-0.08	.17**	-0.1	-.24**	.48**	.46**	.45**	.25**	(.93)								
11. Behavior FIW	2.44	1.13	.13**	-.11*	.13**	-.16**	-.24**	.34**	.43**	.40**	.76**	.38**	(.90)							
12. Job Sat.	4.59	1.06	-0.09	.16**	-.17**	.26**	.44**	-.30**	-.53**	-.42**	-.36**	-.18**	-.36**	(.93)						
13. Coworker Sat.	4.33	0.72	-.20**	.16**	-.14**	.31**	.37**	-.23**	-.38**	-.31**	-.33**	-.10*	-.30**	.57**	(.91)					
14. Relationship Sat.	4.25	0.81	-0.07	.12*	-.10*	.13**	.27**	-.32**	-.27**	-.21**	-.25**	-.42**	-.24**	.26**	.19**	(.88)				
15. Natural Expression_H	6.16	0.89	-.20**	.20**	-.11*	.32**	.18**	-.17**	-.17**	-.16**	-.21**	-.29**	-.20**	.13**	.12*	.45**	(.92)			
16. Avoidance_H	2.42	0.84	.23**	.15**	.52**	-0.05	-.11*	.38**	.27**	.26**	.25**	.34**	.21**	-.13**	-0.05	-.34**	-.38**	(.89)		
17. Reappraisal_H	4.84	1.15	-0.02	.58**	.18**	.14**	.12*	0.01	-0.07	-0.05	-0.07	0.04	-0.05	.14**	.15**	0.04	0.07	.34**	(.88)	
18. Suppression_H	2.52	1.19	.36**	-0.07	.21**	-0.08	-0.08	.20**	.20**	.20**	.22**	.32**	.20**	-.10*	-.13**	-.31**	-.58**	.50**	.10*	(.86)

Note. *M* and *SD* are used to represent mean and standard deviation, respectively. Reliabilities are along the diagonal. W or H indicate variables contextualized at work or home respectively. Natural Expression = expression of naturally felt emotions. Positive and negative affect are dispositional affect. Emo. Exhaustion = Emotional Exhaustion. Strain and Behavior WIF indicate strain-based and behavior-based Work-to-Family conflict. Strain and Behavior FIW indicate strain-based and behavior-based Family-to-Work conflict. Sat. = Satisfaction. * indicates $p < .05$. ** indicates $p < .01$.

Table 2

Repeated measures ANOVA results for comparison of discrete emotions between work and home

Emotion	<i>DF_w</i>	<i>DF_b</i>	<i>F</i>	<i>p</i>	<i>Eta squared</i>
Sadness	1	424	706.171	0.000	0.425
Anger	1	424	301.912	0.000	0.207
Impatience	1	424	175.974	0.000	0.135
Happiness	1	424	50.482	0.000	0.048
Excitement	1	424	235.674	0.000	0.198
Surprise	1	424	203.993	0.000	0.161

Table 3*Fit statistics for profile structures at work and home*

No. of profiles	LL	FP	AIC	BIC	SSA-BIC	LMR(p)	Entropy
<i>Work</i>							
2	-2322.571	13	4671.142	4723.819	4682.566	0.0000	0.718
3	-2279.598	18	4595.197	4668.135	4611.014	0.0001	0.725
4	-2259.174	23	4564.348	4657.546	4584.559	0.1179	0.759
<i>Home</i>							
2	-2274.143	13	4574.286	4626.963	4585.709	0.0001	0.820
3	-2223.975	18	4483.951	4556.889	4499.768	0.0001	0.857
4	-2183.760	23	4413.519	4506.717	4433.730	0.1106	0.829
<i>Work & Home</i>							
2	-4644.268	25	9338.535	9439.837	9360.503	0.0038	0.744
3	-4553.601	34	9175.203	9312.974	9205.080	0.2099	0.767
4	-4472.555	43	9031.111	9205.350	9068.896	0.0167	0.806
5	-4408.301	52	8920.602	9131.311	8966.296	0.7137	0.821

Table 4*Standardized means for profiles at work*

Variable	Low Regulators		High Regulators		Drain Regulators	
	Mean	SE	Mean	SE	Mean	SE
Suppression	-0.895**	0.080	0.522**	0.089	0.809**	0.096
Reappraisal	-0.161	0.096	0.209*	0.103	-0.095	0.114
Avoidance	-0.497**	0.101	0.353**	0.099	0.319**	0.117
Natural Expression	0.618**	0.058	0.138	0.077	-1.600**	0.099

* indicates $p < .05$. ** indicates $p < .01$.**Table 5***Standardized means for profiles at home*

Variable	Low Regulators		Gain Regulators		Drain Regulators	
	Mean	SE	Mean	SE	Mean	SE
Suppression	-0.734**	0.168	-0.310**	0.064	1.428**	0.190
Reappraisal	-2.407**	0.238	0.165**	0.054	0.164	0.119
Avoidance	-1.128**	0.158	-0.170**	0.064	1.024**	0.153
Natural Expression	0.498**	0.128	0.268**	0.060	-1.188**	0.219

* indicates $p < .05$. ** indicates $p < .01$.

Table 6*Standardized means for profiles across work and home*

Variable	Context-irrelevant Low Regulators		Context-irrelevant Drain Regulator		Context-irrelevant Gain Regulators		Work-dominant Drain Regulators	
	Mean	SE	Mean	SE	Mean	SE	Mean	SE
H_Suppression	-0.523**	0.188	1.666**	0.133	-0.587**	0.078	0.071	0.074
H_Reappraisal	-2.214**	0.294	0.283	0.171	0.252**	0.086	0.073	0.104
H_Avoidance	-1.142**	0.116	1.282**	0.149	-0.39**	0.106	0.133	0.09
H_Natural Expression	0.392*	0.188	-1.237**	0.289	0.441**	0.08	-0.058	0.101
W_Suppression	-0.094	0.193	0.384**	0.143	-0.822**	0.105	0.663**	0.107
W_Reappraisal	-1.51**	0.277	-0.063	0.231	0.158	0.091	0.152	0.111
W_Avoidance	-0.81**	0.177	0.514**	0.147	-0.409**	0.111	0.358**	0.091
W_Natural Expression	0.096	0.214	0.062	0.185	0.555**	0.063	-0.566**	0.158

Note. W or H indicate variables contextualized at work or home respectively. Natural Expression = expression of naturally felt emotions.

* indicates $p < .05$. ** indicates $p < .01$.

Table 7*Three-step results for antecedents (R3STEP) for profiles at work*

Variable	Low vs High			Low vs Drain			High vs Drain		
	Mean	SE	Odds Ratio	Mean	SE	Odds Ratio	Mean	SE	Odds Ratio
PA	-0.139	0.158	0.87	0.335*	0.178	1.40	0.474*	0.220	1.61
NA	-0.241	0.154	0.79	-0.194	0.161	0.82	0.047	0.181	1.05
Gender	0.730**	0.300	2.08	-0.061	0.292	0.94	-0.791*	0.360	0.45
Service	-0.080	0.351	0.92	-0.165	0.389	0.85	-0.085	0.451	0.92
Role	-0.341	0.311	0.71	0.655	0.352	1.93	0.996*	0.412	2.71

Note. All values are estimates from the R3STEP logistic regression analysis. PA = Positive affect, NA = negative affect. For gender, males were coded 1, and females were coded 2. Service represents workers in the service industry (1 = work in the service industry were coded 1, 0 = does not work in the service industry).

Role represents those who are individual contributors (coded 1) compared to other roles such as managers (coded 0).

* indicates $p < .05$. ** indicates $p < .01$.

Table 8*Three-step results for antecedents (R3STEP) for profiles at home*

Variable	Gain vs Low			Drain vs Low			Drain vs Gain		
	Mean	SE	Odds Ratio	Mean	SE	Odds Ratio	Mean	SE	Odds Ratio
PA	-0.177	0.232	0.84	-0.254	0.296	0.78	-0.077	0.206	0.93
NA	1.864**	0.643	6.45	2.424**	0.660	11.29	0.560***	0.165	1.75
Gender	-0.401	0.479	0.67	-0.790	0.533	0.45	-0.389	0.291	0.68
# of Children	0.195	0.211	1.22	0.020	0.239	1.02	-0.175	0.132	0.84

Note. All values are estimates from the R3STEP logistic regression analysis. PA = Positive affect, NA = negative affect. For gender, males were coded 1, and females were coded 2. # of Children = number of children in the household.

* indicates $p < .05$. ** indicates $p < .01$.

Table 9*Three-step results for antecedents (R3STEP) for profile across work and home*

Variable	2 vs 1	S.E.	2 vs 3	S.E.	3 vs 1	S.E.	4 vs 1	S.E.	4 vs 2	S.E.	4 vs 3	S.E.
PA	0.252	0.246	0.294*	0.146	-0.042	0.249	0.246	0.328	-0.006	0.240	0.288	0.261
NA	0.981	1.404	-0.092	0.170	1.073	1.376	1.783	1.406	0.803**	0.191	0.710**	0.196
Gender	0.548	0.595	0.656**	0.269	-0.108	0.578	-0.088	0.651	-0.636	0.355	0.020	0.373
# of Children	0.08	0.179	0.112	0.117	-0.032	0.172	-0.179	0.207	-0.259	0.155	-0.147	0.150
Service	-0.406	0.738	0.149	0.334	-0.555	0.719	-0.364	0.837	0.043	0.465	0.192	0.500
Role	0.266	0.515	0.094	0.296	0.172	0.501	-0.133	0.605	-0.399	0.404	-0.305	0.411

Note. All values are estimates from the R3STEP logistic regression analysis. 1 = Context-irrelevant Low Regulators, 2 = Context-irrelevant Gain Regulator, 3 = Work-dominant Drain Regulators, 4 = Context-irrelevant Drain Regulators. PA = Positive affect, NA = negative affect. For gender, males were coded 1, and females were coded 2. Service represents workers in the service industry (1 = work in the service industry were coded 1, 0 = does not work in the service industry). Role represents those who are individual contributors (coded 1) compared to other roles such as managers (coded 0).

* indicates $p < .05$. ** indicates $p < .01$.

Table 10*Standardized means of outcome by latent profile at work (BCH)*

<i>Variable</i>	Low Regulators (1)	S.E.	High Regulators (2)	S.E.	Drain Regulators (3)	S.E.	Chi-Square			
							Overall	1 vs 2	1 vs 3	2 vs 3
EE	-0.124	0.085	0.007	0.090	0.249	0.132	5.784*	0.912	5.747**	1.983
SWIF	-0.215	0.084	0.092	0.092	0.266	0.128	11.632**	4.915*	10.083**	1.069
JS	0.113	0.084	0.065	0.086	-0.375	0.145	8.99**	0.135	8.719**	6.015**
CS	0.218	0.080	0.008	0.091	-0.479	0.136	19.989**	2.46	19.886**	7.749**

Note. EE = Emotional Exhaustion, SWIF = Strain-based WIF, JS = Job Satisfaction, CS = Coworker Satisfaction.

* indicates $p < .05$. ** indicates $p < .01$.

Table 11*Standardized means of outcome by latent profile at home (BCH)*

<i>Variable</i>	Low Regulators (1)	S.E.	Gain Regulators (2)	S.E.	Drain Regulators (3)	S.E.	Chi-Square			
							Overall	1 vs 2	1 vs 3	2 vs 3
EE	-0.321	0.222	-0.069	0.058	0.370	0.129	11.300**	1.163	7.319**	8.786**
SFIW	-0.595	0.092	-0.162	0.052	0.816	0.159	60.712**	15.196*	59.560*	31.366**
Rel. Sat	0.234	0.176	0.218	0.052	-0.911	0.147	49.624**	0.008	25.182**	48.215**

Note. EE. = Emotional Exhaustion, SWIF = Strain-based FIW, Rel. Sat = Relationship Satisfaction

* indicates $p < .05$. ** indicates $p < .01$.

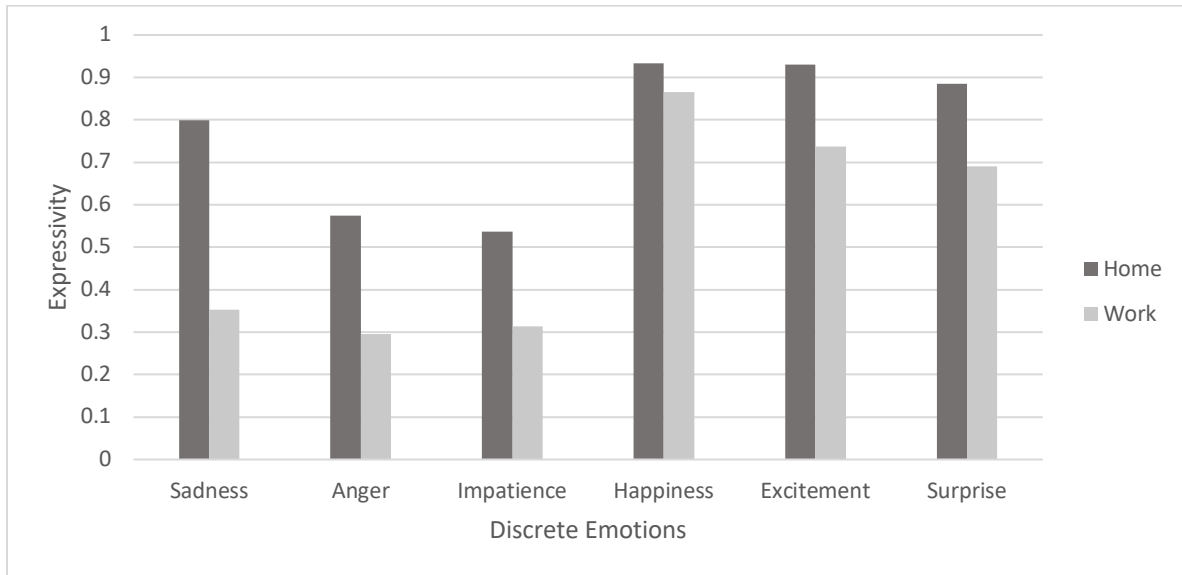


Figure 1. Mean expressivity across work and home contexts

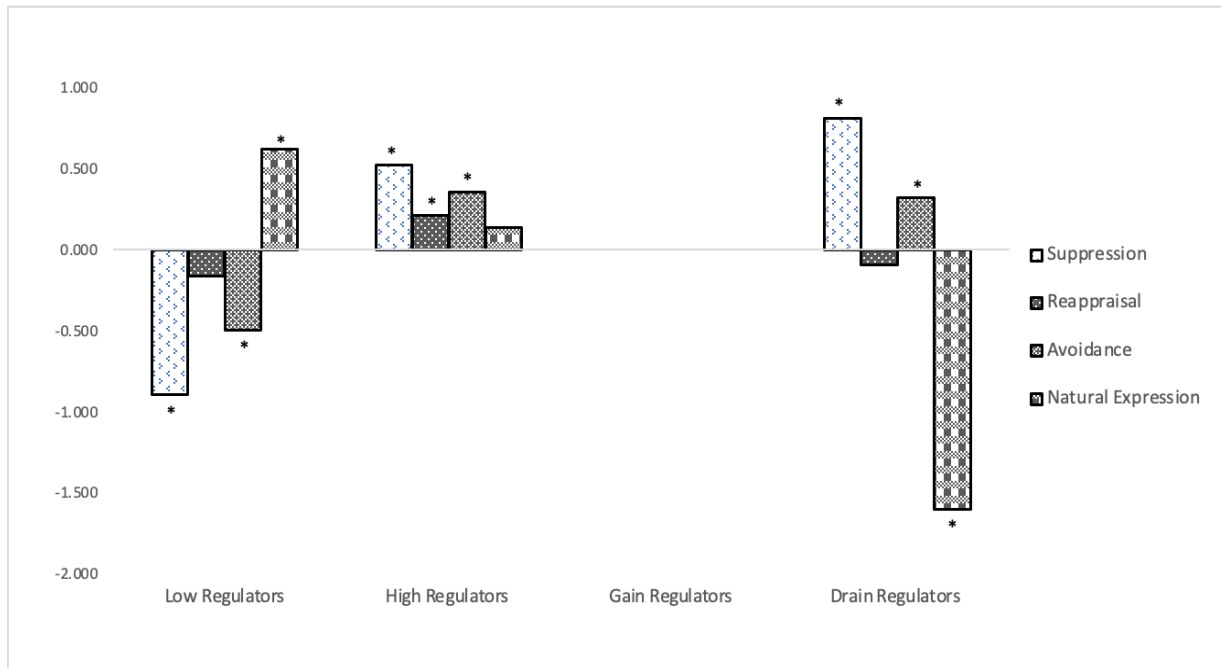


Figure 2. Standardized means of emotion regulation by profiles at work

Note. * indicates $p < .05$.

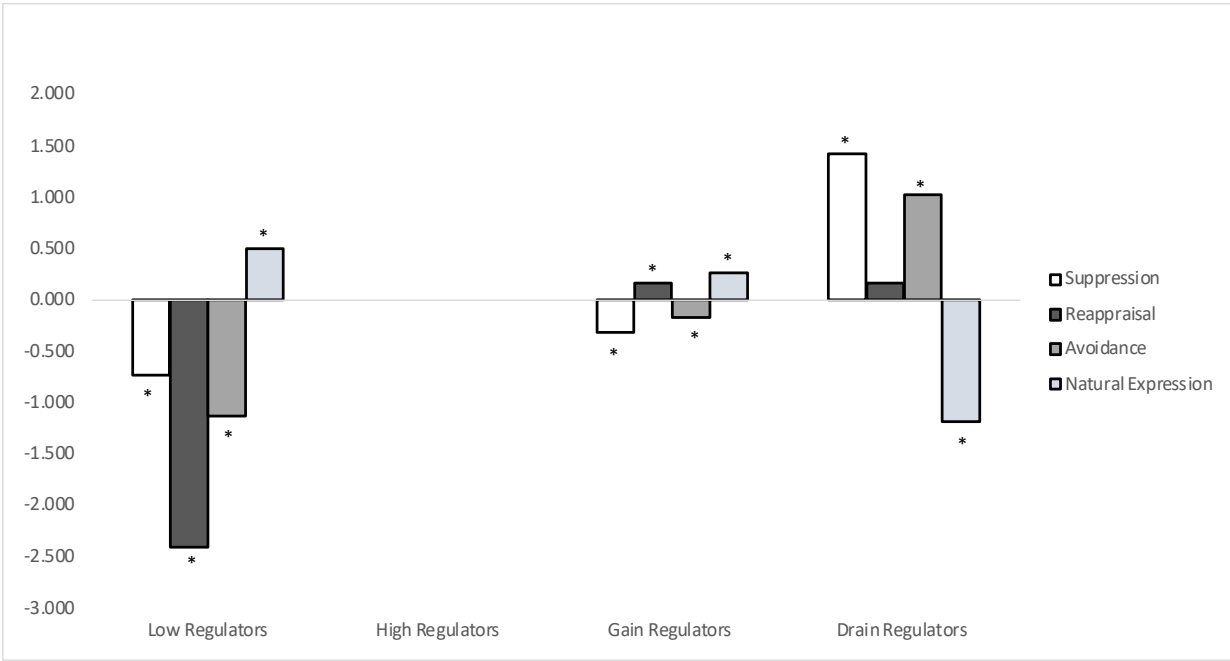


Figure 3. Standardized means of emotion regulation by profiles at home

Note. * indicates $p < .05$.

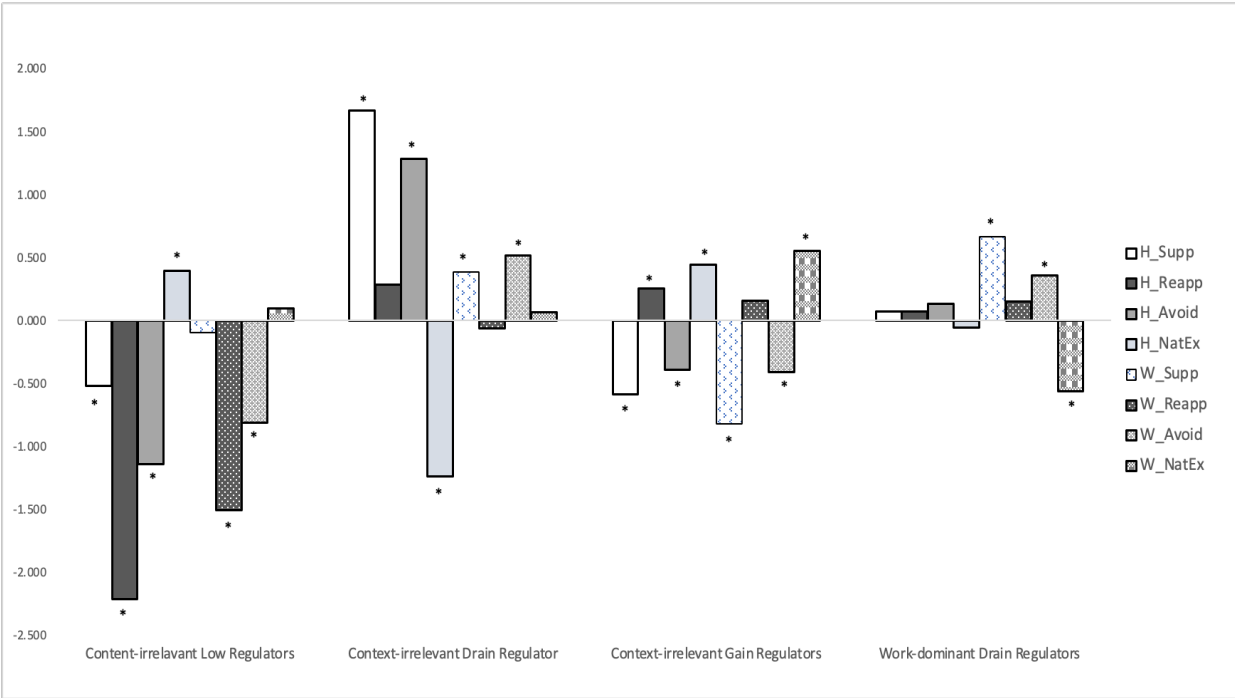


Figure 4. Standardized means of emotion regulation by profiles across work and home

Note. * indicates $p < .05$.

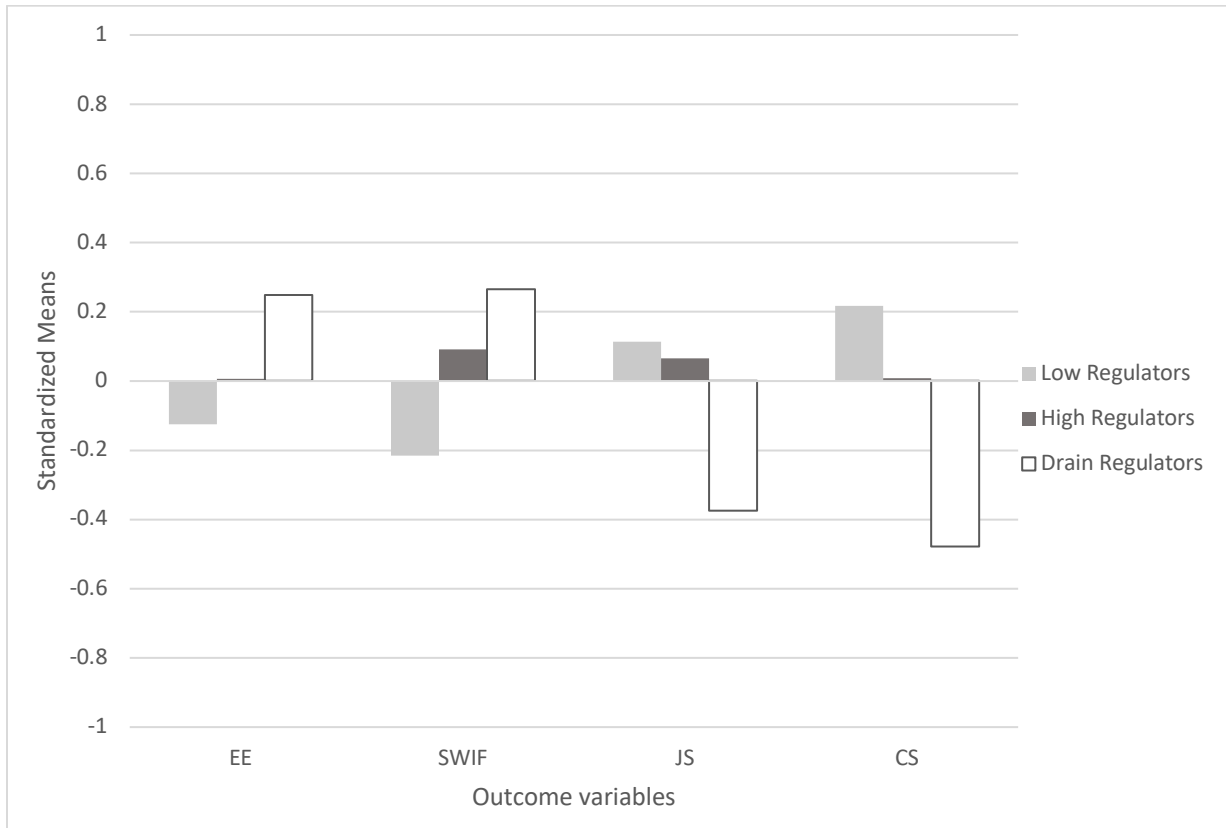


Figure 5. Standardized means of outcomes by latent profile at work

Note. EE = Emotional Exhaustion, SWIF = Strain-based WIF, JS = Job Satisfaction, CS = Coworker Satisfaction.

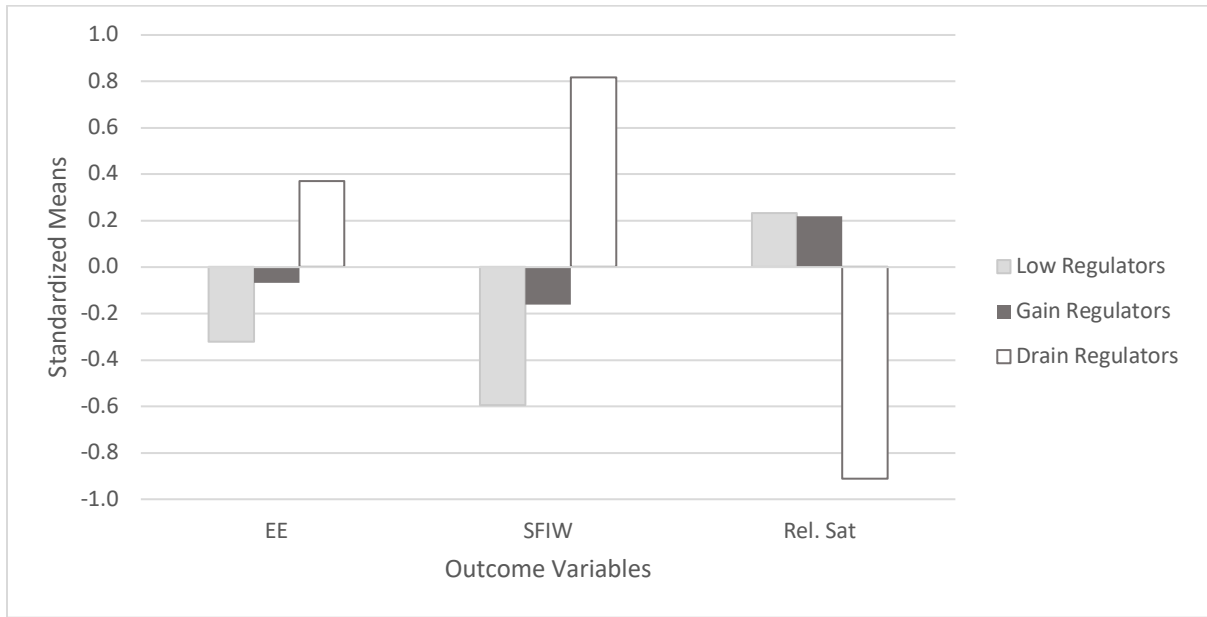


Figure 6. Standardized means of outcomes by latent profile at home

Note. EE. = Emotional Exhaustion, SWIF = Strain-based FIW, Rel. Sat = Relationship Satisfaction

CHAPTER FIVE:

DISCUSSION

Emotion regulation, the act of managing one's emotions, is a common phenomenon. Recent studies acknowledge that individuals may engage in multiple emotion regulation strategies simultaneously or in close succession to navigate the emotional expectations of their social setting and interaction partners within those contexts (Aldao & Nolen-Hoeksema, 2013). The current work makes theoretical contributions by expanding existing research on emotion regulation and emotional labor profiles and integrating role theory to understand the use of distinct combinations of emotion regulation strategies in the contexts of work and home. Using a person-centered approach afforded by Latent Profile Analysis, results revealed three profiles at work and three profiles at home. At work, individuals fell into the profiles of low regulators: individuals with relatively low and/or no use of all emotion regulation strategies but relatively high expression of naturally felt emotions; high regulators: individuals with relatively high use of all emotion regulation strategies and low and/or no expression of naturally felt emotions; and drain regulators: individuals who are relatively high on suppression and avoidance but low on reappraisal and natural expression. Low regulators and drain regulators were replicated in the home context, however, gain regulators replaced high regulators in the home context. Gain regulators are individuals with relatively high use of reappraisal and expression of naturally felt emotions but exhibit low/no suppression and avoidance.

Given that expressivity of emotions is less restricted and authentic expression is expected in the home context, individuals may feel freer to express their emotions at home than at work.

Therefore, I hypothesized that a higher proportion of people would fall into the low regulators and gain regulators category at home compared to work. However, results revealed that 41.6% of the sample were low regulators in the work context but only 6.6% were low regulators at home. Although this result seems to contradict the study's hypotheses, the overall distribution of participants into profiles at work and home aligns with the hypotheses. That is, although there was a small proportion of low regulators at home, most participants were gain regulators (75.1%). Combined, low regulators and gain regulators made up 81.7% of the sample at home, both of which involve high expression of naturally felt emotions. At work, although 41.6% were low regulators, the remaining 58.3% belonged to high regulator and drain regulator profiles, both of which involve low/no expression of naturally felt emotions. These results are in line with the rationale that the home context supports freedom of expression more so than the work context.

Another of this study's theoretical contributions is the examination of a person-level tendency toward profiles of emotion regulation strategies regardless of the context. Results showed that individuals indeed used certain combinations of strategies across both contexts. Specifically, 37.2% of individuals were gain regulators at work and at home (*context-irrelevant gain regulators*), 14.1% were drain regulators at work and at home (*context-irrelevant drain regulators*), and 7.5% were low regulators at work and at home (*context-irrelevant low regulators*). The remaining 41.2% consisted of individuals who regulated their emotions at work using high levels of suppression and avoidance but did not regulate their emotions to a high extent at home (*work-dominant drain regulators*). This fairly even split suggests a bifurcation of individuals into two groups: individuals who are consistent in their emotion regulation strategies across work and home, indicating a person-level tendency (the context-irrelevant regulators), and

individuals who adapt their emotion regulation strategies based on the context (work-dominant drain regulators). Context-irrelevant regulators are further split into more nuanced regulation patterns consistently held across contexts: drain, gain, and low regulation. This distinction between context-irrelevant and context-dominant emotion regulation is a nascent research area that could benefit from additional exploration. Individuals who consistently maintain a profile that is deleterious to well-being may be primary targets for interventions.

Existing research has examined negative affectivity (NA) and positive affectivity (PA) as predictors of emotional labor profiles (Gabriel et al., 2015). However, the present study adds to the literature by assessing these variables as individual-level predictors of emotion regulation profiles within and across work and home contexts. Results showed that NA did not predict membership to any of the three profiles at work (i.e., low regulators, drain regulators, and high regulators). That is, high NA participants were no more likely than those scoring lower in NA to be members of a particular profile at work. However, NA predicted profile membership at home. Specifically, as expected, NA increased the likelihood of being drain regulators at home compared to low regulators and gain regulators at home. An opposite pattern is shown with positive affectivity (PA); PA was not related to profile membership of participants in any of the three profiles at home (i.e., low regulators, drain regulators, and gain regulators) but predicted profile membership at work. In other words, high PA participants were no more likely than those scoring lower in PA to be members of a particular profile at home. At work, however, those who were higher on positive affectivity were more likely to belong to the low regulators profile and high regulator profiles compared to the drain regulators profile.

The effect of negative affectivity (NA) as a predictor of profile membership at home, but not at work makes sense in light of differences in display expectations between work and home.

It is reasonable that high negative affectivity individuals who tend to have a negative outlook and gravitate toward suppression and avoidance regulation strategies (Kammeyer-Mueller et al., 2013) would be more likely than those lower in NA to be drain regulators even within the home context which allows for more freedom of expression and is less restrictive of emotions. At work, due to higher restrictions on expressivity, individuals are likely to regulate their emotions using the strategies at their disposal, regardless of their disposition; thus, NA is not a predictor of profile membership in the work context. The same rationale applies to the effect of positive affectivity (PA) as a predictor of profile membership at work, but not at home. At home where expressivity is less restricted and individuals feel more psychologically safe (Grandey & Krannitz, 2015; Le & Impett, 2013), it makes sense that people would express their natural emotions and/or use more intentional strategies such as reappraisal regardless of their disposition; thus, PA is not a predictor of profile membership at home. At work, however, it stands to reason that individuals with a consistently positive outlook (i.e., high positive affectivity) would be more likely to be low regulators and high regulators even within the more restrictive work context.

Although not the focus of this research, the study revealed additional predictors of profile membership at work and home. Specifically, gender and role predicted profile membership. Managers were more likely to be high regulators than drain regulators at work, suggesting that although managers regulate their emotions, they might be more prone or have more freedom than employees to engage in reappraisal, a strategy that can be more involved and intentional than suppression and avoidance.

As for gender, research suggests that women engage in more emotion regulation than men (Goubet & Chrysikou, 2019) and are more likely than men to use reappraisal (Goubet &

Chrysikou, 2019; Rogier et al., 2019) and express their emotions (Tamres et al., 2002). Examining gender as an antecedent of domain-spanning profiles, results revealed that females were more likely than males to be gain regulators consistently across the work and home contexts compared to engaging in suppression and avoidance at work alone (context-dominant drain regulators); in line with past studies. Findings for gender as an antecedent of profiles at work and home independently, however, seem to conflict with past literature. At home, females were no more likely than males to belong to any particular profile. At work, males were more likely than females to belong to the high regulator profile (characterized by relatively high use of reappraisal along with suppression and avoidance) compared to the drain regulator profile (characterized by low/no reappraisal and natural expression, but relatively high suppression and avoidance). In other words, males were more likely than females to belong to a profile with high use of reappraisal, contradicting findings that show women are more likely than men to use reappraisal (Goubet & Chrysikou, 2019; Rogier et al., 2019). Furthermore, females were more likely than males to be low regulators at work compared to high regulators at work. This finding aligns with prior research that indicates females are more likely to express their emotions (Tamres et al., 2002), but conflicts with studies that show women engage in more emotion regulation than men (Goubet & Chrysikou, 2019).

It is possible that role at work might contribute to one of the contradictory findings. As identified earlier, managers were also more likely to be high regulators than drain regulators. Since 40% of the sample were managers ($n = 192$), role might be moderating the relationship between gender and profile membership. These inconsistencies between the current study's results and existing research highlight the need for examining profiles of emotion regulation rather than single strategies. Given that a person-centered profiles approach looks at distinct

patterns of emotion regulation strategies operating together within an individual, a clearer image of exactly how gender influences profile membership may emerge over time with more research on emotion regulation profiles.

This study offers another contribution to theory by examining the implication of profile membership on mean levels of psychological (i.e., emotional exhaustion), work-related (i.e., job satisfaction), relational (i.e., coworker satisfaction and relationship satisfaction), and work-family (i.e., work-family conflict) outcomes, the latter two of which are rarely explored. Of the outcomes explored, results revealed that those in the low regulators profile reported the lowest on work-family conflict only. Specifically, low regulators at work had significantly lower strain-based work-to-family conflict (SWIF) compared to high regulators at work and drain regulators at work. Similarly, low regulators at home had the lowest strain-based family-to-work conflict (SFIW) compared to the gain regulator profile and the drain regulator profile. These results suggest that limiting our use of emotion regulation, and instead, focusing on authentic expression of our emotions at work and home may relieve the strain related to emotion regulation, making it an effective strategy for mitigating work-family conflict. This finding adds to the limited research connecting the emotion regulation and work-family literature and highlights the natural expression of emotions as an effective strategy that has been overlooked in research on emotion regulation.

Although low regulators had the lowest work-family conflict, individuals belonging to this profile showed similar mean scores as high regulators at work and gain regulators at home for the other outcomes examined. Specifically, low regulators at work and high regulators at work showed no mean difference in emotional exhaustion, job satisfaction, and coworker satisfaction; individuals from both profiles were similarly low in emotional exhaustion and high

in job satisfaction, and coworker satisfaction. This pattern is replicated in the home context such that low regulators at home reported similarly low emotional exhaustion and high relationship satisfaction as those belonging to the gain regulators profile at home. These results may be a relief to individuals who are not able to navigate both contexts without some form of emotion regulation. Indeed, the majority of the sample fell into profiles that regulated their emotions to some extent at work and home (only 42% were low regulators at work and 7% at home). That is, those belonging to the high regulator profile at work (relatively high suppression, avoidance, and reappraisal, but low/no natural expression) and a gain regulator profile at home (relatively low suppression, avoidance, and high reappraisal and natural expression) reported similar positive outcomes as those who regulate their emotions at a relatively low level and express their natural emotions instead (low regulators).

Unsurprisingly, those belonging to the drain regulator profile (relatively high suppression, avoidance, and low/no reappraisal and natural expression) scored the lowest on all study outcomes when compared to all other emotion regulation profiles at work and home. At work, drain regulators had significantly higher emotional exhaustion and strain-based work-to-family conflict (SWIF) than low regulators; and significantly lower job satisfaction and coworker satisfaction compared to low regulators and high regulators. Given that the main difference between high regulators and drain regulators is the relatively high use of reappraisal, we can infer that adding reappraisal to one's repertoire of emotion regulation strategies can offset emotional exhaustion and strain-based work-to-family conflict. At home, drain regulators scored significantly higher on emotional exhaustion and strain-based family-to-work conflict (SFIW); and lower on relationship satisfaction compared to low regulators and gain regulators, demonstrating that purely using emotion regulation strategies that are typically draining (i.e.,

suppression and avoidance) without a less draining strategy such as reappraisal as a buffer may be detrimental to one's well-being.

Mimicking the pattern of earlier findings, results examining the behavior-based work-to-family conflict (BWIF) in cross-domain profiles revealed context-irrelevant drain regulators (i.e., those who are drain regulators both at work and home) to have the lowest mean score.

Additionally, those who were consistently gain regulators across contexts (context-irrelevant gain regulators) showed similarly low BWIF as those who were consistently low regulators across contexts (context-irrelevant low regulators). Altogether, results comparing mean outcomes for emergent profiles revealed drain regulators to be the least effective profile both at work and home and comparability between low regulators and high regulators at work and low regulators and gain regulators at home in terms of effectiveness.

Practical Implications

This study has practical implications that may be useful for workers and leadership to consider. Results showed that those who regulate their emotions using high suppression and high avoidance, but low/no reappraisal and expression of naturally felt emotions (drain regulators) experience the poorest outcomes. However, adding reappraisal to one's repertoire of emotion regulation (e.g., high regulators) reduces the negative outcomes. Leadership may encourage workers to identify the instances in which they tend to regulate their emotions most often, build workers' awareness of the tactics they use to regulate their emotions, and offer training on the practice of reappraisal in the workplace (Liu et al., 2019). This training perhaps may target non-managerial and female employees as this study shows these groups are more likely to be drain regulators compared to high regulators. Furthermore, leaders may create work environments that incentivize the use of intentional emotion regulation strategies such as reappraisal.

Another practical implication is that focusing on authentic and respectful expression of emotions at work may be more advantageous than previously thought. Although the low regulator vs. high regulator profile comparison at work and the low regulator vs. gain regulator profile comparison at home revealed non-significant mean differences in all outcomes except work-family conflict, the results indicate that low regulators, high regulators, and gain regulators all had advantageous outcomes both at work and home. This finding provides evidence that the natural expression of emotion is an incredibly important part of the emotion regulation story that has been missed for the past two decades and warrants further research. No regulation may be a less effortful approach than teaching people how to regulate or reappraise, and as such it should be a valuable part of workers' emotional toolkits. Although the sample size for this study was relatively large compared to similar research (Chesney et al., 2019; De carvalho et al., 2022; Suh et al., 2020), a larger sample may help differentiate between these profiles.

Finally, while the relatively high use of reappraisal- as with high regulators- can be beneficial, reappraisal can still be a stressor (Moore et al., 2008) as is evidenced in the significantly higher strain-based work-to-family conflict (SWIF) for high regulators compared to low regulators at work and higher strain-based family-to-work conflict (SFIW) for gain regulators compared to low regulators at home. As such, individuals are encouraged to identify channels to release their emotions to facilitate better expression of natural emotions rather than always relying on reappraisal.

Limitations and Future Directions

The current study has several limitations. The first is that measures of emotion regulation at work and home relied on a retrospective recollection of the emotion regulation strategies participants employed at work and home. This survey approach assumes that participants can

accurately recall their reactions and distinguish between work and home regarding the emotion regulation strategies they use within each context. Indeed, one's actual use of emotion regulation at work and home may not correspond with their perceived use of those strategies (Grommisch et al., 2020). Although this study shows differences in the level of emotional expressivity between work and home and differences between contexts in the profiles that emerged, future studies could take an experience sampling approach to assess people's real-time behavior within each context.

Second, although Prolific- the platform from which this data was sampled- provides better quality data compared to the MTurk and CloudResearch platforms (Eyal et al., 2021), research indicates that Prolific does have data quality concerns (Litman et al., 2021). To offset these concerns and assure data quality, this study utilized comprehension checks, attention checks, and speed cut-offs to remove participants flagged for aberrant responding. Specifically, those who responded incorrectly to more than one comprehension/attention check and those who completed the survey at speeds greater than one standard from the mean were removed from the study. Future studies could include more rigorous criteria to ensure data quality.

Third, this study only examined emotion regulation when interacting with a close peer at work and one's partner at home. The choice of peer and partner was made to control for role distance across contexts. However, it limits the generalizability of the findings to those interaction partners within each context. Specifically, the study captured profiles of emotion regulation strategies when interacting with specific role partners within each context rather than profiles at work and home in isolation. As such, readers should limit their interpretation of the results to profiles at work and profiles at home when interacting with the specified role partners. In recognition that individuals can manage their emotions differently depending on their role and

the partners with whom they interact, future studies might assess profiles of emotion regulation when engaging with individuals at a different hierarchical level such as a staff interacting with their supervisor at work or a parent interacting with their child at home.

Finally, the current study examined whether individuals maintain a consistent profile of emotion regulation across work and home by including measures of emotion regulation at work and home in a latent profile analysis (LPA). Although the LPA conducted was not a direct test of this hypothesis, it allowed for a limited quantification of (in)consistency in emotion regulation profile across contexts. Furthermore, this approach did not account for the dependency between responses to measures of emotion regulation at work and home. In instances where the same profiles of emotion regulation emerge at work and home, future studies could leverage a Latent Transition Analysis (LTA) to more directly capture the extent to which individuals adopt different profiles of emotion regulation when they transition from work to home or across other contexts. Future studies may also further examine the predictors of profile membership transition across contexts.

Conclusion

In the same way that emotional display rules differ between work and home, individuals differ in the combination of emotion regulation strategies employed at work and at home. The current study examined profiles of emotion regulation strategies in the work and home context and their relationship with individual, relational, and work-family outcomes. Results show differences in the types of profiles most prevalent at work and home and indicate that emotion regulation profiles commonly adapted at work are those more detrimental to well-being and relational outcomes. Although the emotion regulation strategy reappraisal is still a stressor, it seems including it in one's arsenal of emotion regulation strategies can buffer against negative

outcomes. Furthermore, low regulation of one's emotions coupled with expressing one's natural emotions mitigates strain-based work-family conflict and may have the potential for increased well-being broadly.

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APPENDIX A: SCALE ITEMS

Time 1

Display Rules (Moran et al., 2013; Watson et al., 1988)

The nominal measure of expectations for emotional expressivity at work and home was transformed into a continuous measure ranging from 0 = neutralize to 1.0989 = amplify. Low scores indicate display rules of low emotional expressivity. High scores indicate display rules of high emotional expressivity.

Work

1. Sadness is defined as having, expressing, or showing low spirits, sorrow, or unhappiness. Which of the following do you believe you **SHOULD do** if you are engaging with the **peer** you interact with most frequently **at work** and you felt sad?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
2. Anger is defined as feelings displeasure resulting from injury, mistreatment, or opposition. Which of the following do you believe you **SHOULD do** if you are engaging with the **peer** you interact with most frequently **at work** and you felt angry?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
3. Impatience is defined as lack of patience; intolerance of or irritability with anything that impedes or delays. Which of the following do you believe you **SHOULD do** if you are engaging with the **peer** you interact with most frequently **at work** and you felt impatient?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)

4. Happiness is defined as feelings of great pleasure, contentment, joy. Which of the following do you believe you **SHOULD do** if you are engaging with the **peer** you interact with most frequently **at work** and you felt happy?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
5. Excitement is defined as feelings of eagerness or anticipation, and general arousal. Which of the following do you believe you **SHOULD do** if you are engaging with the **peer** you interact with most frequently **at work** and you felt excited?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
6. Surprise is defined as a sudden positive feeling wonder or astonishment at something unexpected. Which of the following do you believe you **SHOULD do** if you are engaging with the **peer** you interact with most frequently **at work** and you felt surprised?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)

Home

1. Sadness is defined as having, expressing, or showing low spirits, sorrow, or unhappiness. Which of the following do you believe you **SHOULD do** if you are interacting with **your partner at home** and you felt sad?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
2. Anger is defined as feelings displeasure resulting from injury, mistreatment, or opposition. Which of the following do you believe you **SHOULD do** if you are interacting with **your partner at home** and you felt angry?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)

- e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
3. Impatience is defined as lack of patience; intolerance of or irritability with anything that impedes or delays. Which of the following do you believe you **SHOULD do** if you are interacting with **your partner at home** and you felt impatient?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
 4. Happiness is defined as feelings of great pleasure, contentment, joy. Which of the following do you believe you **SHOULD do** if you are interacting with **your partner at home** and you felt happy?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
 5. Excitement is defined as feelings of eagerness or anticipation, and general arousal. Which of the following do you believe you **SHOULD do** if you are interacting with **your partner at home** and you felt excited?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)
 6. Surprise is defined as a sudden positive feeling wonder or astonishment at something unexpected. Which of the following do you believe you **SHOULD do** if you are interacting with **your partner at home** and you felt surprised?
 - a. Show no emotion (Neutralize)
 - b. Show an emotion other than the felt emotion (mask)
 - c. Show less of the emotion than is felt (deamplify)
 - d. Show the emotion as felt but add a smile so as to comment on the feeling (qualify)
 - e. Show the emotion as felt without modification (express)
 - f. Show more of the emotion than is felt (amplify)

Emotion Regulation Strategies

Work

Expressive Suppression (Gross & John, 2003)

Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). The following statements are about your emotional experience **when engaging with the peer you interact with most frequently**. Please rate the extent to which you agree or disagree with the following statements.

1. **When engaging with the peer I interact with most frequently at work**, I control my emotions by *not* expressing them.
2. **When engaging with the peer I interact with most frequently at work**, when I am feeling negative emotions, I make sure not to express them.
3. **When engaging with the peer I interact with most frequently at work**, I keep my emotions to myself.
4. **When engaging with the peer I interact with most frequently at work**, when I am feeling positive emotions, I am careful not to express them.

Cognitive Avoidance (Lattore Postigo et al., 2020)

Responses were rated on a 5-point scale ranging from 1 (*never true*) to 5 (*always true*). The following statements are about your emotional experience **when interacting with coworkers at work**. Please indicate how often the following statements apply to you.

1. **When engaging with the peer I interact with most frequently at work**, there are things/emotions I try not to think about.
2. **When engaging with the peer I interact with most frequently at work**, I think about trivial details so as not to think about important subjects that worry me.
3. **When engaging with the peer I interact with most frequently at work**, I keep myself occupied just to prevent thoughts/emotions from popping up in my mind.
4. **When engaging with the peer I interact with most frequently at work**, I avoid actions that remind me of things/emotions I do not want to think about.
5. **When engaging with the peer I interact with most frequently at work**, I push away the mental images related to a threatening situation by trying to describe the situation using an internal monologue.

Reappraisal (Gross & John, 2003)

Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). The following statements are about your emotional experience **when interacting with coworkers at work**. Please rate the extent to which you agree to the following statements.

1. **When engaging with the peer I interact with most frequently at work**, I control my emotions by changing the way I think about the situation I'm in.

2. **When engaging with the peer I interact with most frequently at work**, when I want to feel less negative emotion, I change the way I'm thinking about the situation.
3. **When engaging with the peer I interact with most frequently at work**, when I want to feel more positive emotion, I change the way I'm thinking about the situation.
4. **When engaging with the peer I interact with most frequently at work**, when I want to feel more positive emotion (such as joy or amusement), I change what I'm thinking about.
5. **When engaging with the peer I interact with most frequently at work**, when I want to feel less negative emotion (such as sadness or anger), I change what I'm thinking about.
6. **When engaging with the peer I interact with most frequently at work**, when I'm faced with a stressful situation, I make myself think about it in a way that helps me stay calm.

Expression of Naturally Felt Emotions (Diefendorff et al., 2005)

Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). The following statements are about your emotional experience **when interacting with coworkers at work**. Please rate the extent to which you agree with the following items.

1. The emotions I express **when engaging with the peer I interact with most frequently at work** are genuine.
2. The emotions I show **when engaging with the peer I interact with most frequently at work** come naturally.
3. The emotions I show **when engaging with the peer I interact with most frequently at work** match what I spontaneously feel.

Home

Expressive Suppression (Gross & John, 2003)

Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). The following statements are about your emotional experience **when interacting with your partner at home**. Please rate the extent to which you agree or disagree with the following statements.

1. **When interacting with my partner at home**, I control my emotions by *not* expressing them.
2. **When interacting with my partner at home**, when I am feeling negative emotions, I make sure not to express them.
3. **When interacting with my partner at home**, I keep my emotions to myself.
4. **When interacting with my partner at home**, when I am feeling positive emotions, I am careful not to express them.

Cognitive Avoidance (Lattore Postigo et al., 2020)

Responses were rated on a 5-point scale ranging from 1 (*never true*) to 5 (*always true*). The following statements are about your emotional experience **when interacting with your partner at home**. Please indicate how often the following statements apply to you.

1. **When interacting with my partner at home**, there are things/emotions I try not to think about.
2. **When interacting with my partner at home**, I think about trivial details so as not to think about important subjects that worry me.
3. **When interacting with my partner at home**, I keep myself occupied just to prevent thoughts/emotions from popping up in my mind.
4. **When interacting with my partner at home**, I avoid actions that remind me of things/emotions I do not want to think about.
5. **When interacting with my partner at home**, I push away the mental images related to a threatening situation by trying to describe the situation using an internal monologue.

Reappraisal (Gross & John, 2003)

Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). The following statements are about your emotional experience **when interacting with your partner at home**. Please rate the extent to which you agree to the following statements.

1. **When interacting with my partner at home**, I control my emotions by changing the way I think about the situation I'm in.
2. **When interacting with my partner at home**, when I want to feel less negative emotion, I change the way I'm thinking about the situation.
3. **When interacting with my partner at home**, when I want to feel more positive emotion, I change the way I'm thinking about the situation.
4. **When interacting with my partner at home**, when I want to feel more positive emotion (such as joy or amusement), I change what I'm thinking about.
5. **When interacting with my partner at home**, when I want to feel less negative emotion (such as sadness or anger), I change what I'm thinking about.
6. **When interacting with my partner at home**, when I'm faced with a stressful situation, I make myself think about it in a way that helps me stay calm.

Expression of Naturally Felt Emotions (Diefendorff et al., 2005)

Responses were rated on a 7-point scale ranging from 1 (*strongly disagree*) to 7 (*strongly agree*). The following statements are about your emotional experience **when interacting with your partner at home**. Please rate the extent to which you agree with the following items.

4. The emotions I express **when interacting with my partner at home** are genuine.
5. The emotions I show **when interacting with my partner at home** come naturally.
6. The emotions I show **when interacting with my partner at home** match what I spontaneously feel.

Time 2

Emotional Exhaustion (Wharton, 1993)

Responses were rated on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). Please rate the extent to which you agree with the following items related to how you feel on average.

1. I feel emotionally drained.
2. I feel used up at the end of the day.
3. I dread getting up in the morning and having to face another day.
4. I feel burned out.
5. I feel frustrated.
6. I feel I'm working too hard.

Job Satisfaction (Bowling & Hammond, 2008)

Responses were made on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). Please rate how well the following items describe to how you feel about your job.

1. All in all, I am satisfied with my job.
2. In general, I like working at my job.
3. In general, I don't like my job.

Coworker Satisfaction (Spector, 1985; Simon et al., 2010)

Responses were made on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). Please rate how well the following items describe to how you feel about your coworkers.

1. I like the people I work with
2. I enjoy my coworkers
3. I feel very friendly toward my coworkers
4. I find that I have to work harder at my job because of the incompetence of people I work with.

Relationship Satisfaction (Roysamb et al., 2014)

Responses were made on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). Please rate how well the following items describe to how you feel about your relationship with your partner.

1. I have a close relationship with my spouse/partner
2. My partner and I have problems in our relationship
3. I am very happy with our relationship
4. I am satisfied with my relationship with my partner
5. I have been lucky in my choice of a partner

Work Interfering with Family (Carlson, et al., 2000)

Responses were rated on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). Please rate the extent to which you agree with the following items.

1. When I get home from work, I am often too frazzled to participate in family activities/responsibilities.

2. I am often so emotionally drained when I get home from work that it prevents me from contributing to my family.
3. Due to all the pressures at work, sometimes when I come home, I am too stressed to do the things I enjoy
4. The problem-solving behaviors I use in my job are not effective in resolving problems at home
5. Behavior that is effective and necessary for me at work would be counterproductive at home
6. The behaviors I perform that make me effective at work do not help me to be a better parent and spouse

Family Interfering with Work (Carlson, et al., 2000)

Responses were rated on a 5-point scale ranging from 1 (*strongly disagree*) to 5 (*strongly agree*). Please rate the extent to which you agree with the following items.

1. Due to stress at home, I am often preoccupied with family matters at work
2. Because I am often stressed from family responsibilities, I have a hard time concentrating on my work.
3. Tension and anxiety from my family life often weakens my ability to do my job.
4. The behaviors that work for me at home do not seem to be effective at work.
5. Behavior that is effective and necessary for me at home would be counterproductive at work.
6. The problem-solving behavior that works for me at home does not seem to be as useful at work.

Dispositional Affectivity (Watson et al., 1988)

All items were measured on a 5-point scale (1= *not at all*; 5= *extremely*). This scale consists of several words that describe different feelings and emotions. Please indicate the extent to which you feel this way on average.

Positive affectivity

1. Enthusiastic
2. Interested
3. Determined
4. Excited
5. Inspired
6. Alert
7. Active
8. Strong
9. Proud
10. Attentive

Negative Affectivity

11. Scared
12. Afraid

13. Upset
14. Distressed
15. Jittery
16. Nervous
17. Ashamed
18. Guilty
19. Irritable
20. Hostile

APPENDIX B: COMPREHENSION AND ATTENTION CHECKS

Wave One

Comprehension Check 1

The following questions are about how you think **you** *should* behave if **you** were feeling the following emotions **at work** while interacting with your **peer**.

Comprehension check (please read carefully)

Base on the above, which of the following is **NOT** true?

- a. Your responses should be about your own behavior.
- b. Your response should be about what you should do, not what you actually do.
- c. Your responses should be about someone else's behavior.

Comprehension Check 2

Think about the peer you interact with most frequently at work. The following questions are about how you deal with emotions **when interacting with that peer at work**.

Comprehension check (please read carefully)

Based on the above instruction, which of the following is **true**?

- a. The person I am thinking about can be my boss
- b. The person I am thinking about is a peer I speak to regularly
- c. The person I am thinking about is a peer I rarely speak to

Attention Check

Of the response choices listed, select the choice labeled, please select Strongly disagree

- a. Strongly disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly agree

Wave Two

Comprehension Check 1

The following questions are about how you think **you** *should* behave if **you** were feeling the following emotions **at work** while interacting with your **peer**.

Comprehension check (please read carefully)

Based on the above, which of the following is **true**?

- a. Your responses should be about on your own behavior.
- b. Your response should be about what you should do, not what you actually do.
- c. Your responses should be about someone else's behavior.

Comprehension Check 2

The following items ask about your average psychological strain and your average emotional tendencies.

Comprehension check (please read carefully)

Based on the above instruction, which of the following is **NOT true**?

- a. The following items will ask about your average level of strain
- b. The following items will ask about your strain in the past two weeks only
- c. The following items will ask about your emotional tendencies on average

Attention Check

Of the response choices listed, select the choice labeled somewhat agree

- a. Strongly disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly agree

APPENDIX C: IRB EXEMPT DETERMINATION



January 23, 2023

Roxanne Lawrence 5610 Graduate Circle Tampa, FL 33617

EXEMPT DETERMINATION

Dear Roxanne Lawrence:

On 1/22/2023, the IRB reviewed and approved the following protocol:

Application Type: Initial Study
IRB ID: STUDY005228
Review Type: Exempt 2
Title: Context Matters: Profiles of Emotion Regulation at Work and at Home
Funding: None
Protocol: • Protocol_ER Profiles_1.2.23.docx;

The IRB determined that this protocol meets the criteria for exemption from IRB review.

In conducting this protocol, you are required to follow the requirements listed in the INVESTIGATOR MANUAL (HRP-103).

Please note, as per USF policy, once the exempt determination is made, the application is closed in BullsIRB. This does not limit your ability to conduct the research. Any proposed or anticipated change to the study design that was previously declared exempt from IRB oversight must be submitted to the IRB as a new study prior to initiation of the change. However, administrative changes, including changes in research personnel, do not warrant a modification or new application.

Ongoing IRB review and approval by this organization is not required. This determination applies only to the activities described in the IRB submission and does not apply should any changes be made. If changes are made and there are questions about whether these activities impact the exempt determination, please submit a new request to the IRB for a determination.

Sincerely,

Laura Alfonso
IRB Research Compliance Administrator

Institutional Review Boards / Research Integrity & Compliance

FWA No. 00001669

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