Weekday Progression ➔ Stress ➔ Positive Emotional Expressiveness

Moderator: Gender  Location: A variety of disciplines, including psychology, medicine, and neurology have demonstrated a link between work and elevated stress levels (Sparks et al., 1997; Frankenhauser, 1989). In addition, they have shown a distinct progression in stress levels, both between work and elevated stress levels (Sparks et al., 1997; Frankenhauser, 2001; Moser and Corroyer, 2001). Data will be compared between higher-stress areas and lower-stress areas. A high-cost chain in a casual location: All dependent variable measures were adapted from Pugh’s (2001).

HYPOTHESES

Customer positive emotional expressiveness will be lower on Monday than Friday.

Employee positive emotional expressiveness will be lower on Monday than Friday.

Gender will be a significant moderator on the relationship between weekday and customer expressiveness.

Location will be a significant moderator on the relationship between weekday and customer expressiveness.

MEASUREMENTS

All dependent variable measures were adapted from Pugh’s (2001):

DATA COLLECTION

PROCEDURE

Time 1 data collection ran from March 23rd until April 6th, 2009 and comprised a total of eight separate sessions on four days: two per week. For each day, data was collected consecutively on two Mondays and two Fridays. All collections occurred between 8:00 and 9:15am to avoid any confounding effect based on time of day. In addition, the experimenter rotated which location to visit first. Data collection followed a standard protocol. The experimenter, disguised to match the local dress code, sat at the counter nearest to the cash registers. Observations of customer/server interactions were systematically rotated between registers to double the server subject pool. Information was marked for thirty customers at each location. The average collection for 30 data points took 18.8 minutes, a shorter period than expected.

HYPOTHESES RESULTS: TIME 1

Customer positive emotional expressiveness will be lower on Monday than Friday.

Supported: Male Monday n=8 (M=0.82, SD=0.72) Female Monday n=26 (M=0.65, SD=0.85)

Not supported: Male Monday n=55 (M=0.55, SD=0.68) Female Monday n=57 (M=0.56, SD=0.63)

Employee positive emotional expressiveness will be lower on Monday than Friday.

Supported: Male Monday n=4 (M=0.52, SD=0.74) Male Friday n=54 (M=0.65, SD=0.85)

Not supported: Male Monday n=120 (t=19.6, p<.001) Male Friday n=115 (t=17.4, p<.001)

Gender will be a significant moderator on the relationship between weekday and customer expressiveness.

Supported: Male Monday n=3 (M=0.52, SD=0.74) Male Friday n=45 (M=0.68, SD=0.85)

Not supported: Male Monday n=55 (M=0.55, SD=0.68) Male Friday n=57 (M=0.56, SD=0.63)

Location will be a significant moderator on the relationship between weekday and customer expressiveness.

Supported: Casual Monday n=4 (M=0.46, SD=0.65) Casual Friday n=52 (M=0.52, SD=0.66)

Not supported: Casual Monday n=120 (t=19.6, p<.001) Casual Friday n=115 (t=17.4, p<.001)

RESULTS: TIME 2

Supporting: Male Monday n=55 (M=0.70, SD=0.69) Male Friday n=57 (M=0.70, SD=0.69)

Supported: Male Monday n=55 (M=0.70, SD=0.69) Male Friday n=57 (M=0.70, SD=0.69)

REFRENCES

Chronic Worrying Predicts Weekend-Weekday Differences in the Cortisol Awakening Response.