

# ACADEMIC WEEKLY DIGEST

YOUR WEEKLY DIGEST OF KEY RESEARCH FINDINGS

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## TOXIC LEADERSHIP ON EMPLOYEE'S EMOTIONS

Abusive supervision has been verified to negatively influence frontline employees' emotional labour. A research done by [Dr Yitong Yu](#) and colleagues, [Dr Tracy Xu](#) and [Prof Gang Li](#), considered the effect of time on this relationship.

The findings reveal that abusive supervision has a 'real-time' negative impact on employees' daily work engagement and daily surface acting, but it is not significantly related to their daily deep acting.



## ABUSIVE SUPERVISION'S DAILY IMPACTS ON FRONTLINE EMPLOYEES' EMOTIONAL LABOUR

Dr Yitong Yu, Dr Tracy Xu & Prof Gang Li

Abusive supervision, as an unethical negative leadership, has been found to have a negative impact on employees' work engagement and emotional labour. However, given the fluctuating nature of abusive supervision, work engagement, and emotional labour, the 'short-term' daily fluctuates merit further attention. To assess the time effects, this research collected daily data from 95 frontline hospitality employees over 10 working days.

The result shows that daily abusive supervision positively influences employees' daily surface acting towards customers and supervisors via their daily work engagement, but is not significantly related to daily deep acting.

Furthermore, the result indicates that mindfulness does not always buffer against the negative impact of abusive supervision.

Although subordinates with a high level of trait mindfulness are found associated with a high level of daily work engagement, they are also more sensitive to abusive supervision, as their surface acting increases more sharply.

These findings not only reveal employees' daily responses to abusive supervision, but also help practitioners in the tourism and hospitality industry to develop relevant channels and policies to reduce the negative impact of abusive supervision and thus protect employees' well-being.

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**Compared to surface acting, the impact of abusive supervision on deep acting requires more time to emerge.**

Yu, Y., Xu, S. T., & Li, G. (2023). Abusive supervision and emotional labour on a daily basis: the role of employee mindfulness. *Tourism Management*.

Link: [bit.ly/46wPiXh](https://bit.ly/46wPiXh)