

Notice for the PhD Viva Voce Examination

Ms Rithi Baruah (Reg. No. 1530088), PhD scholar at CHRIST (Deemed to be University), will defend her PhD thesis at the public viva voce examination on Thursday, 11 June 2020 at 11.00 am. The defense will be conducted online on the Webex Meeting platform.

- Title of the Thesis** : **Mediating Role of Relational Energy on Emotional Labor and Cognitive Flexibility among Cabin Crew**
- Discipline** : **Psychology**
- External Examiner** : **Dr B Rangaiah**
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- External Examiner** : **Dr H S Ashok**
(Within Karnataka)
Professor
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- Supervisor** : **Dr K Jayasankara Reddy**
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Bengaluru – 560029

Since it is an open viva, faculty members and research scholars of all branches of research are cordially invited to attend.

Place: Bengaluru
Date: 03 June 2020



Registrar

ABSTRACT

Although the job of the cabin crew seems glamorous and appealing to others, is quite strenuous and taxing. Cabin crew belongs to that group of professionals who must constantly interact with people from various backgrounds and culture and work on various time zones. The researcher aims to find if relational energy which is the psychological transaction that happens between colleagues can mediate the effect of emotional labor and help a cabin crew be cognitively flexible. The term emotional labor was coined by Hoshchild in 1983, but even after four decades there are still research gaps to be explored. The energy derived from interpersonal interactions can help maintain and sustain organizational efficiency. The researcher intends to investigate its role in helping the cabin crew deal with emotional labor and be more cognitively flexible. Cognitively flexible crew are the ones who are highly aware of their surroundings and has the capacity to take appropriate steps in the wake of unforeseen situations. This research was conducted in two phases and comprised of a mixed method approach. The first phase had 257 cabin crew from India who were made to answer three questionnaires namely, the relational energy scale, emotional labor scale, and the cognitive flexibility inventory. A multiple regression analysis and a mediation analysis was used to analyse the data. Based on the analysis six cabin crew were chosen for the second phase which involved a semi structured interview. This phase was conducted primarily to explain the dynamics of the variables which were explored in the first phase. Thematic network analysis was carried out. One broad global theme with four organizing themes and twenty basic themes evolved from the analysis. As hypothesised, the study revealed that effective exchange of positive energy can help a cabin crew regulate and modify their emotions and take appropriate actions and perform effectively at work.

Keywords: relational energy, emotional labor, cognitive flexibility, cabin crew, aviation psychology