WHAT’S LOVE GOT TO DO WITH IT? A LONGITUDINAL STUDY OF THE INFLUENCE OF A CULTURE OF COMPANIONATE LOVE ON EMPLOYEE AND CLIENT OUTCOMES IN THE LONG-TERM CARE INDUSTRY

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Love is a basic human emotion that has been largely neglected within the organizational behavior domain. In this study we examine love at the collective level, and empirically test the influence of a culture of companionate love among employees on the outcomes for employees and the clients they serve in a long-term care setting. In a 16-month longitudinal field study, using multiple measures of culture, we find that a culture of companionate love positively predicted employee satisfaction and teamwork and negatively predicted employee absenteeism and emotional exhaustion. Employee trait positive affect moderated the influence of the culture of love, amplifying its positive influence for high trait PA employees. The influence of a culture of love also influenced client outcomes, specifically patient mood, quality of life, and trips to the emergency room, as well as family satisfaction with the long-term care facility. We build a generalized model of emotional culture in organizations and discuss the theoretical implications for both the emotions and organizational culture literatures. We also consider managerial implications for the healthcare industry and beyond.