

Review on the Relationship Between Identity and Emotion in Organizational Context

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Abstract. Status is a symbol of one's family, career and society. Identity is very important for individuals, because it will have a very important impact on individuals' self-cognition and their cognition of other social objects. Some people believe that the identity of an individual will change with the changes of the group and environment in which it is located, that is, the one-to-many relationship between an individual and an identity, and the prominence of an individual's identity in different environments will also be different. And this prominent identity may have an important impact on the cognition and behavior of individuals. Identities change according to different stages of individual growth, including the transformation of identity and the increase or decrease of identity. On the basis of existing literature, this paper sorts out and summarizes the definition, measurement and related theories of identity. On this basis, it summarizes relevant researches on the relationship between identity and emotion from the perspective of emotion, hoping to enlightens relevant theoretical researches and management practices.

Keywords: *Identity, identity theory, social identity theory*

1. Introduction

Identity is a multi-disciplinary research topic, such as philosophy, sociology, psychology, management and other fields have carried out relevant research on identity, and put forward their own understanding based on their respective disciplines. In the field of philosophy, scholars have proposed that identity is a dynamic developmental construct, which includes three stages of development, namely, enlightenment identity view, social identity view, and de-centralization identity view (tao jiajun, 2006). In the field of sociology, scholars have conducted in-depth research on the identities of different groups, including the identity of citizenship and party member, etc. (Brown, 1990; Li bing, 2012). In the field of psychology, psychologists believe that the essence of identity is belonging in the emotional sense, and pay more attention to the psychological and emotional health and psychological identity belonging of people. Researches on identity are carried out around the self-identity theory and social identity theory (Kaiser, 2002).

In the field of management, scholars have also conducted in-depth discussion on identity, and put forward the definition of identity. For example, Ashford and Mael (1989) hold that organizational identity is the self-definition of individuals with organizational central characteristics.

2. The Theory of Identity

2.1 Self-classification Theory and Self-stereotyping

On the basis of the social identity theory, Turner et al. (1987) argued that individuals' identity and role positioning were not fixed, and individuals had different identity and role positioning in different social scenarios, leading to the emergence of the self-classification theory (Turner, 1987). Individuals perceive, classify, and identify social categories that are significant or important to them, categorize themselves into these categories, and construct self-concepts and fulfill roles and responsibilities according to the characteristics of the categories. Individuals form identity in the process of self-categorization (Stets, 2000). According to the theory of self-classification (Turner, 1987), identification within a group is expressed through self-perception of "deindividuation", and

individuals thus form "self-stereotyping". Individuals believe that they are similar to some members of the group, and this intra-group identification is called individual self-stereotyping (Oake, 1994). Oake believes that individuals can be called self-stereotyping by considering themselves to be similar to the general (or typical) members of their internal group (Oake, 1994).

For example, Spears, Doosje, and Ellemers found that individuals classified as members of a group perceived themselves to be more like members of the group. Such self-stereotyping also plays a role in race relations. Individuals believe that they share a common destiny with their kin due to self-stereotyping (Simon, 1992). Through the effect of group depersonification, individuals will share their experiences of success and failure with others due to self-stereotyping (Lewin, 1948). Self-stereotyping is an important reason why individuals in a group are willing to share their successful and failed behaviors from an emotional perspective.

2.2 Identification Theory

Identity theory inherits from Mead's classical theory of symbolic interaction, then the Stryker created the structure theory of symbolic interaction perspective (SSI), is a milestone in the development of identity theory, SSI mainly contains role identification, identification of significance, and the thought of commitment, SSI emphasizes on the role of interactive level of building up a relatively stable social network structure, and role identity is in association refers to the elements of social structure and individual self concept of link, because its can be down to form an important part of individual self concept, and can be up to form the basis of the social structure.

The development of identity theory has three stages. McCall is the representative of scholars' research on the interaction of identity. Later, scholars represented by Stryker focused on the structural direction of identity, trying to explain the influence of identity salience and identity commitment on individual behavior. The third stage of the development of identity theory focuses on cognitive control. Burke explains individual behaviors from the perspective of identity meaning based on Stryker's research.

Burke explained the process of the dynamic influence of Identity meaning on individual behavior from the perspective of cognitive Control, and gradually formed the Identity Control Theory (ICT), which is consistent with Stryker. According to the identity control theory, individuals are influenced by self-verification Motive to repeatedly verify the consistency of information received in a particular situation with the identification criteria in individual self-concept, and adjust their behaviors to act on the situation again based on the evaluation results.

Even though Burke's identity control theory and Stryker's identity theory have different focuses on the study of identity, the two theories share the same root and the development of identity theory is supplemented by shiitake, which promotes the integrity of the process mechanism of role identity's influence on individual behavior.

2.3 Social Identity Theory

Tajfel (1978) proposed a social identity theory based on social cognitive theory and racial discrimination. The core of social identity theory is that individuals define their roles and identities as well as those of others through social classification, and have different evaluations on different groups in social classification.

Social identity theory was put forward by Tajfel et al. (1978). Social identity theory refers to that individuals identify with their own groups through social classification, and then generate in-group preference and out-group bias. Individuals guarantee and improve self-esteem through continuous social identity, and this positive self-esteem is generated by the comparison of in-group and out-group. If sustained social identity is impaired, individuals will engage in various behaviors to improve self-esteem. If individuals are overly dependent on and enthusiastic about their own group, unconditionally believe that their group is superior to other groups, and fully explore the differences between groups in the process of maintaining social identity and improving self-esteem, inter-group prejudice and conflict will occur.

2.4 Group Identity Theory

According to the group identity theory, when individuals have group identity, they will continue to approach group characteristics through emotion, behavior and other ways and become internalized in group characteristics. Individual personalized characteristics gradually disappear and are replaced by similar or even identical behaviors with group characteristics.

In addition, the individual of the population in order to get other members and within populations, will take the initiative to make related to group, is beneficial to the behavior of the group, the individual is not only affected by the group characteristics and group in a certain extent affect the social image of the individual through for group behavior, constantly improve and awareness in the position in the group, and make a beneficial to improve the image of the group in the social environment and the influence of the behavior, make the group members in the combination of individual and group interests. Classical sociological theory suggests two different ways in which individuals identify with groups. One dimension of group identity focuses on self-definition at the group level. From the perspective of self-definition, the identification of the group should be manifested as individuals' cognition of themselves similar to the intra-group prototype. The self-definition at the group level should also show that individuals perceive individuals in the group as sharing commonalities.

The theory of group identity originated in the 1960s, and some marginal groups' rights protection movements gradually emerged in European countries, such as feminist groups and gay groups. Scholars in various fields turned their attention to the identification studies of different groups, and the theory of group identity also obtained sustainable development. Kimberly (2013) proposed three psychological methods of ethnic identity for the study of language and ethnic relations, and proposed how these theoretical models lead to different studies on the relationship between language and ethnic groups. It also puts forward effective Suggestions on the measurement of relevant variables, especially in the social context to provide theoretical support for scholars in the field of psychology and linguistics on how to promote the correlation between group race and language.

2.5 Role Identity Theory

Stryker put forward role identity in 1980, and he believed that role identity is defined by the role given to individuals by the society in which they live. According to role identity theory, identity is generated based on roles. Roles exist in the society and are the connection point between individuals and society. Individuals exist in a specific society as given by the society, and can realize self-value and social value through such unique roles. Society develops continuously by giving different individuals appropriate roles and identities.

2.6 Balanced Identity Theory

Greenwald (2002) and others on the basis of the balance theory, puts forward balance theory of identity, is to balance the identity theory of implicit attitude, stereotypes, implicit self-esteem and implicit self-concept consolidation theory, the Social knowledge structure (Social knowledge structure, SKS) of all links as the connection between the concept - "properties", and focus on the role of cognitive consistency in contact. In addition, Greenwald proposed the corresponding balanced identity scale.

Zhu huijun (2018) et al. studied the applicability of in-group gender attitudes, in-group gender identity and self-esteem of Chinese college students, and the results showed that the applicability of balanced identity theory has not been verified in the Chinese context, and the theory still needs to be studied continuously.

3. The Effect Mechanism of Identity on the Development of Emotion-Related Variables in Organizational Context

In the organizational context, the influence of identity on employees' emotional experience is on the one hand caused by various identities of employees themselves; On the other hand, it is the influence of employees' gaining others' identity. The details are as follows:

3.1 The Effect of Identity on Employees' Emotional Experience in Organizational Context

The emotional response of an individual in an organization is closely related to his or her job-related identity. It can be said that emotion is closely related to identity and identity. Eliot (2006) pointed out that group identity affects individual's emotional response. Specifically, when individuals produce group identity, individuals have positive emotional reactions to members of the group, while they have negative emotional reactions to members of the outside group, that is, they may show the phenomenon of "in-group preference" and "out-group bias". This emotional reaction of "internal and external differences" is especially prominent when there is a strong competitive relationship between groups. At this time, the negative emotional reaction of members in a group to members outside the group will be more intense, and even generate negative emotions such as fear, jealousy and hatred.

Fan jing (2015) believes that when employees are recognized by leaders and colleagues, they will have positive emotions and higher job satisfaction. When the leaders and colleagues of employees have low recognition in work, this kind of thing will seriously affect the mood of employees, easily leading to depression and low job satisfaction. Avolio (2004) believes that when people are recognized, they are more likely to induce positive emotions, which may further bring various positive follow-up reactions, including positive interpersonal communication experience and more organizational citizenship behaviors, so as to improve organizational performance.

3.2 The Effect of Identity on Employees' Emotional Labor in Organizational Context

Based on the classification, emotional labor is divided into three levels: surface acting behavior, deep acting behavior and natural expression. Ashforth and Humphrey (1993) believe that when employees have a high level of identification with the organization, they will tend to adjust their emotions and inner feelings to meet the requirements of the organization, that is, employees will carry out more natural emotional expression. Yan xiying (2011) pointed out that organizational identity has a significant impact on employees' deep acting behaviors. Employees with high organizational identity can still adhere to the requirements of the organization and keep consistent with the organization when encountering some problems in work. Griffin (2007) pointed out that employees should ensure the realization of corporate interests when facing uncertain situations, so they believed that organizational identification was an important guarantee for employees to provide quality services. A high degree of organizational identification can ensure that employees show emotions and express sincere feelings in strict accordance with the requirements of the organization in the service process.

4. Summary

First, research on the effect mechanism of identity from the perspective of emotion. Identity is very important for individuals' self-cognition and their relationship with other social objects. For individuals, identity is conducive to the strengthening of individual self-concept and plays a guiding role in individual development. In a group, the individual's identity can not only strengthen the individual's clarity of his own status and responsibility, but also improve the individual's loyalty to the group, which has an important impact on the development of the group. Many scholars have focused on the study of identity and paid great attention to the influence and effect of identity at the level of individuals and groups. However, the empirical research on identity from the perspective of emotion is still in its infancy and needs to be further explored

Second, research on the differential influence effect based on the identity of different subjects. Identity includes individual identity, group identity and social identity. The possible effect of the identity of different subjects is also different. In the future, we can make a comparative study on the difference effect that may be produced by different subjects' identities, so as to grasp the proximal outcome variables that may be generated by different types of identities in a deeper way.

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