

The concept of emotional labour, first introduced by Hochschild (1983), has grown and developed immensely in the last four decades (Phillips *et al.*, 2020, p. 3). According to Hochschild, the contemporary definition of emotional labour is overextended and over-applied (Beck, 2018; and see Stulikova and Dawson, 2023). While emotional labour is distinctively prevalent within service sectors (Yang and Chen, 2021, p. 480), emotional labour as an essential part of the police officers' job is somehow overlooked (van Gelderen, Konijn and Bakker, 2017, p. 853). Substantial research highlighted that emotional labour is linked to burnout and health outcomes of employees (Zapf, 2002; Jeung, Kim and Chang, 2018). Therefore, how emotional labour affects police well-being and performance is a presumably marginalised but crucial issue. Police forces are essential to the order and safety of communities and cities; thus, police officers' performance and well-being are vital and meaningful. This literature review was conducted to examine the research on emotional labour in this domain, emphasising individual-level analysis and impact, shedding light on the influences of emotional labour on police officers.

Studies of police officers' emotional labour generally follow Hochschild's original definition: the management of feelings to create a socially desirable display following situational demands during service transactions (Wharton, 2009, p. 148). Brown, Fielding and Grover (1999, p. 315) indicated that maintaining emotional control is crucial to an officer's professional identity, as it aligns with public expectations and informal culture's demands. Police officers "are expected to be able to master all situations with a calm and collected demeanour, even when their lives are endangered" (Gutshall *et al.*, 2017, p. 463). Failure to regulate their emotions will undermine their authority and effectiveness (Pogrebin and Poole, 1988). Brown and Campbell (1990) identified the diverse sources of stress in policing and recognized policing as a stressful job. Building on their work, Williams, Ciarrochi and Patrick Deane (2010) regarded policing as one of the most stressful occupations. The stress could worsen by the austerity cuts with reduced budgets and staff (Holdaway, 2017). According to van Gelderen *et al.* (2011, p. 516), police officers routinely endure emotionally demanding

interactions. For instance, confrontation with non-cooperative civilians or suspects (ibid., p. 515). Concludingly, policing is a customer-facing occupation with high emotional labour and stress (Black and Lumsden, 2020, p. 23).

In terms of how extensive emotional labour and stress influence police officers, based on a questionnaire analysis of Canadian police officers, Burke and Deszca (1986) demonstrated the relationship between experienced stress, well-being and burnout. According to Schaible and Six (2016) this stress could negatively affect mental and physical health, as well as personal and family life. Specifically, officers have a higher tendency toward cynicism and dissatisfaction, coupled with marital issues and addictions to cigarettes and alcohol (Manzoni and Eisner, 2006). In addition, Mastracci and Adams (2020) explored the reciprocal causation between extensive emotional labour and the use of force. Within the American context, their findings challenged the received wisdom of burned-out officers using more force, arguing that burned-out officers would avoid engaging in violent situations. Ultimately, in terms of addressing police's emotional labour and minimising the impact of extensive emotional labour, multiple studies indicated that management and leadership are essential to this agenda (Brunetto *et al.*, 2014; Farr-Wharton *et al.*, 2023).

In conclusion, this literature review has examined the concept of emotional labour, tracing its research particularly in policing sector. It has highlighted the overlooked yet crucial role emotional labour plays in shaping the well-being and performance of police officers. Underlining its association with burnout and health outcomes, this review stresses the necessity for effective management and leadership strategies to reduce its impact. Understanding and addressing emotional labour in policing are vital for building individual resilience and improving organisational effectiveness within law enforcement.

Word Count: 550

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