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The Effects of Approach and Avoidance Dispositions and Sense of Power on Promotive and Prohibitive Voice Efficacy

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When Restaurant Servers Set the Table *and* the Tone



Promotive and Prohibitive Voice Efficacy Among Front-line Restaurant Workers: a Proposal

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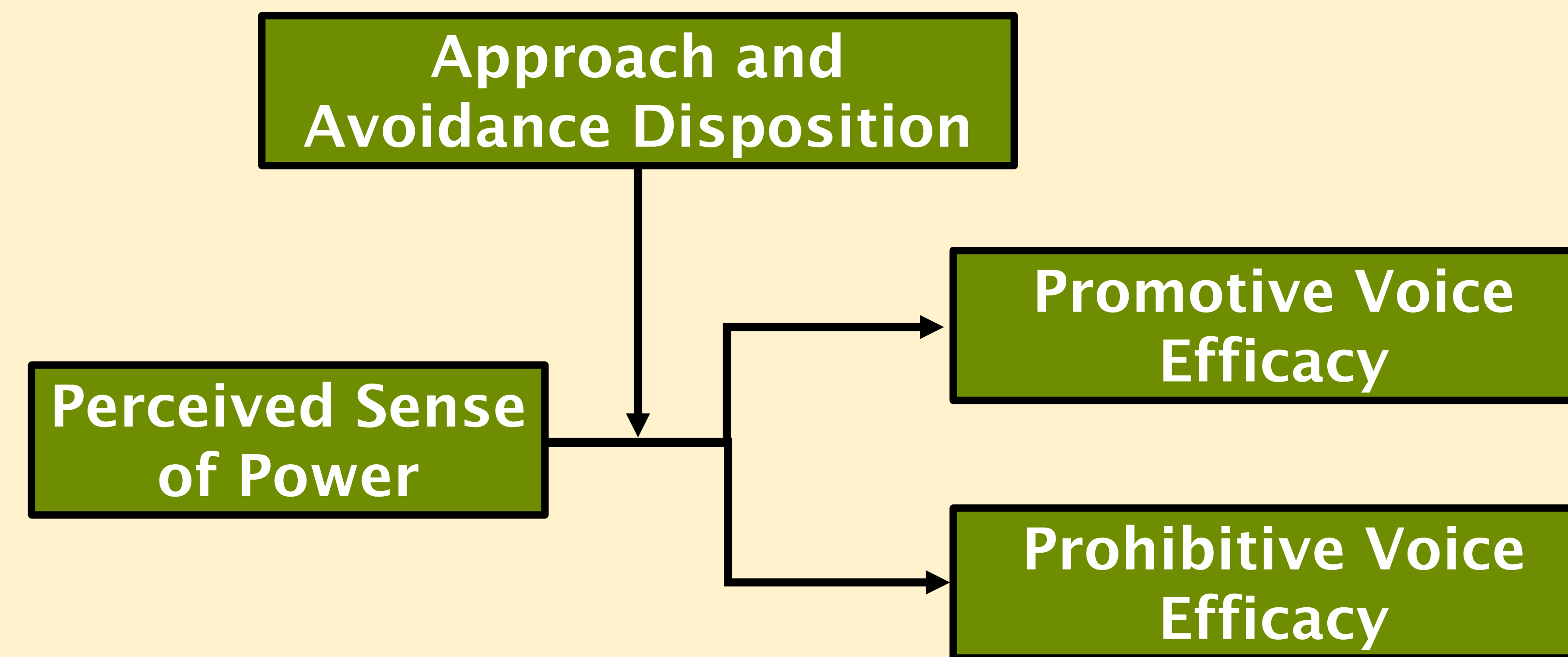
How can restaurant workers be supported to speak up?

! Importance

- The restaurant industry has more claims of sexual harassment than any other industry (Dawson et al., 2021)
- Among front-line restaurant workers, 90% of women and 70% of men experience sexual harassment (Johnson and Madera, 2018)
- Norms of the restaurant industry devalue the voices of workers, such as “customer is king,” and “always say yes.”
- Hospitality workers are selected and receive tips based on appearance, with outcomes affecting self-esteem (Dawson et al., 2021; Xu, Martinez, and Smith 2019).

📖 Theoretical Background

- A sense of power mediates the negative relationship of inhibition and action (Galinsky, 2003).
- Prohibitive and prohibitive voice efficacy are important to confront unethical behavior (Liu et al., 2022)
- Approach and avoidance dispositions are antecedents of promotive and prohibitive voice efficacy (Kakkar et al., 2016)
- A sense of powerfulness predicts the use of voice, and a sense of powerlessness predicts the choice to remain silent (Morrisson et al., 2015).



📋 Hypotheses

1. A sense of powerfulness will predict (1A) promotive and (1B) prohibitive voice efficacy.
2. A sense of powerlessness will negatively predict (2A) promotive and (2B) prohibitive voice efficacy.
3. Approach disposition will increase (3A) promotive and (3B) prohibitive voice efficacy.
4. Avoidance disposition will decrease (4A) promotive, but not (4B) prohibitive voice efficacy.

🎯 Stimuli and Measures

An open-ended, prime question developed by Morrisson et al. (2015)	A Sense of Powerfulness	<i>Describe, in detail, a time in which a coworker had power over you.</i>
	A Sense of Powerlessness	<i>Describe, in detail, a time in which you had power over a coworker.</i>
The likelihood of speaking up with suggestions or concerns (Liang et al., 2012).	Promotive Voice Efficacy	<i>My coworkers would support me if I were to proactively develop and make suggestions for issues that may influence our team.</i>
	Prohibitive Voice Efficacy	<i>My coworkers would support me if I were to advise other coworkers against undesirable behaviors that would hamper job performance.</i>
Approach and avoidance workplace disposition, as developed by Vandewalle (1997; see Kakkar et al., 2016)	Performance-Prove Scale	<i>I am concerned with showing that I can perform better than my coworkers.</i>
	Performance-Avoid Scale	<i>A show of low ability is more important to me than learning a new skill.</i>

👥 Participants

250 restaurant servers (based on sample sizes of Morrison et al., 2015, and Liang et al., 2012) will be recruited outside of work using signage in Northwest Portland, due to the density of restaurants in the area. Participants will scan a QR code to receive a link to the survey.

🔗 Procedure

1. Participants will report demographic information on gender identity, race and ethnicity, and sexual orientation
2. Participants will be randomly assigned to either one of the sense of power primes, or a control.
3. Participants will report their promotive and prohibitive voice efficacy, and approach and avoidance disposition.

👔 Practical Implications

The prevalence of sexual harassment in the restaurant industry is problematic for workers and a liability for organizations. Voice is mandatory for prevention, reporting, and policy implementation, and workers often choose silence to avoid lost income (Morgan and Pritchard, 2019). This study could identify individual and situational antecedents of speaking up for restaurant workers.

📦 Theoretical Contributions

1. Addresses a call (Liu, 2021) for research on raising suggestions and concerns about unethical behavior in workplaces.
2. Tests the validity of the promotive and prohibitive voice efficacy scales (Liang et al., 2012) for restaurant workers.
3. Advances findings and designs of Morrisson et al. (2015) and Kakkar et al. (2015).

📚 References

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