

The Impact of Anger and Personal Resilience on Task Performance

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While some individuals wilt when experiencing anger, others seem to better manage and regulate this negative emotion better, displaying signs of longer attention span or faster completion rate of given task. As such, how individuals regulate their anger to enhance task performance could be reliant on the extent of their personal resilience. In two studies, we examine the effects of personal resilience on individuals' task performance. We hypothesized that the extent to which an individual is able to channel anger towards and redirect it towards task performance is dependent on the facilitation of their personal resilience. In Study 1, we examined the correlation between anger, resilience and work productivity. Results from this study indicated a significant, negative correlation between resilience with both state and trait anger, suggesting that resilient individuals tend to be less angry, and report less incidents of experiencing anger over the course of a month, but no effects on task performance. In Study 2, we conducted a follow-up experimental study to examine the direct role of anger on task performance and how this may be affected by individual's personal resilience. 100 undergraduate psychology students from a large Malaysian private higher education institution participated in this study. Results from Study 2 showed trait anger as significantly, negatively correlated with resilience. Further, it was found that individuals who rated themselves as having low low anger tolerance are linked to low personal resilience, but again, with no significant links with task performance. The results raise intriguing future research gaps such as the implementation of resilience in workplace organizations amongst employees as a strategy for emotional regulation and stress management, but perhaps have little benefit for the improvement of task performance. Fostering growth of personal resilience provides an alternate coping mechanism particularly towards individuals with anger management and this could in turn reduce the rising reported cases of physical abuse. As few studies have focused on the key role of resilience in anger management, this research offers an alternate framework to successfully managing anger in relation to task performance.

Keywords: Anger, Resilience, Task Performance

Cite as: Mok, M.L.L. & Tee, E.Y.J. (2014). The impact of anger and personal resilience on task performance, presented at the *28th International Congress of Applied Psychology (ICAP)*, Paris, France (Poster Presentation).

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