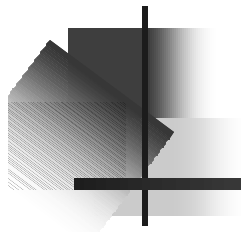


# The Effects of Language-based Exclusion on Psychological and Work-Related Attitudes



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# Exclusion

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- Process of ignoring or rejecting someone; leaving them out of interactions
- Targets may feel threatened and increase affiliative tendencies
- May also experience anger, hostility and withdrawal
- In this study, we focused on *language exclusion*



# Immigration and Language

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- Immigration projected to be the leading cause of population growth in US throughout this century
- Exclusion due to language:
  - **44% of US citizens are at least *somewhat uncomfortable* with others speaking languages other than English (Institute for Research in Social Science, 1999)**
  - **26 states have adopted English as their official language (all gov't business must be conducted in English; U.S. English, Inc. 2001)**



# Relevant Terminology

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- *Low fluency/ability* language
  - A language that participants are not able to readily understand
- As opposed to *High fluency/ability* language
- Fluency defined via self-report items: speak, write, listen, understand
- Dependent variable of interest was *immigration-based threat* (targeting outgroups)



# Research Hypotheses:

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- Exclusion in a “high ability” language
  - Greatest levels of anxiety and sadness
  - Threats to belonging and self-esteem will mediate relation between exclusion & immigration-based threat
- Exclusion in a “low ability” language
  - Greatest levels of anger
  - Anger will mediate relation between exclusion & immigration-based threat

# Study 1: Participants and Procedure



- 84 participants from a Midwestern university participated in internet chatroom discussion (w/2 confederates)
- Participants randomly assigned to 1 of 4 conditions w/standardized confederate dialogue
  - ***Excluded in English*** while discussing “Amnesty for Illegal Immigrants” [**high ability language**]
  - ***Excluded in Spanish*** while discussing “Amnesty for Illegal Immigrants” [**low ability language**]
  - ***Excluded in Spanish*** while discussing “The Freshman 15” (neutral topic)
  - ***Included in discussion***



# Measures

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- Manipulation checks for feelings of acceptance & similarity
- Mood States (Robinson & Clore, 2001) – extent to which you feel particular emotions (anger, sadness, anxiety...)
- Psychological need-threat – includes feelings of belonging, self-esteem...
- Immigration-based threat (Stephen et al., 1995)



# Partial Discussion/Spanish Exclusion

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**Brian:** well that is good that you write in Spanish but not all of us can speak Spanish so stop please

I melda

**Brian:** if Mexicans want equal rights then you need to learn the values and norms of America, because they are not the same as Mexico

Jesus

**Brian:** this discussion is going to go nowhere if you are going to be immature about this

I melda

**Brian:** lets be civil and speak English

Jesus

**Brian:** will you please switch to English this is getting to be really annoying

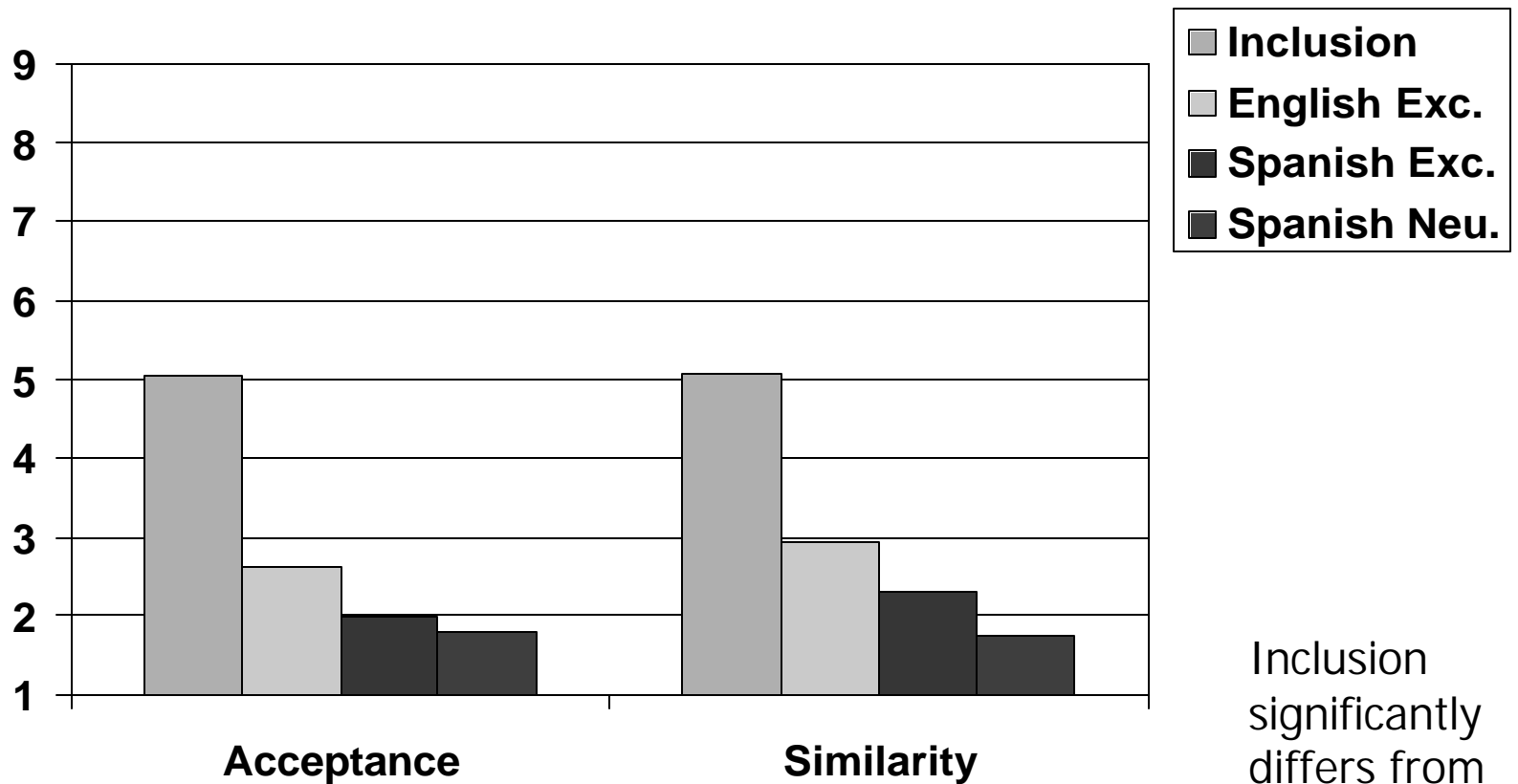
Jesus

**Brian:** Are you trying to get me mad by only writing in Spanish

I melda

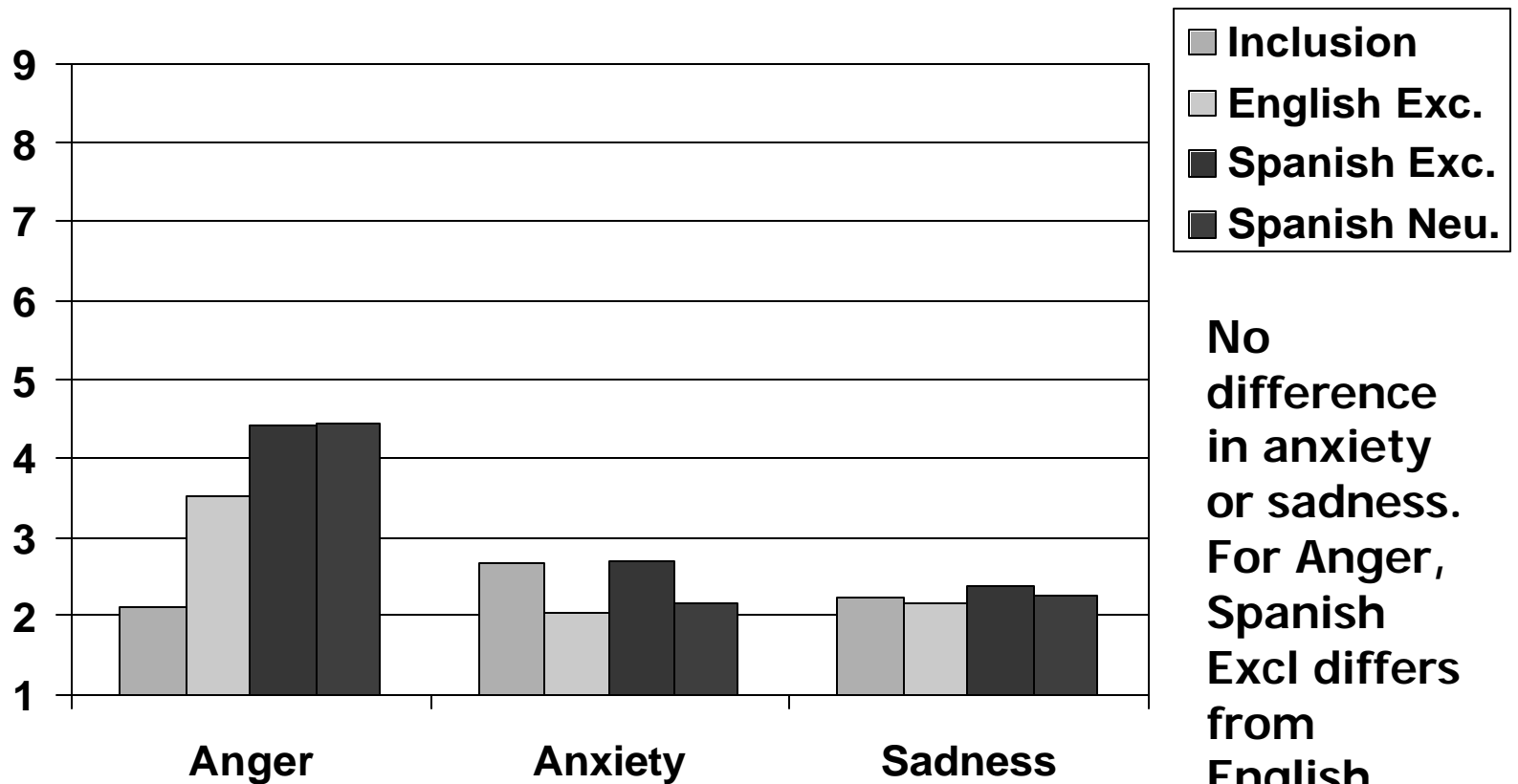
**Brian:**I refuse to continue if you are going to be immature

# Results: Manipulation Checks



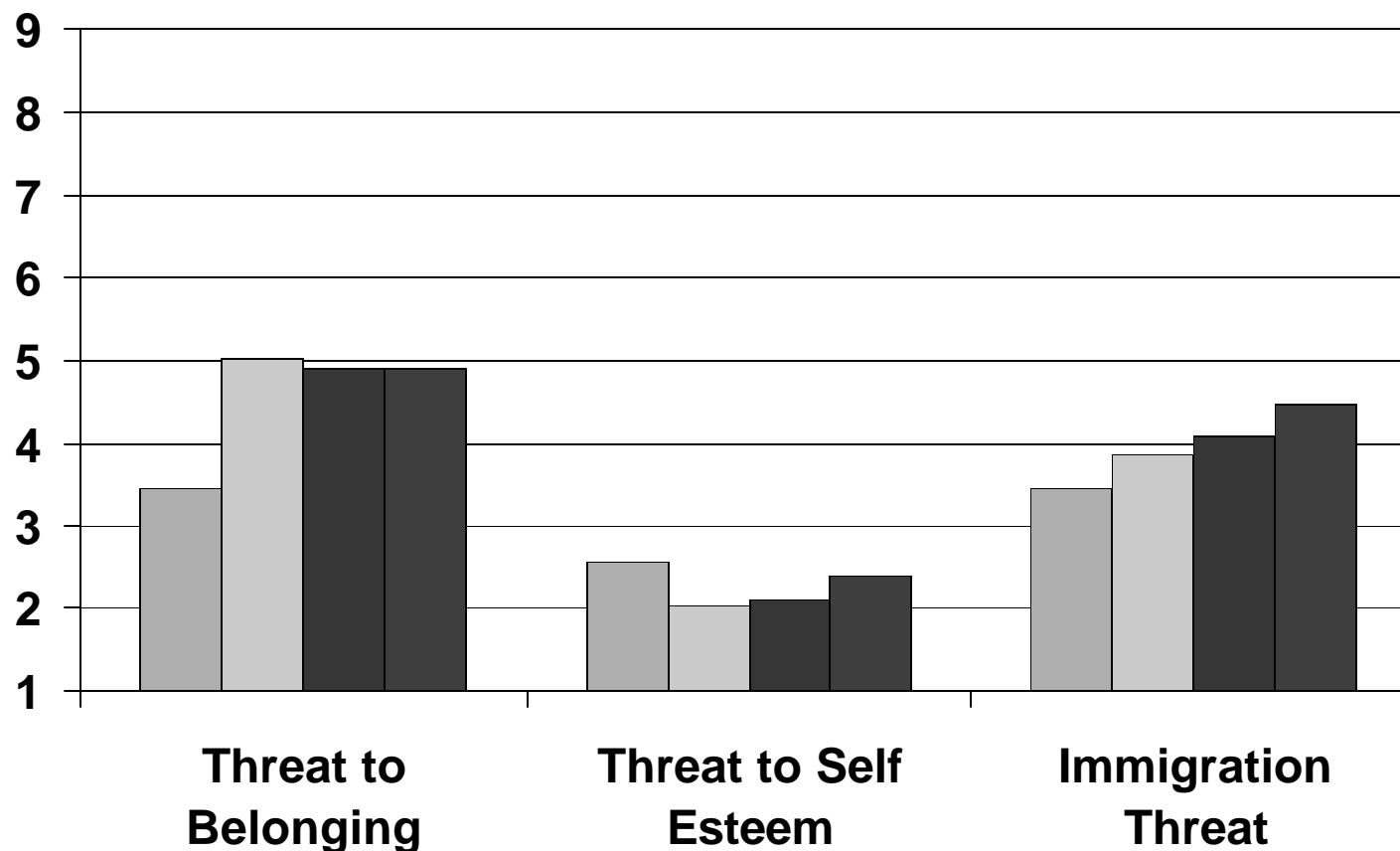
Inclusion significantly differs from Exclusion

# Results: Mood



No difference in anxiety or sadness. For Anger, Spanish Excl differs from English Excl and Inclusion

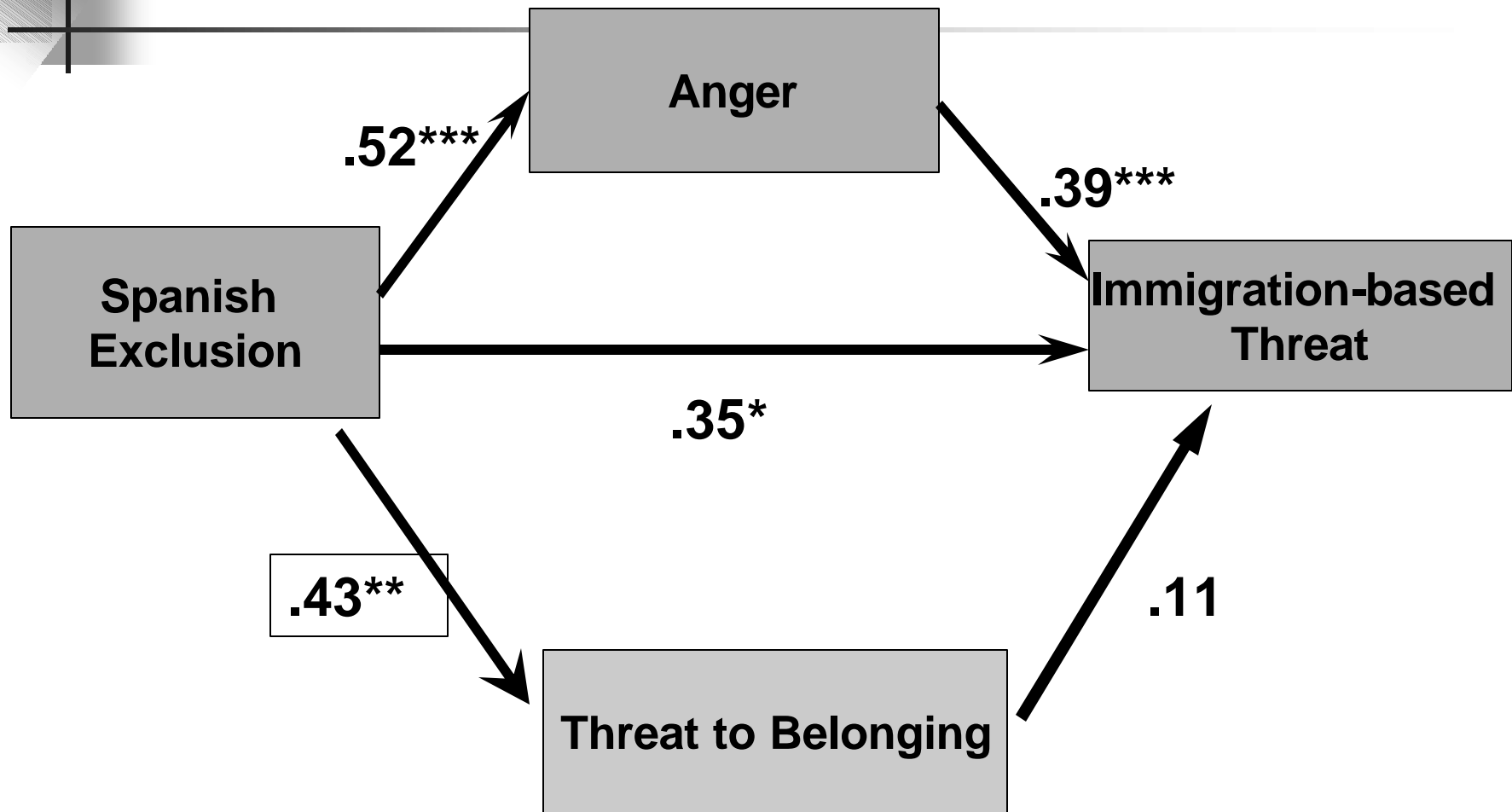
# Results: Psychological and Immigration-based Threat



■ Inclusion  
■ English Exc.  
■ Spanish Exc.  
■ Spanish Neu.

For belonging, inclusion differs from Exclusion.  
For Imm Threat, Spanish neutral differs from others.  
No differences in threat to self-esteem

# Mediation Analysis: Anger & Threat to Belonging





## Study 2: Overview

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- Used scenarios to examine other variables relevant to language exclusion
  - How do gender and ethnicity interact with the exclusion condition in producing effects?
  - Are perceived work attitudes impacted by language exclusion?
- Scenarios manipulated Exclusion (Inclusion/Spanish Exclusion/English Exclusion), Gender and Ethnicity (Anglo/Hispanic) of Coworkers



# Study 2: Additional Measures

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- **Work-related Attitudes – perceptions of how you would feel in this situation**
  - Satisfaction
  - Organizational Commitment
  - Organizational Citizenship Behaviors
- **Likelihood of retaliation**
- **Predicted that exclusion result in lower perceptions of commitment, satisfaction, OCB's & increased intent to retaliate**
  - Explore language effects



# Study 2: Participants

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- 600 participants from 4 Universities:
  - University 1 (n = 240) [Southwest]
  - University 2 (n = 205) [Northwest]
  - University 3 (n = 41) [Midwest]
  - University 4 (n=114) [Midwest]
- Spanish language ability (5-point scale):
  - Univ 1 signif. higher than others (M=3.26)
- Total N = 553 U.S. Citizens:
  - Majority Anglo (52%), 25% Latino



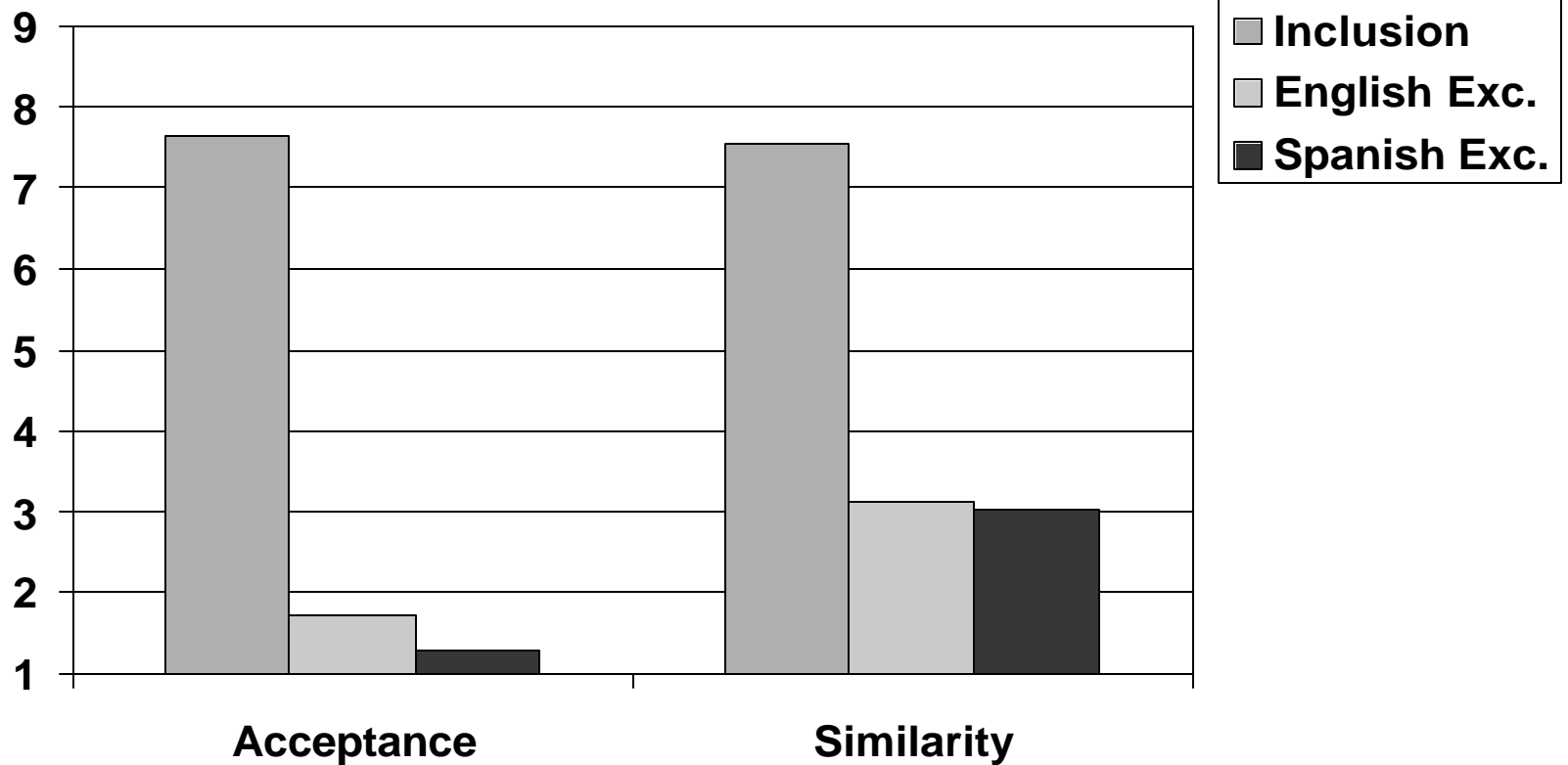
# Spanish Exclusion Scenario

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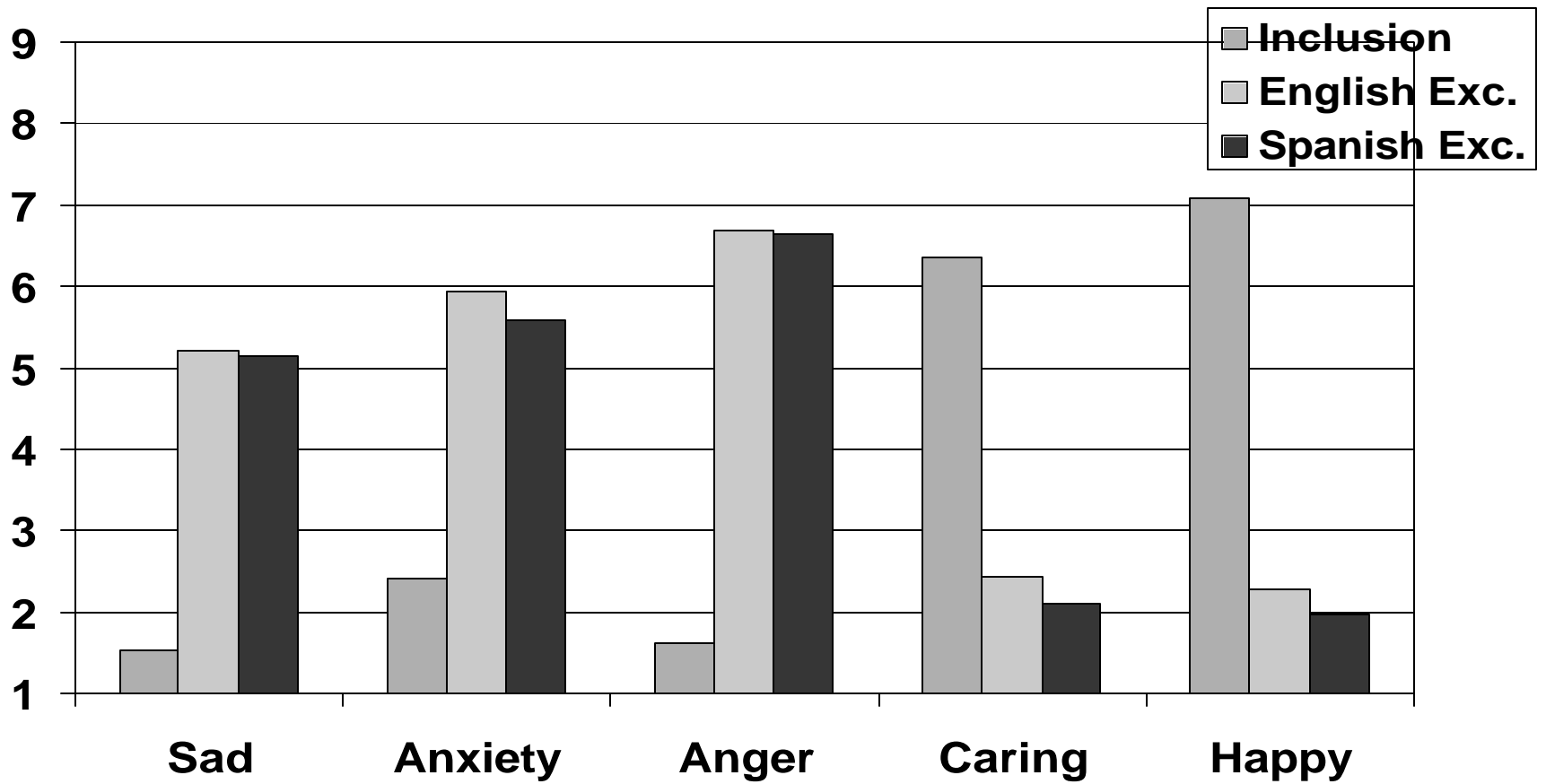
...several weeks ago, you realized that something strange was going on with your team. During meetings and other social interactions two other team members, *Carlos Lopez and Fernando Gonzalez* [**Hispanic male condition**] started talking to one another in Spanish.

You told them that you didn't know Spanish. Even after that, they have continued speaking Spanish much of the time—even when you are in their presence. This behavior has continued for several weeks and shows no sign of stopping anytime soon.

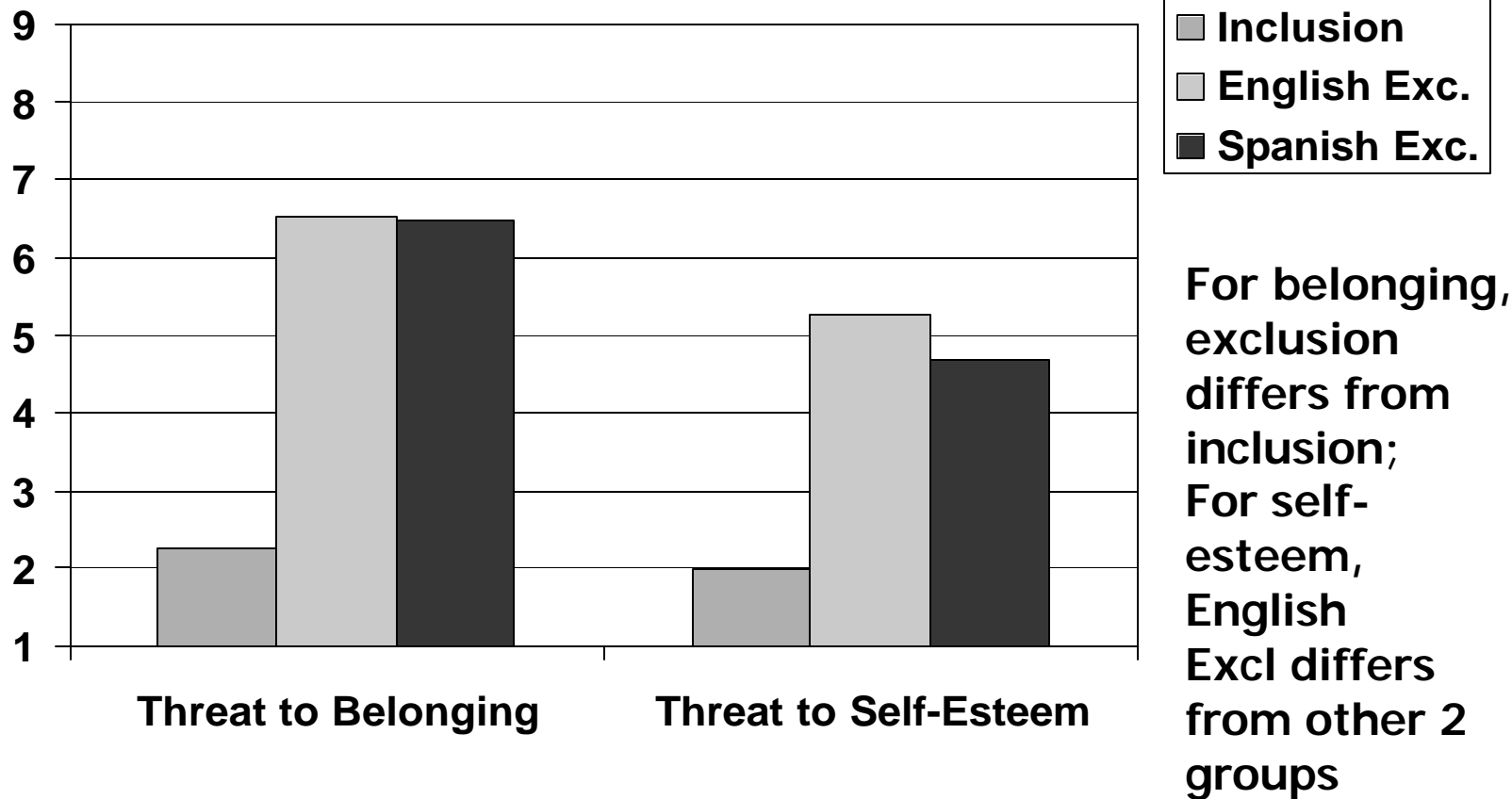
# Results: Manipulation Checks



# Results: Emotion States



# Results: Manipulation Checks

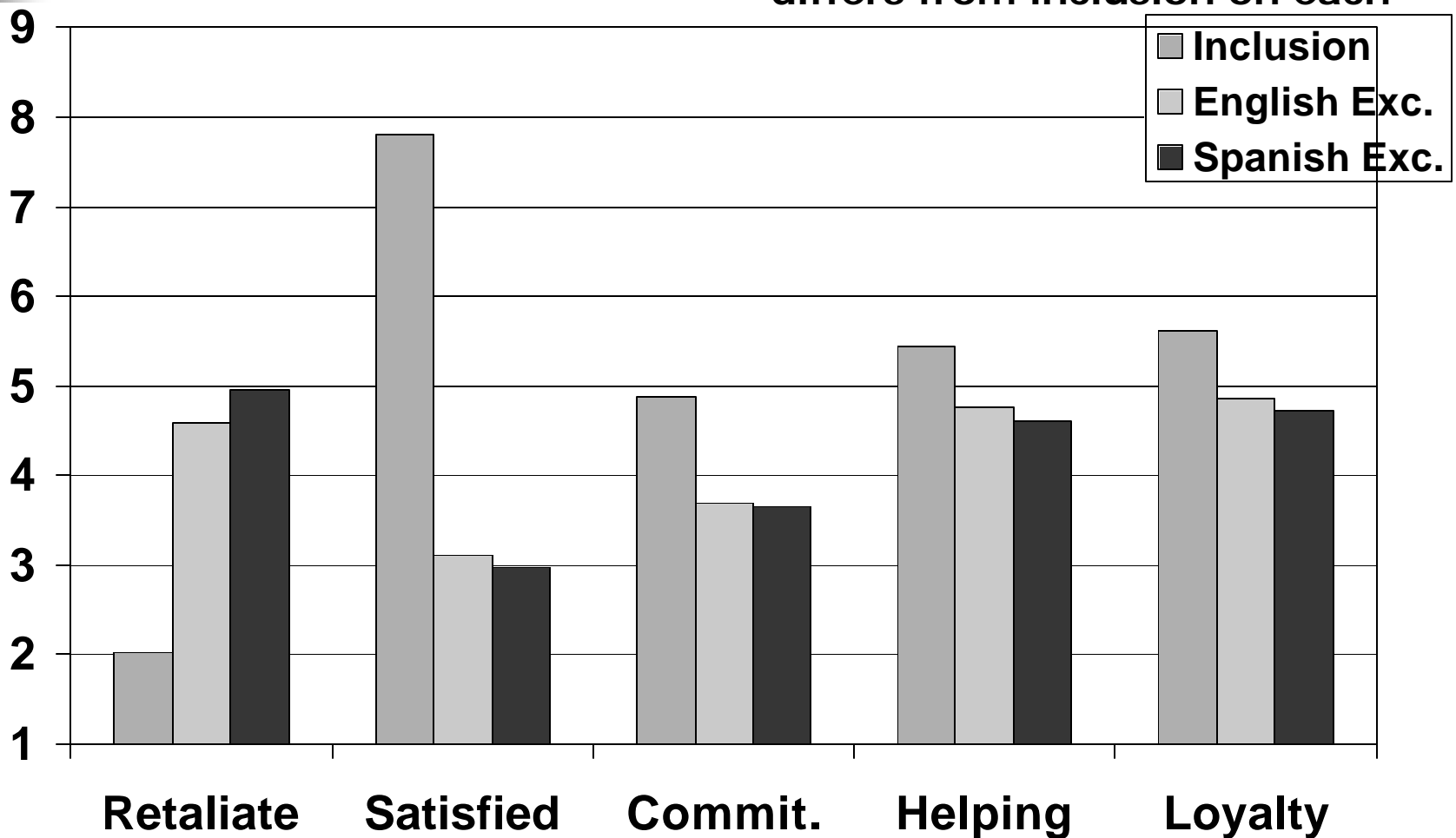


## Results: Immigration-based Threat

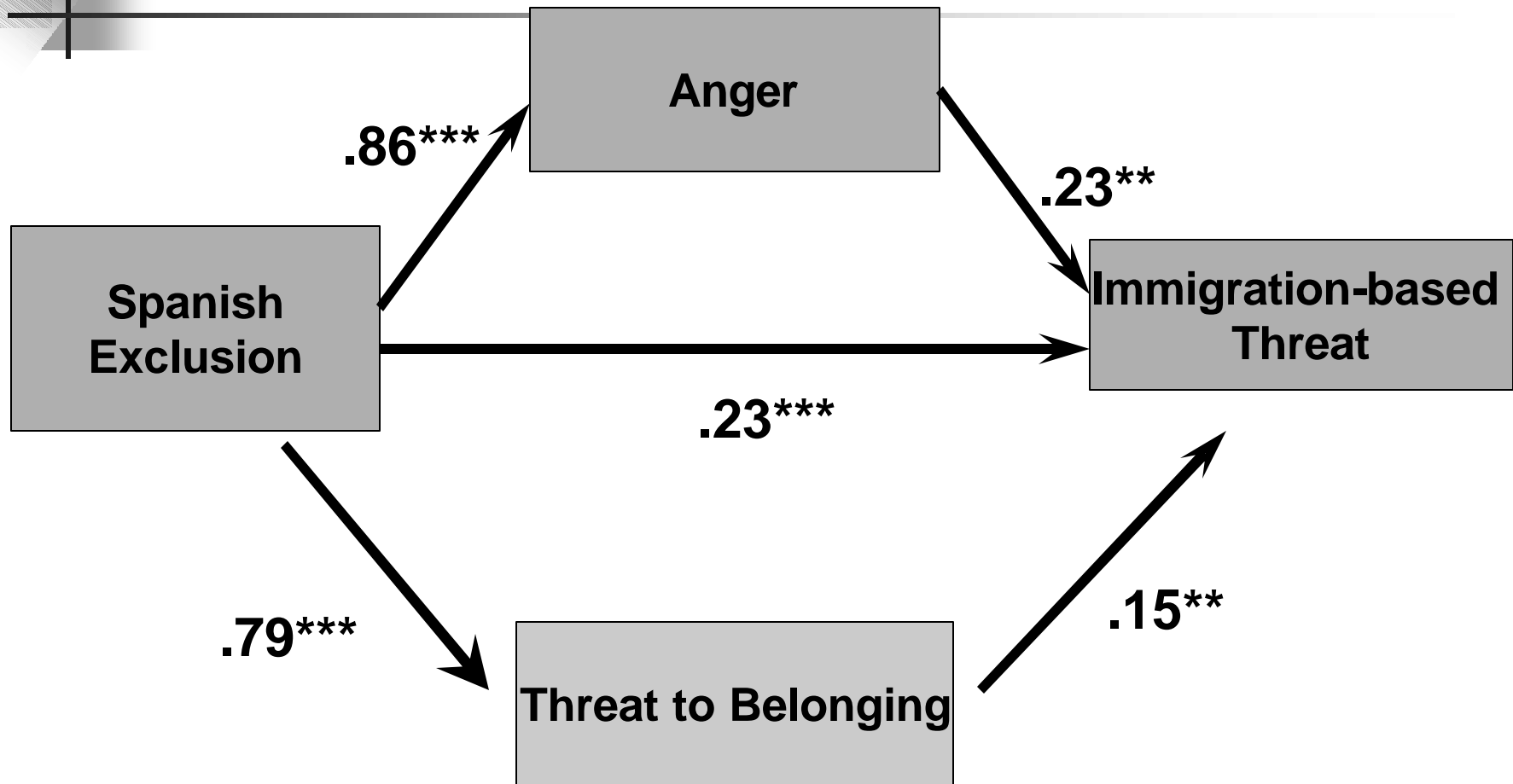
	Inclusion	English Exc.	Spanish Exc.
Overall	3.54 <sub>a</sub>	3.70 <sub>a</sub>	3.96 <sub>b</sub>
Univ 1 (only)	3.48 <sub>a</sub>	3.66 <sub>a</sub>	3.72 <sub>a</sub>
Univ 2, 3, 4 (only)	3.61 <sub>a</sub>	3.75 <sub>a</sub>	4.20 <sub>b</sub>

# Results: Perceptions of Work-Related Attitudes

Exclusion, regardless of language differs from inclusion on each



# Mediation Analysis: Anger & Threat to Belonging





# Discussion

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- The current research indicates that communication difficulties may be important to assess if concerned about relations among co-workers.
- As predicted, exclusion exerted negative effects on mood, psychological threat, immigration-based threat and perceived work-related attitudes.
- Results suggest that exclusion in a “low ability” language is related to *greater expressed anger* and *immigration-based threat* compared to exclusion in a “high ability” language.