

QUESTIONS, CONSTRUCTS & ITEMS

Questionnaire Questions

Before Scenario

BS1_Q1: How much do they take things personal at work? (1 not at all – 7 very much)

Deviant Customer Behavior (DCB) frequency exposure

BS_DCB1_Q2: (How often are you exposed to customer misbehavior behaviors in your work?) (1 frequency very rarely – 7 almost daily)

Intrinsic Motivation (adapted from Tierney, Farmer, and Graen [1999])

BS_IM1_Q3: I enjoy finding solutions to complex problems.

BS_IM2_Q4: I enjoy improving existing processes or products

After Scenario

How much do you see this incident you have read as important (1 not at all – 7 very much)

AS1_Q5: in defining who you are?

AS2_Q6: in your role as an employee?

AS3_Q7: in your role as a representative of this firm/store?

Self Esteem (Greenberger et al. 2003) - After this incident, (1 strongly disagree, 7 strongly agree)

AS_SE1_Q8: I wish I could have more respect for myself

AS_SE2_Q9: At times I think I am no good at all

AS_SE3_Q10: I am not able to do things as well as most other people

Role Stress (Motowidlo et al. 1986) (1 strongly disagree, 7 strongly agree)

After this incident:

AS_RS1_Q11: I think that this job is extremely stressful

AS_RS2_Q12: a great deal of stress can caused to me because of the job

AS_RS3_Q13: I stressed because of the work

Retaliation Intentions against (the same and other customers)

After this incident, I could even consider:

AS_RI1_Q14: take actions to get other customers annoyed

AS_RI2_Q15: cause troubles to other customers

AS_RI3_Q16: punish this customer somehow in a future visit to the restaurant

AS_RI4_Q17: get this customer get what he deserves in a future visit to the restaurant

Justice. Four types of justice perceptions were assessed on a 7-point scale (1 strongly disagree, 7 strongly agree). Distributive justice was measured with the four-item scale by Smith et al. (1999)

After this incident

AS_J1_Q18: The outcome I received was fair.

AS_J2_Q19: I did get what I deserved.

AS_J3_Q20: In resolving the problem, the supervisor gave me what I needed.

AS_J4_Q21: The supervisor handled this incident in a fair manner

Customer Orientation (Stock, 2016)

After this incident, I would

AS_CO1_Q22: try to get to discuss the customers' needs.

AS_CO2_Q23: answer the customers' questions about products and/or services as correctly as I can

AS_CO3_Q24: try to give the customers an accurate expectation of what the product/service will do for them.

AS_CO4_Q25: try to help the customers to achieve their goals.

Organizational Citizenship Behaviors (OCB) toward customers (Bettencourt, gwinner and Meuter 2001)

After this incident, I would:

AS_OCB1_Q26: still have a positive attitude at work

AS_OCB2_Q27: be exceptionally courteous and respectful to following customers

AS_OCB3_Q28: follow customer service guidelines with extreme care

AS_OCB4_Q29: respond to customer requests and problems in a timely manner

AS_OCB5_Q30: make constructive suggestions for service improvement

Work Withdrawal Behavior (Eder, P., & Eisenberger, R. (2008). Perceived organizational support: Reducing the negative influence of coworker withdrawal behavior. *Journal of Management*, 34(1), 55-68.)

After this incident, I would consider:

AS_WWB1_Q31: Taking undeserved work breaks,

AS_WWB2_Q32: spending time in idle conversation,

AS_WWB3_Q33: neglecting aspects of the job one is obligated to perform.

AS_WWB4_Q34: “to what do you think you deserve this reward? ” (1- not at all – very much 7)

Surface Acting (Brotheridge and Lee 2003) (Study 2) Likert scale: "never/always" (a = .79A72) 1.

On this incident, how much would you ...

AS_SA1_Q35: Resist expressing your true feelings?

AS_SA2_Q36: Pretend to have emotions that you don't really have?

AS_SA3_Q37: Hide your true feelings about this situation?

To what extent do you think that (RESponsibility attribution) (1- not at all – very much 7)

AS_RES1_Q38: Customers are responsible for this incident

AS_RES2_Q39: The firm is responsible for this incident

AS_RES3_Q40: Employees are responsible for this incident

Demographic Information

DC1. Experience in customer contact positions

DC2. Incident severity

DC3. DCB frequency exposure (How often were you exposed to this kind of behaviors in your work?)

DC4. Age

DC5. Gender