

WEB APPENDIX

Web Appendix A1: Excluded Articles with Reasons for Exclusion

Excluded Articles	Reasons For Exclusion
Chen 2013	Non-English
Chung et al. 2017	No customer misbehavior
Dollard et al. 2003	Non-quantitative
Dormann, Zapf, and Isic 2002	Non-English / No customer misbehavior
Ensey 2013	No customer misbehavior
Funches 2011	No correlations between customer misbehavior and emotional dissonance/SA
Gabriel and Diefendorff 2015	No trait correlations
Grandey, Dickter, and Sin 2004	No emotional dissonance/SA
Grebner et al. 2003	No customer misbehavior
Hopp et al. 2010	No variance in customer misbehavior
Hülshager and Schewe 2011	Primary studies have been screened manually
Huet, Dany, and Apostolidis 2018	Non-quantitative
Johnson et al. 2017	No customer misbehavior
Kammeyer-Mueller et al. 2013	Primary studies have been screened manually
Kenworthy et al. 2014	Primary studies have been screened manually
Kim and Baker 2019	No customer misbehavior
Kottwitz et al. 2018	No customer misbehavior
Lee and Heo 2016	Non-English
Liang et al. 2018	No customer misbehavior
Lin and Lai 2020	Customer misbehavior scale not suitable (not all items measure individual experience)
Matz, Woo, and Kim 2014	No correlations between customer misbehavior and emotional dissonance/SA
Mazzetti et al. 2019	Customer misbehavior scale not suitable ("hostile customer relations")
McCance et al. 2013	Correlations between two customer behavior conditions (neutral vs. difficult) and SA reported separately
Medler-Liraz and Seger-Guttmann 2015	No customer misbehavior
Mesmer-Magnus, DeChurch, and Wax 2012	Primary studies have been screened manually
Mukherjee and Bhal 2011	Correlations between two customer behavior conditions (angry vs. happy) and SA reported separately

Table continued

Nixon, Bruk-Lee, and Spector 2017	No customer misbehavior
Perbandt 2007	No emotional dissonance/SA
Stentoft, Lapinskas, and Musteikis 2003	Different topic
Sucharov 2002	Different topic
Tanner et al. 2015	No correlations between customer misbehavior and emotional dissonance/SA
Walsh and Bartikowski 2013	No customer misbehavior
Yagil and Medler-Liraz 2017	No customer misbehavior
Yeh 2015	Dependent variable is service sabotage
Yun et al. 2019	No correlations between customer misbehavior and emotional dissonance/SA
Zapf et al. 2001	No customer misbehavior
Zhan, 2011	Only within-correlations

Note. Full-text articles excluded, with reasons (n=37)

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Web Appendix A3: Results of the Contextual Analyses

Moderator	Relationship between customer misbehavior and distress				Relationship between customer misbehavior and SA				Relationship between SA and distress			
	k	m	n	$\hat{\rho}$ (SE)	k	m	N	$\hat{\rho}$ (SE)	k	m	n	$\hat{\rho}$ (SE)
<i>Job type</i>												
Service workers	8	11	1,688	.37 (.05)**	9	12	1,806	.40 (.05)**	8	14	1,688	.45 (.06)**
Call center agents	10	24	2,098	.34 (.05)**	10	15	2,098	.29 (.05)**	11	27	2,123	.31 (.05)**
Mixed jobs	7	17	5,208	.26 (.05)**	8	11	5,364	.28 (.05)**	8	12	5,724	.30 (.06)**
<i>Customer misbehavior type</i>												
Face-to-face	14	26	6,757	.32 (.04)**	15	21	6,913	.35 (.04)**				
Voice-to-voice	10	24	2,067	.34 (.05)**	10	15	2,067	.28 (.05)**				
Mixed	1	2	170	.31 (.07)**	2	2	288	.28 (.11)**				
<i>Time level customer misbehavior</i>												
State	4	6	394	.35 (.08)**	4	7	394	.40 (.08)**				
Trait	21	46	8,600	.32 (.03)**	23	31	8,874	.31 (.03)**				
<i>Time level ED</i>												
State					3	6	224	.49 (.08)**	4	8	249	.45 (.09)**
Trait					24	32	9,044	.30 (.03)**	23	45	9,286	.33 (.04)**
<i>Focus level ED</i>												
Specific focus					2	5	200	.26 (.08)**	3	12	225	.24 (.07)**
Global focus					27	33	9,268	.32 (.03)**	26	41	9,510	.36 (.04)**

Table continued

Moderator	Relationship between customer misbehavior and distress				Relationship between customer misbehavior and SA				Relationship between SA and distress			
	k	m	n	$\hat{\rho}$ (SE)	k	m	N	$\hat{\rho}$ (SE)	k	m	n	$\hat{\rho}$ (SE)
<i>Distress type</i>												
Affective distress	8	11	1,444	.43 (.04)**					8	9	1,444	.39 (.06)**
Depersonalization	5	8	4,765	.33 (.04)**					5	7	4,765	.39 (.07)**
Exhaustion	19	28	7,788	.31 (.03)**					21	28	8,329	.34 (.03)**
Personal accomplishment	2	2	426	.06 (.08)					2	4	426	.12 (.09)**
Somatic complaints	3	3	474	.24 (.07)**					3	5	474	.35 (.08)**
<i>Time level distress</i>												
State	4	5	394	.40 (.08)**					5	9	419	.47 (.08)**
Trait	22	47	8,770	.32 (.03)**					23	44	9,286	.33 (.04)**
<i>Continuous contextual variables^a</i>												
Percentage females	52	25	8,994	-.00 (.00)	27	38	9,268	.00 (.00)	26	52	9,019	-.01 (.00)**
Mean age	52	24	8,955	.01 (.01)	26	34	9,229	.01 (.01)	25	48	9,471	.01 (.01)
Mean tenure	20	38	4,256	.00 (.01)	22	26	4,530	.00 (.01)	21	42	4,772	.00 (.01)

Note. $\hat{\rho}$ = estimated population correlation; k = number of independent samples, m = number of effect sizes (correlations), n = size of independent samples; * $p < .05$, ** $p < .01$; ^athe $\hat{\rho}$ s for the continuous moderators are relationships between the moderator and the respective correlation (e.g., between SA and distress).