Appendix

Results of the contextual analysis

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)
Job type												
Service workers	12	16	2,865	.36 (.04)**	13	16	2,983	.37 (.04)**	12	19	2,865	.43 (.04)**
Call center agents	10	24	2,098	.35 (.03)**	10	15	2,098	.24 (.04)**	11	27	2,123	.26 (.04)**
Mixed jobs	8	18	6,092	.32 (.03)**	9	10	6,248	.35 (.04)**	9	13	6,608	.30 (.05)**
Customer misbehavior type												
Face-to-face	18	31	7,934	.34 (.03)**	19	25	8,090	.36 (.03)**				
Voice-to-voice	10	24	2,067	.35 (.04)**	10	15	2,067	.24 (.04)**				
Mixed	1	2	170	.25 (.11)*	3	3	1,172	.35 (.08)**				
Time level customer misbehavior												
State	4	6	394	.35 (.07)**	4	7	394	.40 (.07)**				
Trait	25	51	9,777	.34 (.02)**	28	36	10,935	.30 (.03)**				
Time level SA												
State					3	6	224	.49 (.08)**	4	8	249	.47 (.08)**
Trait					24	32	9,044	.30 (.03)**	28	51	11,347	.31 (.03)**
Focus level SA												
Specific focus					3	6	615	.28 (.07)**	4	13	640	.24 (.06)**
Global focus					31	37	10,914	.32 (.03)**	30	46	11,156	.34 (.03)**

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)
Distress type												
Affective distress	10	13	2,101	.39 (.04)**					8	9	1,444	.39 (.06)**
Depersonalization	6	9	4,870	.37 (.04)**					5	7	4,765	.32 (.06)**
Exhaustion	22	31	9,192	.34 (.03)**					23	30	9,628	.36 (.03)**
Personal accomplishment	2	2	426	.02 (.09)					2	4	426	-.02 (.09)
Somatic complaints	3	3	474	.28 (.08)**					3	5	474	.29 (.08)**
Time level distress												
State	4	5	394	.39 (.07)**					5	9	419	.47 (.07)**
Trait	27	53	10,831	.33 (.02)**					25	46	10,585	.30 (.03)**
Continuous contextual variables[a]												
Percentage females	29	57	10,640	.00 (.00)	31	42	10,914	-.00 (.00)	26	52	9,019	-.00 (.00)**
Mean age	27	55	10,362	.01 (.01)	29	37	10,636	.01 (.00)*	25	48	9,471	.01 (.01)
Mean tenure	22	41	5,245	-.00 (.01)	24	28	5,519	.01 (.01)	21	42	4,772	.00 (.01)

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