

**Table W1**

## LIST OF EXCLUDED ARTICLES WITH REASONS FOR EXCLUSION

<b>Article</b>	<b>Reason For Exclusion</b>
Chen (2013)	
Chung et al. 2017	No customer misbehavior
Dollard et al. 2003	Non-quantitative
Dormann, Zapf, and Isic 2002	Non-English
Ensey (2013)	No customer misbehavior
Funches 2011	No correlations between customer misbehavior and emotional dissonance/SA
Gabriel and Diefendorff 2015	No customer misbehavior
Grandey, Dickter, and Sin 2004	No emotional dissonance/SA
Grebner et al. 2003	No emotional dissonance/SA
Hopp et al. 2010	No variance in customer misbehavior
Hülsheger 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	No self-rated emotional dissonance/SA
Matz, Woo, and Kim 2014	No correlations between customer misbehavior and emotional dissonance/SA
Mazzetti et al. 2019	Customer misbehavior scale not fitting ("hostile customer relations")
McCance et al. 2013	No customer misbehavior
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	No correlations between customer misbehavior and emotional dissonance/SA
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 emotional dissonance/SA
Zhan (2011)	Only within-correlations

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

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