

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)
<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)

Notes: $\hat{\rho}$ = 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).