**APPENDIX**

**Appendix A: Service Employees’ Questionnaire Items for Emotional Labour coping strategies**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **Questions** | **Never** | **Rarely** | **Sometimes** | **Often** | **Always** |
|  | **Surface Acting .** α**= .93** | **0** | **1** | **2** | **3** | **4** |
| **1** | I hide my feelings so as to appear cheerful and pleasant at work. |  |  |  |  |  |
| **2** | Even when I am angry at work I pretend to be happy. |  |  |  |  |  |
| **3** | Most times I show feelings that are different from how I feel inside me. |  |  |  |  |  |
| **4** | I spend most of my work day hiding my true feelings/emotions about situations at work. |  |  |  |  |  |
|  | **Deep Acting (DA).** α**= .92** |  |  |  |  |  |
| **1** | I Make effort to make my inner feelings match my facial expressions even under tension. |  |  |  |  |  |
| **2** | I try to experience the emotions that I most show. |  |  |  |  |  |
| **3** | I treat customer’s “awkward behaviour” as normal behaviour. |  |  |  |  |  |
|  | **Co-worker Support Sub-scale.** α **= .88** |  |  |  |  |  |
| **1** | When I get upset with my job, my co-worker calms me down. |  |  |  |  |  |
| **2** | My co-worker helps me solve customer- service related problems. |  |  |  |  |  |
| **3** | My co-worker does not give me advice about how to handle difficult customers |  |  |  |  |  |
| **4** | I depend on my co-worker for emotional support.. |  |  |  |  |  |
| **5** | My co-worker does not take time to know how I feel after dealing with angry customers. |  |  |  |  |  |
| **7** | My co-worker does give me helpful advice about my performance. |  |  |  |  |  |
| **8** | My co-worker praises me when I solve customer-service related problems. |  |  |  |  |  |