References

- Adams, J.S. (1976), "The structure and dynamics of behavior in organizational boundary roles", in Dunnette, M.D. (Ed.), Handbook of Industrial and Organizational Psychology, Rand-McNally, Chicago, IL.
- Affleck, G., Allen, D. A., McGrade, B. J., & McQueeney, M. (1982). Maternal causal attributions at hospital discharge of high risk infants. *American Journal of Mental Deficiency*, 86, 575-580.
- Ashforth, B. E., & Humphrey, R. H. (1993). Emotional Labor in Service Roles: The Influence of Identity. *The Academy of Management Review*, 18(1), 88-115.
- Ashill, N. J., Rod, M., Thirkell, P., & Carruthers, J. (2009). Job resourcefulness, symptoms of burnout and service recovery performance: an examination of call centre frontline employees. *Journal of Services Marketing*, 23(5), 338-350.
- Bagozzi, R. P., Gopinath, M., & Nyer, P. U. (1999). The role of emotions in marketing. Academy of Marketing Science. Journal, 27(2), 184-206.
- Bagozzi, R. P., & Yi, Y. (2012). Specification, evaluation, and interpretation of structural equation models. *Journal of the Academy Marketing Science*, 40, 8-34.
- Barling, J., Roger, A. G., & Kelloway, E. K. (2001). Behind closed doors: in-home workers' experience of sexual harassment and workplace violence. *Journal of Occupational Health Psychology*, 6, 255-269.
- Baron, R. M., & Kenny, D. A. (1986). The Moderator-Mediator Variable Distinction in Social Psychological Research: Conceptual, Strategic, and Statistical Considerations. *Journal of Personality and Social Psychology*, 51(6), 1173-1182.

- Basch, J., & Fisher, C. D. (2000). Affective events-emotions matrix: A classification of work events and associated emotions. In N. Ashkenasy, C. Hartel & W.Zerbe (Eds.), Emotions in the workplace: Theory, research and practice (pp. 36-49). Westport, CT: Quorum Books.
- Batson, C. D., Early, S., & Salvaran, G. (1997). Perspective Taking: Imagining How Another Feels Versus Imaging How You Would Feel. *Personality and Social Psychology Bulletin*, 23(7), 751-758.
- Beal, D. J., Weiss, H. M., & Barros, E. (2005). An Episodic Process Model of Affective Influences on Performance. *Journal of Applied Psychology* 90(6), 1054-1068.
- Bebko, (2001) "Service encounter problems: which service providers are more likely to be blamed?", *Journal of Services Marketing*,15 (6), 480 495.
- Ben-Zur, H. and Yagil, D. (2005), "The Relationship between Empowerment, Aggressive Behaviours of Customers, Coping, and Burnout", *European Journal of Work and Organizational Psychology*, 14 (1), 81-99.
- Behrman, B. N., & Perreault, W. D. (1984). "A role stress model of the performance and satisfaction of industrial salespersons". *Journal of Marketing*, 48, 9-21.
- Berry, L. L., & Seiders, K. (2008). Serving unfair customers. *Business Horizons* 51, 29-37.
- Bishop, V., Korczynski, M., & Cohen, L. (2005). The invisibility of violence: constructing violence out of the job centre workplace in the UK. Work Employment and Society, 19(3), 583-602.
- Bishop, V., & Hoel, H. (2008). The Customer is Always Right? : Exploring the concept of customer bullying in the British Employment Service. *Journal of Consumer Culture*, 8(3), 341-367.
- Bitner, M. J., H.Booms, B., & Tetreualt, M. S. (1990). The service encounter:
 Diagnosing favorable and unfavorable incidents. *Journal of Marketing*, 54(1), 71-84.
- Bitner, M. J., Booms, B. H., & Mohr, L. A. (1994). Critical Service Encounters: The Employee's Viewpoint. *Journal of Marketing*, 95-106.

- Borna, S., & Stearns, J. M. (1998). The Philosopher Is Not Always Right: A Comment on "The Customer Is Not Always Right". *Journal of Business Ethics*, 17(1), 39-44.
- Bougie, R., Pieters, R., & Zeelenberg, M. (2003). Angry Customers Don't Come Back, They Get Back: The Experience and Behavioral Implications of Anger and Dissatisfaction in Service. *Journal of Academy of Marketing Science*, 31(4), 377-393.
- Bowen, D. E., & Johnston, R. (1999). "Internal service recovery: developing a new construct". *International Journal of Service Industry Management*, 10(2), 118 131.
- Bowen, D. E., & Schneider, B. 1985. Boundary spanning role employees and the service encounter: Some guidelines for management and research. In J. A. Czepiel, M. R. Solomon, &C. Surprenant (Eds.), *The service encounter*: 127-147. Lexington, MA: D. C. Heath.
- Boyd, C. (2002). Customer Violence and Employee Health and Safety. *Work, employment and society, 16*(1), 151-169.
- Boyd, N. G., Lewin, J. E., & Sagar, J. K. (2009). A model of stress and coping and their influence on individual and organizational outcomes. *Journal of Vocational Behavior*, 75, 197-211.
- Bradfield, M., & Aquino, K. (1999). The effects of blame attributions and offender likableness on forgiveness and revenge in the workplace. *Journal of Management*, 25, 607-631.
- Brady, M. K., Voorhees, C. M., & Brusco, M. J. (2012). Service Sweethearting: Its Antecedents and Customer Consequences. *Journal of Marketing*, 76(2), 81-98.
- Brady, S.S., & Matthews, K.A. (2002). The influence of socioeconomic status and ethnicity on adolescents' exposure to stressful life events. *Journal of Pediatric Psychology*, 27, 575-583.

- Brotheridge, C. E. M., & Grandey, A. A. (2002). Emotional Labor and Burnout: Comparing Two Perspectives of "People Work". *Journal of Vocational Behavior 60*, 17-39.
- Brunetto, Y., Shacklock, K., Teo, S., & Farr-Wharton, R. (2014). The impact of management on the engagement and well-being of high emotional labour employees. *The International Journal of Human Resource Management*. DOI: 10.1080/09585192.2013.877056.
- Burns, K. R., & Egan, E. C. (1994). Description of a stressful encounter: Appraisal, threat and challenge. *Journal of Nursing Education*, *33*, 21-28.
- Bulman, R. J., & Wortman, C. B. (1977). Attributions of blame and coping in the "real world": Severe accident victims react to their lot. *Journal of Personality* and Social Psychology, 35 351-363.
- Byrne, B. M. (2010). Structural Equation Modeling with AMOS: Basic Concepts, Applications, and Programming (second ed.). New York: Taylor & Frank Group, LLC.
- Carmeli, A. (2003). The relationship between emotional intelligence and work attitudes, behavior and outcomes: An examination among senior managers. *Journal of Managerial Psychology*, 18(8), 788-813.
- Carmeli, A., Yitzhak-Halevy, M., & Weisberg, J. (2009). The relationship between emotional intelligence and psychological wellbeing. *Journal of Managerial Psychology*, 24(1), 66-78.
- Chan, K. W., & Wan, E. W. (2012). How Can Stressed Employees Deliver Better Customer Service? The Underlying Self-Regulation Depletion Mechanism *Journal of Marketing*, 76(1), 119-137.

Chen, C.-F., & Kao, Y.-L. (2012). Investigating the antecedents and consequences of burnout and isolation among flight attendants. *Tourism Management*, 33, 868-874.

- Chung-Herrera, B. G., Goldschmidt, N., & Hoffman, K. D. (2004). Customer and employee views of critical service incidents. *Journal of Service Marketing*, 18(4), 241-254.
- Clore, G. L. (1994). Why emotions are never unconscious. In P. Ekman & R. J. Davidson (Eds.), *The nature of emotion: Fundamental questions* (pp. 285-290). New York: Oxford University Press.
- Colligan, T. W., & Higgins, E. M. (2005). Workplace Stress: Etiology and Consequences. *Journal of Workplace Behavioral Health*, 21(2), 89-97.
- CPSU (2012), "DHS Customer Aggression Worsening," (accessed Jan 22, 2013), [available at Community and Public Sector Union website, <u>http://cpsu.org.au/agency/news/30379.html]</u>.
- Creswell, J. W. (2003). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (2 ed.). Thousand Oaks, CA: Sage.
- Dallimore, K. S., Sparks, B. A., & Butcher, K. (2007). The Influence of Angry Customer Outbursts on Service Providers' Facial Displays and Affective States. *Journal of Service Research*, 10(1), 78-92.
- Davey. M. (2012). "Doctor forced to endure outbreak of patient abuse", (accessed March, 2014), (available at <u>http://www.illawarramercury.com.au/story/351728/doctors-forced-to-endure</u> outbreak-of-patient-abuse/).
- Davies, M., Stankov, L., & Roberts, R. D. (1998). Emotional intelligence: In search of an elusive construct. *Journal of Personality and Social Psychology*, 75(4), 989-1015.
- Devonish, D. (2013). Workplace bullying, employee performance and behaviors: The mediating role of psychological well-being. *Employee Relations*, 35(6), 630-647.
- Diener, E. (1994). Assessing Subjective Well-Being: Progress and Opportunities. Social Indicators Research, 31(2), 103-157.

- Dormann, C., & Zapf, D. (2004). Customer-related social stressors and burnout *Journal of Occupational, Health Psychology*, 9(1), 61-82.
- Douglas, S. C., & Martinko, M. J. (2001). Exploring the role of individual differences in prediction of workplace aggression. *Journal of Applied Psychology*, 86(4), 547-559.
- Ekman, P. (1971). Universal and cultural differences in facial expressions of emotions. Lincoln, NE: University of Nebraska Press.
- Emberland, J. S., & Rundmo, T. (2010). Implications of job insecurity perceptions and job insecurity responses for psychological well-being, turnover intentions and reported risk behavior. *Safety Science* 48, 452-459.
- Enosh, G., Tzafrir, S. S., & Gur, A. (2012). Client aggression toward social workers and social services in Israel: A qualitative analysis. *Journal of Interpersonal Violence*, 28(6), 1123-1142.
- Evers, W., Tomic, W., & Brouwers, A. (2001). Effects of aggressive behavior and perceived self-efficacy on burnout among staff of homes for the elderly. *Mental Health Nursing*, 22, 439-454.
- Eysenck, C. D., & G. Gudjonsson (1989), *The Causes and Cures of Criminality*, New York: Plenum.

Febrina, A.S. (2009), "Altitudes with attitude", The Jakarta Post, 12 October, pp. 25.

- Fisk, R., Grove, S., Harris, L. C., Keeffe, D. A., Daunt, K. L., Russell-Bennett, R., et al., (2010). Customers behaving badly: a state of the art review, research agenda and implications for practitioners. *Journal of Services Marketing*, 24(6), 417-429.
- Fisk, G. M., & Neville, L. B. (2011). Effects of Customer Entitlement on Service
 Workers' Physical and Psychological Well-Being: A Study of Waitstaff
 Employees. *Journal of Occupational Health Psychology*, 16(4), 391-405.
- Flanagan, J. C. (1954). The Critical Incident Technique. *Psychological Bulletin 51* (4), 327-357.

- Folkman, S., Lazarus, R. S., Dunkel-Schetter, C., DeLongis, A., & Gruen, R. J. (1986). Dynamics of a Stressful Encounter: Cognitive Appraisal, Coping, and Encounter Outcomes. *Journal of Personality and Social Psychology*, 50(5), 992-1003.
- Fornell, C., & Larcker, D. F. (1981). Evaluating Structure Equation Models with Unobservable Variables and Measurement Errors. *Journal of Marketing Research*, 18, 39-50.
- Gaines, J., & Jermier, J. M. (1983). Emotional Exhaustion in a High Stress Organization. *The Academy of Management Journal*, 26(4), 567-586.
- Gall, T. L., & Evans, D. R. (1987). The Dimensionality of Cognitive Appraisal and Its Relationship of Physical and Psychological Well-Being. *The Journal of Psychology*, 121(6), 539-546.
- Gardner, D., & Fletcher, R. (2009). Demands, appraisal, coping and outcomes:
 Positive and negative aspects of occupational stress in veterinarians.
 International Journal of Organizational Analysis, 17(4), 268-284.
- Gettman, H. J., & Gelfand, M. J. (2007). When the Customer Shouldn't Be King: Antecedents and Consequences of Sexual Harassment by Clients and Customers. *Journal of Applied Psychology* 92(3), 757-770.
- Giardini, A., & Frese, M. (2006). Reducing the negative effects of emotion work in service occupations: emotional competence as a psychological resource. *Journal of Occupational Health Psychology*, 11(1), 63-75.
- Gomes, A. R., Faria, S., & Gonçalves, A. M. (2013). Cognitive appraisal as a mediator in the relationship between stress and burnout. *Work & Stress*, 27(4), 351-367.
- Görgens-Ekermans, G., & Brand, T. (2012). Emotional intelligence as a moderator in the stress–burnout relationship: a questionnaire study on nurses. *Journal of Clinical Nursing*, 21, 2275–2285.
- Goussinsky, R. (2011). Customer aggression, emotional dissonance and employees' well-being. *International Journal of Quality and Service Sciences*, *3*(3), 248-266.

- Goussinsky, R. (2011). Does customer aggression more strongly affect happy employees? The moderating role of positive affectivity and extraversion. *Motivation and Emotion*, 35, 220-234.
- Goussinsky, R. (2012). Coping with customer aggression. *Journal of Service* Management, 23(2), 170-196.
- Grace, D. (2007). How Embarrassing! An Exploratory Study of Critical Incidents Including Affective Reactions. *Journal of Service Research*, 9(3), 271-284.
- Graham, M. A., Thompson, S. C., Estrada, M., & L.Yonekura, M. (1987). Factors affecting psychological adjustment to a fetal death. *American Journal of Obstetrics and Gynecology*, 157, 254-257.
- Grandey, A. A., Dickter, D. N., & Sin, H.-P. (2004). The customer is not always right: customer aggression and emotion regulation of service employees. *Journal of Organizational Behavior*, 25, 1-22.
- Grandey, A. A. (2000). Emotion Regulation in the Workplace: A New Way to Conceptualize Emotional Labor. *Journal of Occupational Health Psychology*, 5(1), 95-110.
- Grandey, A. A. (2003). When "the show must go on": Surface and deep acting as predictors of emotional exhaustion and service delivery. Academy of Management Journal 46, 86-96.
- Grandey, A. A., Kern, J. H., & Frone, M. R. (2007). Verbal Abuse From Outsiders Versus Insiders: Comparing Frequency, Impact on Emotional Exhaustion, and the Role of Emotional Labor. *Journal of Occupational Health Psychology*, 12(1), 63-79.
- Grant-Vallone, E. J., & Ensherb, E. A. (2001). An examination of work and personal life conflict, organizational support, and employee health among international expatriates. *International Journal of Intercultural Relations*, 25, 261-278.
- Grönroos, C. (2000). Service Management and Marketing: A Customer Relationship Approach: Chichester: John Wiley.

- Grove, S. J., Fisk, R. P., & John, J. (2004). Surviving in the age of rage. Marketing Management, 13(2), 41-46.
- Gruber, T. (2011). I want to believe they really care. How complaining customers want to be treated by frontline employee. *Journal of Service Management*, 22(1).
- Gruenewald, T. L., Kemeny, M. E., & Aziz, N. (2006). Subjective social status moderates cortisol responses to social threat. *Brain, Behavior, and Immunity* 20, 410-419.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate Data Analysis* (7th ed.). Upper Saddle River, New Jersey: Prentice Hall.
- Halbesleben, J. R. B., & Buckley, M. R. (2004). Burnout in Organizational Life. Journal of Management 30(6), 859-879.
- Harris, K. E., Mohr, L. A., & Bernhardt, K. L. (2006). Online service failure, consumer attributions and expectations. *Journal of Services Marketing*, 20(7), 453-458.
- Harris, L. C., & Daunt, K. (2013). Managing customer misbehavior: challenges and strategies. *Journal of Services Marketing*, 27(4), 281–293.
- Harris, L. C., & Reynolds, K. L. (2003). The Consequences of Dysfunctional Customer Behavior. *Journal of Service Research*, 6(2), 144-161.
- Harris, L. C., & Reynolds, K. L. (2004). "Jaycustomer behavior: an exploration into the types and motives in the hospitality industry". *Journal of Services Marketing*, 18(5), 339-357.
- Hart, T., Hanks, R., Bogner, J., Millis, S. Esselman, P (2007). Blame Attribution in intentional and unintentional traumatic brain injury: longitudinal changes and impact on subjective well-being *Rehabilitation Psychology*, 52(2):152-161.
- Hartline, M. D., & Ferrell, O. C. (1996). The management of customer-contact service employees: an empirical investigation *Journal of Marketing*, *52*, 52-70.
- Harvey, J. H., & Weary, G. (1984). Current Issues in Attribution Theory and Research. Annual Review of Psychology, 35, 427-459.

- Heaven, P. C. L. (1996). Personality and self-reported delinquency: Analysis of the "Big Five" personality dimensions. *Personality and Individual Differences*, 20(1), 47-54.
- Heider, F. (1958). The psychology of interpersonal relations. New York: Wiley.
- Hellgren, J., & Sverke, M. (2003). Does Job Insecurity Lead to Impaired Well-Being or Vice Versa? Estimation of Cross-Lagged Effects Using Latent Variable Modeling. *Journal of Organizational Behavior*, 24(2), 215-236.
- Henson, R. K., & Roberts, J. K. (2006). Use of Exploratory Factor Analysis in Published Research: Common Errors and Some Comment on Improved Practice. *Educational and Psychological Measurement* 66 (3), 393-416.
- Hobfoll, S. E. (1989). Conservation of Resources: A New Attempt at Conceptualizing Stress. *American Psychologist*, *44*(3), 513-524.
- Hochschild, A. R. (1983). *The managed heart: Commercialization of human feeling:* Berkeley: University of California Press.
- Hofstede, G.H. (1980), Culture's consequences: International differences in workrelated value, Sage, Newbury Park, CA.
- Hoffman, K.D. & Bateson, J.E.G. (2002). *Essentials of Service Marketing: Concepts, Strategies and Cases* (2nd ed.). Fort Worth, Texas: Harcourt College Publishers.
- Horovitz, Bruce (2011), "Bank America Fee Retraction Shows Effect of Consumer Rage," in USA Today.
- Howell, J. P., Dorfman, P. W., & Kerr, S. (1986). Moderator variables in leadership research. *Academy of Management Review*, 11(1), 88-102.
- Huang, W.-H., Lin, Y.-C., & Wen, Y.-C. (2010). Attributions and Outcomes of Customer Misbehavior. *Journal of Business Psychology*, 25(1), 151-161.

Hughes, K. D., & Tadic, V. (1998). Something to deal with: Customer sexual harassment and women's retail service work in Canada. *Gender, Work and Organization*, 5(4), 207-219. Jamal, M. (1984). Job stress and job performance controversy: an empirical assessment. *Organizational Behavior and Human Performance*, *33*(1), 1-21.

- Janoff-Bulman, R., & Timko, C. (1987). Coping with traumatic events: The role of denial in light of people's assumptive worlds. In C R. Snyder & C. E. Ford (Eds.), Coping with negative life events: Clinical and social psychological perspectives. New York: Plenum.
- Joslin, F., Waters, L., & Dudgeon, P. (2010). Perceived acceptance and work standards as predictors of work attitudes and behavior and employee psychological distress following an internal business merger. *Journal of Managerial Psychology*, 25(1), 22-43.
- Karatepe, O. M., Yorganci, I., & Haktanir, M. (2009). Outcomes of customer verbal aggression among hotel employees. *International Journal of Contemporary Hospitality Management*, 21(6), 2009.
- Keaveney, S. M. (1995), "Customer Switching Behavior in Service Industries: An Exploratory Study," *Journal of Marketing*, 59, 71-82.
- Kelley, H. H., & Michela, J. L. (1980). Attribution Theory and Research. *Annual Review of Psychology*, *31*, 457-501.
- Kennedy, D. B., Homant, R. J., & Homant, M. R. (2004). Perception of Injustice as a Predictor of Support for Workplace Aggression *Journal of Business and Psychology*, 18(3), 323-336.
- Kimpakorn, N., & Tocquer, G. (2010). Service brand equity and employee brand commitment. *Journal of Services Marketing*, 24(5), 378-388.
- Kinman, G. (2009). Emotional labour and strain in "front-line" service employees: Does mode of delivery matter? *Journal of Managerial Psychology Vol. 24 No. 2,* 2009, 24(2), 118-135.
- Kline, R. B. (1999). *The handbook of psychological testing* (2 ed.). London: Routledge.
- Kline, R. B. (2005). *Principles and practice of structural equation modeling* (2 ed.), New York, NY: The Guilford Press.

- Kline, R. B. (2010). *Principles and Practice of Structural Equation Modelling* (3rd ed.): The Guilford Press, New York.
- Koz'usznik, M., Rodri'guez, I., & Peiro, J. M. (2012). Cross-national outcomes of stress appraisal. Cross Cultural Management, 19(4), 507-525.
- Krahe, B. (2010). *The Social Psychology of Aggression*: Psychology Press, New York, NY.
- Lanjananda, P., & Patterson, P. G. (2009). Determinants of customer-oriented behavior in a health care context. *Journal of Service Management*, 20(1), 5-32.
- Law, K. S., Wong, C.-S., & Song, L. J. (2004). The Construct and Criterion Validity of Emotional Intelligence and Its Potential Utility for Management Studies. *Journal of Applied Psychology*, 89(3), 483-496.
- Law, R., Dollard, M. F., Tuckey, M. R., & Dormann, C. (2011). Psychosocial safety climate as a lead indicator of workplace bullying and harassment, job resources, psychological health and employee engagement. Accident Analysis and Prevention 43, 1782-1793.
- Lazarus, R. S. (1991). Emotion and adaptation. New York: Oxford University Press.
- Lazarus, R. S. (1999). Stress and emotion: A new synthesis. New York: Springer.
- Lazarus, R. S., & Folkman, S. (1984). *Stress, appraisal, and coping*: New York: Springer.
- Lazarus, R. S. (1993). From Psychological Stress to the Emotions: A History of Changing Outlooks. Annual Review of Psychology, 44, 1-21.
- Lazarus, R. S. (1991b). Psychological stress in the workplace In P.L. Perrewe (Ed.)
 Handbook of job stress. Special Issue of the Journal of Social Behavioral and Personality., 6, 1-13.

Leach, B. (2010), "Jetblue's Steven Slater Says Fame is 'Kinda Neat' as Airline Admits' Entire Internet' is obsessed with Story," (accessed Jan 10, 2013), [available at <u>http://www.telegraph.co.uk/news/worldnews/northamerica/usa/7940341/JetBlue</u> <u>'s-Steven-Slater-says-fame-is-kinda-neat-as-airline-admits-entire-internet-is</u> <u>obsessed-with-story.html]</u>

- Lee, R. T., & Ashforth, B. E. (1996). A Meta-Analytic Examination of the Correlates of the Three Dimensions of Job Burnout. *Journal of Applied Psychology*, 81(2), 123-133.
- Lee, H., & Singh, J. (2010). Appraisals, Burnout and Outcomes in Informal Caregiving. *Asian Nursing Research*, *4* (1), 32-44.
- Lin, J. S. C., & Hsieh, C. C. (2011). Modeling service friendship and customer compliance in high-contact service relationships. *Journal of Service Management*, 22(5), 607-631.
- Liu, C.-C. (2010). The relationship between employees' perception of emotional blackmail and their well-being. *Procedia Social and Behavioral Sciences 5*, 299-303.
- Madden, M. E. (1988). Internal and external attributions following miscarriage. Journal of Social and Clinical Psychology, 7, 113-121.
- Major, B., Gramzow, R. H., McCoy, S. K., Levin, S., Schmader, T., & Sidanius, J. (2002). Perceiving Personal Discrimination: The Role of Group Status and Legitimizing Ideology. *Journal of Personality and Social Psychology*, 82(3), 269-282.
- Marsh, H. W., Hau, K.-T., & Wen, Z. (2004). In search of golden rules: comment on hypothesis-testing approaches to setting cutoff values for fit indexes and dangers in overgeneralizing Hu and Bentler's (1999) findings. *Structural Equation Modeling*, 11, 320-341.
- Maslach, C., & Jackson, S. E. (1981). The measurement of experienced burnout. *Journal of Occupational Behavior*, 2(2), 99-113.

- Maslach,C., & Jackson,S. E. (1982) Burnout in health professions: A social psychological analysis. In G. Sanders & J. Sils (Eds.), Social psychology of health and illness. Hillsdale, N.J.: Lawrence Erlbaum, 227-251.
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job Burnout. *Annual Review of Psychology*, 52, 397-422.
- Maslach, C., & Leiter, M. P. (2008). Early Predictors of Job Burnout and Engagement. *Journal of Applied Psychology*, *93*(3), 498-512.
- Mathur, P. (2007). Mental health care for better living. *Journal of Indian Health Psychology*, *1*(2), 151-166.
- Mattila, A. S., & Patterson, P. G. (2004). The Impact of Culture on Consumers' Perceptions of Service Recovery Efforts. *Journal of Retailing*, 80(3), 196-206.
- Mauno, S., Cuyper, N. D., Tolvanen, A., Kinnunen, U., & kikangas, A. M. (2014).
 Occupational well-being as a mediator between job insecurity and turnover intention: Findings at the individual and work department levels. *European Journal of Work and Organizational Psychology*, 23(3), 381-393.
- McColl-Kennedy, J. R., Patterson, P. G., Smith, A. K., & Brady, M. K. (2009). Customer Rage Episodes: Emotions, Expressions and Behaviors. *Journal of Retailing* 85(2), 222-237.
- McColl-Kennedy, J. R., Sparks, B. A., & Nguyen, D. T. (2010). Customer's angry voice: Targeting employees or the organization? *Journal of Business Research*, 64(7), 707-713.
- McDonald, R. P., & Ho, M.-h. R. (2002). Principles and practice in reporting structural equation analyses. *Psychological Methods*, 7(1), 64-82.
- McMurray, A. J., Pirola-Merlo, A., Sarros, J. C., & Islam, M. M. (2010). Leadership, climate, psychological capital, commitment, and wellbeing in a non-profit organization. *Leadership and Organization Development Journal*, 31(5), 436-457.

- Mechinda, P., & Patterson, P. G. (2011). The impact of service climate and service provider personality on employees' customer-oriented behavior in a highcontact setting. *Journal of Services Marketing*, 25(2), 101-113.
- Mendola, R., Tennen, H., Affleck, G., McCann, L., & Fitzgerald, T. (1990). Appraisal and adaptation among women with impaired fertility. *Cognitive Research and Therapy*, 14, 79-92.
- Menon, K., & Dubé, L. (2007). The effect of emotional provider support on angry versus anxious consumers. *International Journal of Research in Marketing* 24, 268-275.
- Miles, J. and Shevlin, M. (1998), "Effects of sample size, model specification and factor loadings on the GFI in confirmatory factor analysis," Personality and Individual Differences, 25, 85-90.
- Minnotte, K. L., Gravelle, M., & Minnotte, M. C. (2013). Workplace characteristics, work-to-life conflict, and psychological distress among medical workers. *The Social Science Journal 50*, 408-417.
- Muldary, T. W. (1983). Burnout and Health Professionals: Manifestations and management. Norwalk, CT: Appleton-Century-Crofts.
- Netemeyer, R. G., Maxham, J. G., & Pullig, C. (2005). Conflicts in the work–family interface: Links to job stress, customer service employee performance, and customer purchase intent. *Journal of Marketing*, 69, 130-142.
- Ng, T.W.H. and Sorensen, K.L. (2008), "Toward a further understanding of the relationships between perceptions of support and work attitudes: A meta analysis", *Group & Organization Management*, Vol. 33 No. 3, pp. 243-268.
- Nguyen, D. T., & McColl-Kennedy, J. R. (2003). Diffusing Customer Angry in Service Recovery: A Conceptual Framework. *Australian Marketing Journal*, 11(2), 46 55.

- Oginska-Bulik, N. (2005). Emotional Intelligence in the workplace: Exploring its effects on occupational stress and health outcomes in human service workers. *International Journal of Occupational Medicine and Environmental Health*, 18(2), 167 - 175.
- Oliver, J., & Brough, P. (2002). Cognitive appraisal, Negative affectivity and Psychological well-being. *New Zealand Journal of Psychology*, *31*(1), 1-6.
- Ostrom, A. L., Bitner, M. J., Brown, S. W., Burkhard, K. A., Goul, M., Smith-Daniels, V., et al. (2010). Moving forward and making a difference: Research priorities for the science of service. *Journal of Service Research*, 13(1), 4 -36.
- Panaccio, A., & Vandenberghe, C. (2009). Perceived organizational support, organizational commitment and psychological well-being: A longitudinal study. *Journal of Vocational Behavior* 75, 224-236.
- Patterson, P. G., McColl-Kennedy, J. R., Smith, A. K., & Lu, Z. (2009). Customer Rage: Triggers, Tipping Points, and Take-Outs. *California Management Review*, 52(1), 1-23.
- Patton, M. Q. (2002). *Qualitative Research and Evaluation Methods* (3 ed.). Thousand. Oaks, CA: Sage.
- Peng, K. Z., Wong, C.-S., & Che, H.-S. (2010). The missing link between emotional demands and exhaustion. *journal of Managerial Psychology*, 25(7), 777-798.
- Polatci, S., & Akdoğan, A. (2014). Psychological Capital and Performance: The Mediating Role of Work Family Spillover and Psychological Well-Being. Business and Economics Research Journal, 5(1), 1-15.
- Pugh, D. S., Groth, M., & Hennig-Thurau, T. (2011). Willing and able to fake emotions:
 A closer examination of the link between emotional dissonance and employee
 well-being. *Journal of Applied Psychology*, 96(2), 377-390.
- Rafaeli, A., Erez, A., Ravid, S., Derfler-Rozin, R., Treister, D. E., & Scheyer, R.
 (2012). When Customers Exhibit Verbal Aggression, Employees Pay Cognitive Costs. *Journal of Applied Psychology*, 97(5), 931-950.

- Rafaeli, A., & Sutton, R. I. (1987). Expression of emotion as part of the work role. *The Academy of Management Review*, 12(1), 23-37.
- Retowski, S., & Jankowska, A. F. (2013). Emotional Labour and Indirectly Measured Attitude Towards Occupation in Explaining Employee Well-Being. *Polish Psychological Bulletin*, 44(2), 165-175.
- Reynolds, K. L., & Harris, L. C. (2006). Deviant customer behavior: an exploration of frontline employee tactics. *journal of Marketing Theory and Practice*, 14(2), 95-111.
- Robertson, I. T., Birch, A. J., & Cooper, C. L. (2012). Job and work attitudes, engagement and employee performance: Where does psychological well-being fit in? *Leadership & Organization Development Journal*, 33(3), 224-232.
- Rosenberg, Morris (1965), *Society and the Adolescent Self-Image*, Princeton University Press, Princeton, NJ.
- Rothmann, S. (2008). Job satisfaction, occupational stress, burnout and work engagement as components of work-related well being SA Journal of Industrial Psychology, 34 No. pp. (3), 11 16.
- Rupp, D. E., McCance, A. S., Spencer, S., & Sonntag, K. (2008). Customer (In)Justice and Emotional Labor: The Role of Perspective Taking, Anger, and Emotional Regulation? *Journal of Management*, 34 (5), 903-924.
- Rupp, D. E., & Spencer, S. (2006). When Customers Lash Out: The Effects of Customer Interactional Injustice on Emotional Labor and the Mediating Role of Discrete Emotions. *Journal of Applied Psychology* 91(4), 971-978.

Ryff, C. D., & Keyes, C. L. M. (1995). The structure of psychological well-being revisited. *Journal of Personality and Social Psychology*, 69(4), 719-727.

Rusell, B. (1930). The conquest of happiness: New York: Liveright.

- Salovey, P., & D.Mayer, J. (1990). Emotional Intelligence. *Imagination, Cognition* and Personality, 9(3), 185-211.
- Sarason, I.G. and Sarason, B.R. (2002), *Abnormal Psychology: the Problem of Maladaptive Behavio*, Prentice Hall, Upper Saddle River, N.J.

- Sarafino, E.P. (1997), *Health psychology: Biopsychosocial interactions*, John Wiley, New York, NY.
- Saxton, M. J., Phillips, J. S., & Blakeney, R. N. (1991). Antecedents and consequences of emotional exhaustion in the airline reservations service sector. *Human Relations*, 44, 583–595.
- Schat, A.C.H., Kelloway, E.K. (2000), "The effects of perceived control on the outcomes of workplace aggression and violence", *Journal of Occupational Health Psychology*, 5 (3), 386-402.
- Schat, A. C. H., & Kelloway, E. K. (2003). Reducing the Adverse Consequences of Workplace Aggression and Violence: The Buffering Effects of Organizational Support. *Journal of Occupational Health Psychology*, 8(2), 110-122.
- Schneider, B., & Bowen, D. E. (1999). Understanding Customer Delight and Outrage. *Sloan Management Review*, *41*(1), 33-45.
- Schoefer, K., & Ennew, C. (2005). The impact of perceived justice on consumers' emotional responses to service complaint experiences. *Journal of Service Marketing*, 19(5), 261-270.
- Schutte, N. S., Malouff, J. M., Simunek, M., McKenley, J., & Hollander, S. (2002). Characteristic emotional intelligence and emotional well-being. *Cognitive and Emotion*, 16(6), 769-785.
- Seiders, K., & Berry, L. L. (1998). Service Fairness: What It Is and Why It Matters. *The Academy of Management Executive*, *12*(2), 8-20.
- Shuck, B., & Reio, T. G. (2014). Employee Engagement and Well-Being: A Moderation Model and Implications for Practice. *Journal of Leadership & Organizational Studies*, 21(1), 43-58.
- Singh, J. (2000). Performance Productivity and Quality of Frontline Employees in Service Organizations. *Journal of Marketing*, 64(2), 15-34.
- Singh, J., Goolsby, J. R., & Rhoads, G. K. (1994). Behavioral and Psychological Consequences of Boundary Spanning Burnout for Customer Service Representatives. *Journal of Marketing Research*, 31(4), 558-569.

- Skarlicki, D. P., Folger, R., & Tesluk, P. (1999). Personality as a moderator in the relationship between fairness and retaliation. *The Academy of Management Journal*, 42(1), 100-108.
- Skarlicki, D. P., Jaarsveld, D. D. v., & Walker, D. D. (2008). Getting Even for Customer Mistreatment: The Role of Moral Identity in the Relationship Between Customer Interpersonal Injustice and Employee Sabotage. *Journal of Applied Psychology*, 93, 1335-1347.
- Skinner, N., & Brewer, N. (2004). Adaptive approaches to competition: Challenge appraisals and positive emotion. *Journal of Sport & Exercise Psychology*, 26, 283-305.
- Sloan, M. M. (2012). Unfair Treatment in the Workplace and Worker Well-Being: The Role of Coworker Support in a Service Work Environment. *Work and Occupations*, 39(1), 3-34.
- Smith, C. A., & Ellsworth, P. C. (1985). Patterns of Cognitive Appraisal in Emotion. Journal of Personality and Social Psychology, 48(4), 813-838.
- Sonnentag, S., Unger, D., & Na[°]gel, I. J. (2013). Workplace conflict and employee well-being: The moderating role of detachment from work during off-job time. *International Journal of Conflict Management*, 24(2), 166-183.
- Sperber, A. D. (2004). Translation and validity of Study Instruments for Cross-Cultural Research. *Gastroenterogy*, *126*, s124-128.
- Spell, C. S., & Arnold, T. (2007). An Appraisal Perspective of Justice, Structure, and Job Control as Antecedents of Psychological Distress. *Journal of Organizational Behavior*, 28(6), 729-751.

Stewart, D. W. (2005). A Reappraisal of the Role of Emotion in Consumer Behavior: Traditional and Contemporary Approaches; in Naresh K. Malhotra (ed.)Review of Marketing Research (Review of Marketing Research, Volume 1): Emerald Group Publishing Limited, pp.3-34.

- Strauss, A., & Corbin, J. M. (1998). Basics of Qualitative Research: Techniques and Procedures for Developing Grounded Theory (2nd ed.). Thousand Oaks, CA: Sage.
- Surachartkumtonkun, J., Patterson, P. G., & McColl-Kennedy, J. R. (2009). Cognitive appraisals that trigger customer rage. Paper presented at the Australian and New Zealand Marketing Academy (ANZMAC) Conference 2009, Melbourne, Australia.
- Surachartkumtonkun, J., Patterson, P. G., & McColl-Kennedy, J. R. (2013). Customer Rage Back-Story: Linking Needs-Based Cognitive Appraisal to Service Failure Type. *Journal of Retailing*, 89 (1), 72-87.
- Tennen, H., & Affleck, G. (1990). Blaming Others for Threatening Events. Psychological Bulletin, 108(2), 209-232.
- Totterdell, P., & Holman, D. (2003). Emotion Regulation in Customer Service Roles: Testing a Model of Emotional Labor. *Journal of Occupational Health Psychology*, 8(1), 55-73.
- Tracy, J. L., & Robins, R. W. (2006). Appraisal Antecedents of Shame and Guilt: Support for a Theoretical Model. *Personality and Social Psychology Bulletin*, 32 (10), 1339-1351.

Triandis, H. (1995), Individualism and Collectivism, Westview Press, Boulder, CO.

- Tsaur, S.-H., & Tang, Y.-Y. (2012). Job stress and well-being of female employees in hospitality: The role of regulatory leisure coping styles. *International Journal* of Hospitality Management 31, 1038-1044.
- Valencia, C. (2008), "Blaming others A sign of low self-esteem", (accessed March, 2014), (available at <u>http://ezinearticles.com/?Blaming-Others---A-Sign-of-Low Self-Esteem&id=1193695</u>).
- Varca, P. E. (2009). Emotional empathy and front line employees: does it make sense to care about the customer? *Journal of Service Marketing*, 23(1), 51-56.

- Walsh, G. (2010). Unfriendly customers as a social stressor An indirect antecedent of service employees' quitting intention. *European Management Journal*, 29(1), 67-78.
- Wan, L. C. (2013). Culture's impact on consumer complaining responses to embarrassing service failure. *Journal of Business Research*, 66(3), 298-305.
- Warr, P. (1990). The measurement of well-being and other aspects of mental health. *journal of Occupational Psychology* 63, 193-210.
- Watson, D., & Clark, L. A. (1984). Negative Affectivity: The Disposition to Experience Aversive Emotional States. *Psychological Bulletin*, 96(3), 465-490.
- Waxler, J. (2008), "Blame", (accessed March, 2014), (available at <u>http://www.mental-</u>health-survival-guide.com/brochures/blame.html).
- Wegge, J., Vogt, J., & Wecking, C. (2007). Customer-induced stress in call centre work: A comparison of audio- and video conference. *Journal of Occupational* and Organizational Psychology 80(4), 693-712.
- Weiner, B. (1986). An attributional theory of motivation and emotion. New York: Springer.
- Weiss, H. M., & Cropanzano, R. (1996). "Affective Events Theory: A Theoretical Discussion of the Structure Causes and Consequences of Affective Experiences at Work,". *Research in organizational behavior*, 18, 1-74.
- Wharton, A. S. (1993). The affective consequences of service work: Managing emotions on the job. *Work and Occupations*, 20(2), 205-232.
- Williams, B., Brown, T., & Onsman, A. (2012). Exploratory factor analysis: A fivestep guide for novices. *Australasian Journal of Paramedicine*, 8(3), 1-13.
- Wong, C.-S., & Law, K. S. (2002). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. *The Leadership Quarterly*, 13, 243-274.
- Wong, P. T. P., & Weiner, B. (1981). When people ask "why" questions and the heuristics of attributional search. *Journal of Personality and Social Psychology*, 40,650-663.

- Wright, T. A., & Cropanzano, R. (1998). Emotional exhaustion as a predictor of job performance and voluntary turnover. *Journal of Applied Psychology*, 83(3), 486–493.
- Wright, T. A., & Cropanzano, R. (2000). Psychological well-being and job satisfaction as predictors of job performance. *Journal of Occupational Health Psychology*, 5(1), 84-94.
- Wright, T. A., & Cropanzano, R. (2004). The Role of Psychological Well-Being in Job Performance: A Fresh Look at an Age-Old Quest. Organizational Dynamics, 33(4), 338-351.
- Wu, T.-Y., & Hu, C. (2009). Abusive Supervision and Employee Emotional Exhaustion: Dispositional Antecedents and Boundaries. *Group & Organization Management*, 34(2), 143-169.
- Yagil, D. (2008). When the customer is wrong: A review of research on aggression and sexual harassment in service encounters. Aggression and Violent Behavior 13, 141-152.
- Yagil, D., Luria, G., & Gal, I. (2008). Stressors and resources in customer service roles: Exploring the relationship between core self-evaluations and burnout. *International journal of Service Industry Management*, 19(5), 575-595.
- Yasin, M. A. S. M., & Dzlkifli, M. A. (2009). Differences in Psychological Problems between Low and High Achieving Students. *The Journal of Behavioral Science*, 4(1), 49-58.
- Yi, Y. (2006). The Antecedents and Consequences of Service Customer Citizenship and Badness Behavior. *Seoul Journal of Business*, *12*(2), 145-176.
- Yuan, K., Wu, R., & Bentler, P. M. (2010). Ridge structural equation modelling with correlation matrices for ordinal and continuous data. *British Journal of Mathematical and Statistical Psychology*, 64, 107-133.
- Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2008). Service Marketing Integrating Customer Focus across the Firm: McGraw-Hill, New York, NY.