**Appendix A: The existing scales of emotional labor**

**Kruml and Geddes’s scale**

**Emotive dissonance**

1. I show feelings to customers that are different from what I feel inside (R)

2. I have to cover up my true feelings when dealing with customer

3. I fake the emotions I show when dealing with customers

**Emotive effort**

1. When working with customers, I try to create certain emotions in myself to present the image the company desires.

2. I talk myself out of feeling what I really feel when helping customers.

3. If I think the company would not approve of my real feelings about customers, I try to change those feelings.

4. When helping customers, if I pretend I'm happy.

5. I can actually start to feel it.

**Emotional attachment**

1. I'm able to keep my feelings neutral when working with customers. (R)

2. I separate myself emotionally from customers when talking with them. (R)

3. I get emotionally involved with customers.

**Brotheridge and Lee’ s scale**

**Duration**

1. A typical interaction I have with a customer takes about－minutes.

**Intensity**

1. Express intense emotions.

2. Show some strong emotions.

**Variety**

1. Display many different kinds of emotions.

2. Express many different emotions.

3. Display many different emotions when interacting with others.

**Surface Acting**

1. Resist expressing my true feelings.

2. Pretend to have emotions that I don’t really have.

3. Hide my true feelings about a situation.

**Deep Acting**

1. Make an effort to actually feel the emotions that I need to display to others.

2. Try to actually experience the emotions that I must show.

3. Really try to feel the emotions I have to show as part of my job.

**Glomb and Tews’s scale: The Discrete Emotions Emotional Labor Scale (DEELS)**

1. How often do you genuinely express \_\_\_\_\_\_ when you feel that way?

2. How often do you express feelings of \_\_\_\_\_\_\_ on the job when you really do not feel that way?

3. How often do keep feelings of \_\_\_\_\_\_ to yourself when you really feel that way?

(1) Irritation (2) Anxiety (3) Contentment (4) Sadness (5) Concern (6) Disliking (7) Aggravation

(8) Fear (9) Happiness (10) Distress (11) Liking (12) Hate (13) Anger (14) Enthusiasm

**Diefendorff et al.’s scale**

**Surface acting**

1. I put on an act in order to deal with customers in an appropriate way.

2. I fake a good mood when interacting with customers.

3. I put on a "show" or "performance" when interacting with customers.

4. I just pretend to have the emotions I need to display for my job.

5. I put on a "mask " in order to display the emotions I need for the job.

6. I show feelings to customers that are different from what I feel inside.

7. I fake the emotions I show when dealing with customers.

**Deep acting**

1. I try to actually experience the emotions that I must show to customers.

2. I make an effort to actually feel the emotions that I need to display toward others.

3. I work hard to feel the emotions that I need to show to customers.

4. I work at developing the feelings inside of me that I need to show to customers.

**Expression of naturally felt emotions**

1. The emotions I express to customers are genuine

2. The emotions I show customers come naturally.

3. The emotions I show customers match what I spontaneously feel.

**Chu and Murrmann’s scale: Hospitality Emotional Labor Scale (HELS)**

**Emotive dissonance**

1. I fake a good mood when interacting with customers.

2. I fake the emotions I show when dealing with customers.

3. I put on a mask in order to express the right emotions for my job.

4. The emotions I show to customers match what I truly feel.

5. I behave in a way that differs from how I really feel.

6. I put on an act in order to deal with customers in an appropriate way.

7. My interactions with customers are very robotic.

8. I display emotions that I am not actually feeling.

9. I have to cover up my true feelings when dealing with customers.

10. I actually feel the emotions that I need to show to do my job well.

11. I show the same feelings to customers that I feel inside.

**Emotive effort**

1. I try to change my actual feelings to match those that I must express to customers.

2. When working with customers, I attempt to create certain emotions in myself that present the image my company desires.

3. I think of pleasant things when I am getting ready for work.

4. I try to talk myself out of feeling what I really feel when helping customers.

5. When getting ready for work, I tell myself that I am going to have a good day.

6. I try to actually experience the emotions that I must show when interacting with customers.

7. I work at calling up the feelings I need to show to customers.

8. I have to concentrate more on my behavior when I display an emotion that I don’t actually feel.

**Cukur’s scale: Teacher Emotional Labor Scale (TELS)**

**Automatic emotion regulation**

I genuinely express how I feel when

1. getting blame from your supervisor about the way of you deal with students.

2. getting complies from your students about your teaching style.

3. hearing a very good news about students at board meeting.

4. one of your students asking rude questions constantly.

5. explaining very low grade of one of your favorite students.

**Surface acting**

I try to control my feelings to have emotions I need to display form my job when

1. sharing sad news with students.

2. your students unexpectedly get very high grades.

3. one of your coworkers making rude jokes about you.

4. your supervisor shares a news that make most of your coworker happy, but you don’t.

5. figuring out your students did not their homework that you think very important at class.

**Emotional deviance**

Even though it is not expected from me as a teacher, I exactly reflect to how I feel when

1. one of your students find your mistake during lecture and share it with other students.

2. your supervisor did not except change planes in your program.

3. unexpectely, your supervisor apprises you in front of your coworkers.

4. one of your students makes a big mistake and the rest of students start laughing.

5. one of your students asks to change his/her grades claiming its is your mistakes for the low grade.

**Deep acting**

I try to put an effort to actually feel the emotion I need to display when

1. getting a very bad news from your family before the class.

2. you did not find very funny most of jokes that your coworkers do.

3. you need to teach a class that you don’t like very much about not very interesting subject.

4. your supervisor generally makes negative and hurting comments.

5. discussing frequently with students about grades.

**Yang et al.’s scale: Chinese Version of Emotional Labor**

**Surface acting**

1. I put on an act in order to deal with customers in an appropriate way.

2. I just pretend to have the emotions I need to display for my job.

3. I put on a “mask” in order to display the emotions I need for the job.

**Deep acting**

1. I try to actually experience the emotions that I must show to customers.

2. I make an effort to actually feel the emotions that I need to display toward others.

3. In order to satisfy customers, I will try to understand their feelings.

**Expression of naturally felt emotions**

1. The emotions I express to customers are genuine.

2. The emotions I show customers come naturally.

3. The emotions I show customers match what I spontaneously feel.

**Emotion termination**

1. When there is disagreement with the customer, I will serve according to the customer’s requirements without any emotional change.

2. When customers disapprove of my service, I will choose silence.

3. I feel helpless when customers ask too much or are unable to meet them temporarily.