**Appendix**

*List of survey items*

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| Performance goal orientation (1 = Strongly disagree, 5 = Strongly agree)   1. The things I enjoy the most are the things I do the best. 2. The opinions others have about how well I can do certain things are important to me. 3. I feel smart when I do something without making any mistakes. 4. I like to be fairly confident that I can successfully perform a task before I attempt it. 5. I like to work on tasks that I have done well on in the past. 6. I feel smart when I can do something better than most other people. |
| Learning goal orientation (1 = Strongly disagree, 5 = Strongly agree)   1. The opportunity to do challenging work is important to me. 2. I prefer to work on tasks that force me to learn new things. 3. The opportunity to learn new things is important to me. 4. I try hard to improve on my past performance. 5. The opportunity to extend the range of my abilities is important to me. 6. When I have difficulty solving a problem, I enjoy trying different approaches to see which one will work. |
| Deep acting (1 = Never, 5 = Very often)   1. I tried to actually experience the emotions I had to show to the customer. 2. I worked hard to feel the emotions that I needed to show to this customer. 3. I made a strong effort to actually feel the emotions that I needed to display toward this customer. |
| Surface acting (1 = Never, 5 = Very often)   1. I resisted experiencing my true feelings. 2. I pretended to have emotions that I didn’t really have. 3. I hid my true feelings about a situation. |
| Deep acting self-efficacy (1 = Strongly disagree, 5 = Strongly agree)  I am confident about my ability to…   1. actually experience the emotions I had to show to the customer. 2. work hard to feel the emotions that I needed to show to this customer. 3. make a strong effort to actually feel the emotions that I needed to display toward this customer. |
| Surface acting self-efficacy (1 = Strongly disagree, 5 = Strongly agree)  I am confident about my ability to…   1. resist experiencing my true feelings. 2. pretend to have emotions that I didn’t really have. 3. hide my true feelings about a situation. |