**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.
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| 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.
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| 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.
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| 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.
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| 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.
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| 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.
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