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| **Item** | **Factor loading** | |
|  | **1** | **2** |
| **Factor 1: Performance goal orientation** |  |  |
| 1.The things I enjoy the most are the things I do the best. | 0.55 | 0.29 |
| 2. The opinions others have about how well I can do certain things are important to me. | 0.49 | 0.28 |
| 3.I feel smart when I do something without making any mistakes. | 0.52 | 0.39 |
| 4.I like to be fairly confident that I can successfully perform a task before I attempt it. | 0.48 | 0.43 |
| 5.I like to work on tasks that I have done well on in the past. | 0.58 | 0.43 |
| 6.I feel smart when I can do something better than most other people. | 0.50 | 0.50 |
| **Factor 1: Learning goal orientation** |  |  |
| 1.The opportunity to do challenging work is important to me. | 0.68 | -0.21 |
| 2.I prefer to work on tasks that force me to learn new things. | 0.68 | -0.40 |
| 3.The opportunity to learn new things is important to me. | 0.66 | -0.42 |
| 4.I try hard to improve on my past performance. | 0.65 | -0.13 |
| 5.The opportunity to extend the range of my abilities is important to me. | 0.75 | -0.34 |
| 6.When I have difficulty solving a problem, I enjoy trying different approaches to see which one will work. | 0.66 | -0.27 |
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| **Factor 1: Deep acting** |  |  |
| 1.I tried to actually experience the emotions I had to show to the customer. | 0.63 | 0.50 |
| 2.I worked hard to feel the emotions that I needed to show to this customer. | 0.79 | 0.32 |
| 3.I made a strong effort to actually feel the emotions that I needed to display toward this customer. | 0.80 | 0.50 |
| **Factor 2: Surface acting** |  |  |
| 1.I resisted experiencing my true feelings. | 0.76 | -0.34 |
| 2.I pretended to have emotions that I didn’t really have. | 0.83 | -0.38 |
| 3.I hid my true feelings about a situation. | 0.79 | -0.49 |
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| **Factor 1: Deep acting self efficacy** |  |  |
| 1.I am confident about my ability to actually experience the emotions I had to show to the customer. | 0.43 | 0.51 |
| 2. I am confident about my ability to work hard to feel the emotions that I needed to show to this customer. | 0.73 | 0.51 |
| 3. I am confident about my ability to make a strong effort to actually feel the emotions that I needed to display toward this customer. | 0.70 | 0.56 |
| **Factor 2: Surface acting self efficacy** |  |  |
| 1. I am confident about my ability to resist experiencing my true feelings. | 0.87 | -0.36 |
| 2. I am confident about my ability to pretend to have emotions that I didn’t really have. | 0.82 | -0.39 |
| 3. I am confident about my ability to hide my true feelings about a situation. | 0.83 | -0.41 |