Supplemental Digital Content

Combined exposure of emotional labor and job insecurity on depressive symptoms among female call-center workers: a cross-sectional study

Kim et al.

Questionnaire for assessing the emotional labor

1. I have to hide my true feelings about my job
2. I make an effort to be kind to the customers or clients
3. I have to pretend to smile
4. I am stressed by not expressing true feelings
5. Smiling in every situation is very difficult task
6. I make an effort not to express negative emotions
7. There are differences between true feelings and emotional expressions
8. I am confused about the difference between true feelings and required emotional expressions