

Interpersonal Mistreatment in the Workplace: Implications for Target's
Identities, Emotions and Behaviour

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Abstract

The program of research presented herein investigates some fundamental aspects of the relationship between targets' experiences of interpersonal mistreatment, and targets' identities. Extending ideas from Identity Theory, I propose and test a perceptual control system model of the interpersonal mistreatment-identity-outcome relationship in which I argue (i) that different acts of interpersonal mistreatment activate the different bases of targets' identities: the person, social, and role identities, and (ii) that interpersonal mistreatment results in the non-verification – a form of identity threat – of these activated identities. Furthermore, I situate targets' negative emotional responses both as an outcome of the perceived non-verification of targets' identities, and a mediator of the relationship between identity non-verification and targets' subsequent behavioral responses. I examine three behavioral responses: avoidance, retaliation, and reconciliation. Additionally, I explore how a property of targets' identities - identity centrality - influences targets' negative affective reactions, paying a closer look at the discrete emotions evoked by such experiences. Two different kinds of experimental techniques – a vignette study and an experiential sampling method (ESM) – were used to test the various hypothesized relationships. Findings from the present research reveal that interpersonal mistreatment activates and threatens each of the three identity bases that form targets' self-concepts and as such, poses a variety of implications for targets' identities, emotions and behaviors.

Keywords: Interpersonal mistreatment, Identity, Identity non-verification, Emotions, Behavioral responses

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CHAPTER ONE

Introduction

In the past two decades there has been an increase in research investigating the occurrence of workplace interpersonal mistreatment in the workplace, due largely to the growing awareness of both the prevalence of such behaviors, and their associated costs to individuals and organizations (Peterson, 2002). Workplace interpersonal mistreatment¹ is defined as “specific, antisocial variety of organizational deviance, involving a situation in which at least one organizational member takes counter-normative negative actions— or terminates normative positive actions—against another member” (Cortina & Magley, 2003; p. 247).

In light of costs (e.g., psychological distress, reduced emotional wellbeing, and negative work behaviors) found to be associated with experienced interpersonal mistreatment, research has sought to better understand this phenomenon, with majority of studies examining its various antecedents and consequences (for reviews see Bartlett & Bartlett, 2011;; Hershcovis, 2011; Mackey, Frieder, Brees & Martinko, 2017; Schilpzand, De Pater & Erez, 2016; Williams, 2007).

Previous research indicate that a variety of individual and situational factors influence the impacts of interpersonal mistreatment including characteristics of the mistreatment experienced (e.g., the intent, intensity and frequency of the mistreatment), characteristics of both the perpetrator and the target, and situational factors such as the perpetrator–victim relationship (e.g., Aquino, Tripp, & Bies, 2001; Bradfield & Aquino, 1999; Benson, 2013; Nixon, 2011; for reviews see Bartlett & Bartlett, 2011; Bowling &

¹ Subsequently referred to as interpersonal mistreatment.

Beehr, 2006; Cortina et al., 2017; Hershcovis, 2011; Mackey et al., 2017; Schilpzand et al., 2016; Williams, 2007).

Overall current research has done much to advance our understanding of interpersonal mistreatment. Nevertheless, research gaps remain. Of particular relevance to my research is the fact that although we now know a lot about different factors that may influence the experience of interpersonal mistreatment, our understanding of many of these factors remains limited.

In this dissertation, I investigate one such factor – the individual’s identity – and examine some fundamental aspects of the role it plays in the individual’s experience of interpersonal mistreatment. I focus specifically on identity threat arising from interpersonal mistreatment, and investigate how this identity process may predict the individual’s emotional and behavioral responses.

Identity is defined as “a set of meanings attached to roles individuals occupy in the social structure... (role identities), groups they identify with and belong to (group identities), and unique ways in which they see themselves (person identities)” (Stets & Serpe, 2013; p.8). Identity threat is defined as “experiences appraised as indicating potential harm to the value, meanings, or enactment of an identity” (Petriglieri, 2011; p.644). That is, experiences involving the devaluation of individuals’ identities, the non-verification of individuals’ identities’ meanings, and/or the constraining of individuals’ abilities to enact a chosen identity are described as identity threatening in nature.

Why investigate the role of identities in the experience of interpersonal mistreatment?

Organizational behavior scholars have long theorized that identities play a significant role in the experience of interpersonal mistreatment (e.g., Andersson & Pearson, 1999; Aquino & Douglas, 2003; Bies, 1999; Lind, 1997; Leiter, 2013; Lind & Tyler, 1988). Within this literature, it is argued that individuals' identity validation depends on the treatment they receive from their social interactions (Aquino & Douglas, 2003), and that individuals monitor different social interactions for cues regarding others' perceptions of their identities (Leiter, 2013). Thus, when acts of interpersonal mistreatment occur in these social relationships, individuals may perceive such behaviors as disrespectful and as conveying the inherent message that the actor does not view them as deserving of fairness, consideration, and respect, and/or as a valued member of the organization (Aquino & Douglas, 2003; Bies, 1999; Lind, 1997; Lind & Tyler, 1988).

Drawing from the above theoretical understanding, existing research on the interpersonal mistreatment-identity relationship has focused on understanding the linkages between interpersonal mistreatment and the experience of identity threat, and how these relate to other outcomes (e.g., Aquino & Douglas, 2003; Chen, Ferris, Kwan, Yan, Zhou & Hong, 2013; Leary, Twenge & Quinlivan, 2006; Lutgen-Sandvik, 2008; Miller, 2001; Tedeschi & Felson, 1994; Thau, Aquino & Poortvliet, 2007). Findings from this body of research suggests that interpersonal mistreatment is a threat to the target's identity that results in other undesirable outcomes (e.g., Andersson & Pearson, 1999; Aquino & Douglas, 2003; Bies, Tripp & Kramer, 1997; Caza & Cortina, 2007; Lutgen-Sandvik, 2008).

Although current research helped extend our understanding of some of the identity processes involved in the experience of interpersonal mistreatment it suffers from certain limitations. First, although the theorized identity threatening effect of interpersonal mistreatment enjoys general popularity in the literature, studies examining the posited identity threat effect have not directly assessed its occurrence; rather the identity threat effect was assumed in the analysis linking it to criteria outcomes (e.g., Aquino & Douglas, 2003; Chen et al., 2013).

Second, a review of the few studies examining the relationship between interpersonal mistreatment and individuals' identities reveals a predominant focus on investigating how such experiences devalue individual's identities and how this may influence their behavioral reactions (e.g., Aquino & Douglas, 2003; Lutgen-Sandvik, 2008). Although findings from this body of research is enlightening, it is limited in that it has largely ignored other identity threat processes involved in the experience of interpersonal mistreatment. As indicated in the definition of identity threat provided earlier, identity threat may also occur when situations harm or threaten to harm (i) the individual's identity meanings (i.e., through the non-verification of the target's identity), and/or (ii) the individual's ability to enact an identity. Research that examines how other identity threat processes operate in the context of experienced interpersonal mistreatment can serve to further inform our understanding of the interpersonal mistreatment-identity relationship.

Third, although identity is conceptualized as comprising three main identity bases – the person, social, and role identities – that together, define the individual (as indicated in the definition of identity provided earlier), research has yet to investigate whether

interpersonal mistreatment impacts on each of these identity bases and if so, whether such effects differentially predict or influence subsequent target outcomes.

Fourth, it has been suggested that negative emotions result from identity threat following experienced interpersonal mistreatment, and may also serve as mediators of the relationship between experienced identity threat in this context and engagement in subsequent negative behaviors (e.g., Leiter, 2013; Lutgen-Sandvik, 2008). Although these propositions are generally accepted, no empirical tests of these proposed arguments have been conducted to date.

My main goal in this dissertation is to contribute to the above literature on the interpersonal mistreatment-identity relationship by addressing the research limitations discussed above. I do this through an investigation of four key relationships, each of which is discussed below. These relationships are all derived from theoretical propositions from Identity theory (Burke & Stets 2009).

First, I investigate how interpersonal mistreatment relates to the different identity bases that form the individual's self-concept: the person, social and role identities. Prior research on identity processes (e.g., Aquino, Freeman, Reed, Felps & Lim, 2009; Carter, 2013) suggest that cues inherent in social exchanges can activate different identities, and in doing so, motivate individuals' reactions to such social interaction.

Second, I examine how interpersonal mistreatment relates to a yet unexplored form of identity threat: identity non-verification. Identity non-verification is said to occur when individuals perceive that others do not see them in a situation in the same way they see themselves (Stets & Serpe, 2013). For instance, an individual's identity meanings may include the perception of one's self as a strong person, able to defend himself or

herself in a given situation. However, as a target of an abusive supervisor (who has control over needed resources) the individual may perceive the abusive situation as adding meanings contrary to his or her identity (e.g., as a weak person who cannot defend himself or herself). Some theoretical support for this argument has been provided in the literature. For instance, following a study that explored individuals' responses to the trauma and stigma of workplace bullying Lutgen-Sandvik (2008) suggested that experienced interpersonal mistreatment (i.e., bullying) challenges individuals' past self-narratives because it results in incongruence between the currently held identity meanings and the identity meanings suggested in the bullying situation.

Third, I investigate the relationship between identity non-verification and individuals' emotional responses. Prior research indicates that interpersonal mistreatment predicts emotional responses (e.g., Bunk & Magley, 2013; Crossley, 2008; Porath & Pearson, 2012). Past research on identity non-verification indicates that this form of identity threat is linked to a variety of emotional consequences (e.g., anger, fear, sadness; Stets, 2005). In addition to examining how identity non-verification given interpersonal mistreatment impacts on individuals' general emotional responses, I also test its effects on specific discrete emotions to better provide a more nuanced perspective of the identity threat-emotions relationship. Moreover, I examine whether the centrality of an activated identity (i.e., the degree to which an identity is important the individual; Stets & Serpe, 2013) influences the extent to which the individual experiences particular emotions. Applying propositions from identity theory (Burke and Stets 2009), I expect that the more central a non-verified identity, the stronger the negative emotional reactions following interpersonal mistreatment experiences.

Fourth and finally, I investigate the relationship between identity non-verification and individuals' behavioral responses by testing individuals' behaviors as distal outcomes that may result from emotional responses to identity non-verification. Research on interpersonal mistreatment has found that individuals' emotional responses mediate the relationships between such experiences and the individual's behavioral reactions (e.g., Bunk & Magley, 2013; Crossley, 2008; Porath & Pearson, 2012; Sakurai & Jex, 2012). Similarly, past research on identity non-verification indicates that emotional responses to identity non-verification are associated with subsequent behavioral outcomes (e.g., aggression; Stets & Burke, 2005a; Stets & Tsushima, 2001). Within the literature on the interpersonal mistreatment-identity threat relationship it has also been theorized (e.g., Andersson & Pearson, 1999; Leiter, 2013; Lutgen-Sandvik, 2008) that emotional responses to interpersonal mistreatment mediate the relationship between such experiences and individuals' behavioral reactions. Although this proposition has helped elucidate the role of emotions in the noted relationship, it has focused mainly on explaining how such emotions result in negative behaviors (e.g., revenge and aggression) and does not consider the possibility of other behavioral outcomes.

However, whereas in some situations individuals may respond to interpersonal mistreatment with harmful behaviors such as revenge and aggression, in other situations, they may choose non-harmful behavioral responses to their experiences of interpersonal mistreatment (e.g., forgiveness, reconciliation, avoidance; Aquino et al., 2001, 2006; Bradfield & Aquino, 1999; Cox, Bennett, Tripp & Aquino, 2012; Crossley, 2008). I investigate how identity non-verification in the context of interpersonal mistreatment predicts three behavioral outcomes – retaliation, reconciliation and avoidance – that have

emerged in the literature as possible alternatives that individuals may choose to engage in following the experience of interpersonal mistreatment.

I conducted three studies in this program of research. In the first study (Study 1) I developed three identity meanings scales which are used in subsequent studies to measure the meanings respondents attach to their Self-respect person identity, Team member social identity, and Worker role identity.

In the second study (Study 2) I used study-developed vignettes to examine the effects of interpersonal mistreatment on the three identities under study. In this study, I tested the activation of the different identities, respondents' reflected appraisals, emotional responses and behavioral intentions. I also examined the moderating role played by the centrality of the non-verified identity.

I designed the third study to replicate and extend upon Study 2. One potential limitation in Study 2 is that in using vignettes to examine emotional and behavioral outcomes, I could only measure respondents' likely emotional and behavioral responses. In Study 3, I addressed this limitation by using an Experiential Sampling Method (ESM) to test my hypotheses. ESM is a research method allowing for the random sampling of individuals' thoughts, feelings, and experiences as they go about their daily activities. ESM allowed me to collect data with respondents *in situ*; thus mitigating the potential limitation noted above. I employed mixed model multilevel analyses to test the various relationships hypothesized in this dissertation.

I structure this dissertation as follows. In the first section, I conduct a review of the literature on interpersonal mistreatment. Next, I review the theoretical background from which I draw to develop the various hypothesized relationships. In the following

sections I review the three studies conducted in this research program and provide a discussion of each study's findings, identifying limitations, and both theoretical and practical implications. In the last section, I present summary discussions of the findings from all three studies, overall research limitations, theoretical and practical implications, and a final conclusion on the research conducted.

CHAPTER TWO

Review of the Current Literature on Interpersonal Mistreatment

Defining Interpersonal Mistreatment

A number of highly related constructs argued to describe interpersonal mistreatment in the workplace have been proffered in the literature including (but are not limited to) workplace incivility (e.g., Andersson & Pearson, 1999), bullying (e.g., Hoel & Cooper (2001), social undermining (e.g., Duffy, Ganster, & Pagon, 2002), workplace aggression (e.g., Neuman & Baron, 1998), abusive supervision (e.g., Tepper, 2000), emotional abuse (e.g., Keashly, Hunter, & Harvey, 1997), and sexual harassment (Fitzgerald et al., 1988).

Two perspectives regarding this proliferation of overlapping constructs have emerged in the literature. In the first perspective, researchers advocate the need to recognize the distinctiveness of specific constructs based on certain key characteristics (i.e., perpetrator intent, intensity, and frequency of the mistreatment; e.g., Cortina, et al., 2001; Einarsen, et al., 2009; Lim & Cortina, 2005; Mikkelsen & Einarsen, 2001; Pearson, Andersson, & Wegner, 2001; Tepper, 2000, 2007).

However, in the second perspective, scholars argue that the suggested construct differences do not justify the separation existing among these literatures; instead, the current fragmentation into distinct sub-sets of aggressive workplace behaviors limits the comparability of findings and hinders the assessment of interpersonal mistreatment as a whole (e.g., Barclay & Aquino, 2010; Crawshaw, 2009; Hershcovis, 2011). One key advantage of studying interpersonal mistreatment as an integrated construct is that doing so presents an opportunity to synthesize findings across the various literatures, while still

differentiating between behaviors intended to cause psychological harm versus physical harm to the target (Aquino & Thau, 2009; Hershcovis, 2011; Schat & Kelloway, 2005).

Notwithstanding the construct differentiation presently found in the literature, there is a growing consensus among many organizational behavior scholars regarding the integration of the various non-physical sub-sets of aggressive workplace behaviors into one general construct. Consistent with this perspective and research that has done so (e.g., Cortina & Magley, 2003; Tepper & Henle, 2011), I adopt the over-arching umbrella term – interpersonal mistreatment – to represent the various constructs.

Outcomes of Interpersonal Mistreatment

A number of conceptual models describing the nature of interpersonal mistreatment and why it poses such deleterious consequences for individuals have been advanced in the literature (e.g., Lim et al., 2008; Zapf & Einarsen, 2005). A common theme in each of these models is the conceptualization of interpersonal mistreatment as a highly negative workplace stressor that results in various forms of stress outcomes for the individual. For instance, Barling (1996) used the stressor-stress-strain model to elucidate how the experience of interpersonal mistreatment leads to stress responses (e.g., fear and cognitive distraction) that contribute to longer term physical, psychological, or behavioural strains for the target. Similarly, Penney and Spector (2005) found that interpersonal mistreatment, which they conceptualized as a social job stressor, negatively affected targets' job satisfaction, and resulted in individuals' counterproductive workplace behaviors (CWB).

A review of research indicates three major categories of outcomes of interpersonal mistreatment for the individual: attitudinal, well-being outcomes and behavioral outcomes. I examine each of these below.

Individuals' Attitudes

Attitudes refer to “evaluative statements – either positive or negative – about objects, people or events” (Langton, Robbins & Judge, 2013; p. 88). Empirical research demonstrates the negative relationship between interpersonal treatment and attitudes (e.g., Cortina et al., 2001; Duffy et al., 2006; Ferris, Brown, Berry, & Lian, 2008; Schilpzand et al., 2016; Tepper, 2007). See Table 1 below for a summary of sample supportive empirical studies linking specific interpersonal mistreatment constructs to attitudes.

The relations between mistreatment and attitudinal outcomes have also been confirmed in various meta-analytic studies (e.g., Bowling & Beehr, 2006; Hershcovis, 2011; Mackey et al., 2017). For instance, Bowling and Beehr (2006) found that interpersonal mistreatment was negatively associated with targets' job satisfaction ($r = -.32$), organizational commitment ($r = -.30$), and positively to targets' turnover intentions ($r = .29$).

Individuals' Wellbeing Outcomes

Research investigating the relationship between interpersonal mistreatment and wellbeing has examined both psychological and physiological outcomes and results suggest a negative relationship (e.g., Duffy et al., 2006; Ferris et al., 2008; Schilpzand et al., 2016;). See Table 2 for a summary of sample supportive empirical studies linking specific interpersonal mistreatment constructs to targets' wellbeing outcomes.

Meta-analytic data also show the presumed negative impact of interpersonal mistreatment on the targets psychological and physiological wellbeing (e.g., Bowling & Beehr, 2006; Hershcovis, 2011; Zhang & Liao, 2015). For example, Bowling and Beehr (2006) found that such experiences were positively related to anxiety ($r = .25$), depression ($r = .28$), frustration/irritation ($r = .30$), and self-reported physical symptoms ($r = .25$).

Individuals' Behaviors

A review of the literature indicates the emergence of two views on the relationship between interpersonal mistreatment and individuals' behavioral responses: a direct, and an indirect mediated relationship. Research on the effects of interpersonal mistreatment typically investigates its direct impacts on a variety of negative target outcomes. Empirical findings from this stream of research provide support for the direct relationship between interpersonal mistreatment and a variety of negative behavioral outcomes including antisocial behaviors (Aquino & Douglas, 2003), revenge (e.g., Kim, Shapiro, Aquino, Lim, & Bennett, 2008), retaliation (e.g., Skarlicki & Folger, 1997), and aggression (e.g., Greenberg & Barling, 1999). Researchers have also examined the direct relationship between interpersonal mistreatment and non-harmful outcomes such as reconciliation and avoidance (e.g., Aquino, Tripp & Bies, 2001, 2006; Kim et al., 2008).

Findings from meta-analytic studies also provide support for the relationship between the experience of interpersonal mistreatment, and individuals' workplace behaviors (e.g., Bowling & Beehr, 2006; Hershcovis, 2011). For example, Bowling and Beehr found that such experiences were positively related to engagement in CWBs ($r =$

.30), and absenteeism ($r = .06$), and negatively related to engagement in organizational citizenship behaviors ($r = .02$).

Mediators and Moderators of the Outcomes of Interpersonal Mistreatment

More recently, researchers have begun to pay increasing attention to the indirect effects of interpersonal mistreatment on behaviors. Findings from research in the area suggest a variety of individual and organizational factors that mediate the relationships between such experiences and other outcomes including individuals' (i) attributions (e.g., blame attributions; Aquino, Tripp & Bies, 2001), (ii) attitudes (e.g., Taylor, Bedeian & Kluemper, 2012), and (iii) likableness of the offender (e.g., Bradfield & Aquino, 1999).

In addition, research indicates that negative affective responses to interpersonal mistreatment serve as mediators: They are associated with negative outcomes such as decreased job satisfaction (e.g., Bunk & Magley, 2013), increased turnover intentions and absenteeism (e.g., Glasø, Vie, Holmdal & Einarsen, 2011), indirect aggression against instigators (Porath & Pearson, 2012), engagement in behaviors such as revenge, avoidance, and reconciliation (e.g., Crossley, 2008), and CWB (Sakurai & Jex, 2012).

Additional studies have begun to consider possible moderators of the outcomes of interpersonal mistreatment. Empirical studies have found that factors such as individuals' (i) personality (e.g., Moreno-Jiménez, Rodríguez-Muñoz, Moreno & Garrosa, 2007; Penney & Spector, 2005), (ii) self-efficacy (e.g., Mikkelsen & Einarsen, 2002), negative affectivity (Penney & Spector, 2005), (iii) status difference between target and perpetrator (e.g., Porath & Pearson, 2012), (iv) general emotional and organizational support (e.g., Duffy, Ganster, & Pagon, 2002; Miner, Settles, Pratt-Hyatt & Brady, 2012; Schat & Kelloway, 2003), (v) family support (Lim & Lee, 2011), (vi) supervisor support

(e.g., Sakurai & Jex, 2012), (vii) leader-member exchange (Lian et al., 2012), and (viii) psychological safety climate (Law, Dollard, Tuckey, & Dormann, 2011) all can moderate the relationship between interpersonal mistreatment on job related outcomes.

More recently, researchers have begun to study how certain overlapping construct features normally adopted in the literature as the defining characteristics of different interpersonal mistreatment constructs (i.e., the intent, intensity, frequency, and perceived invisibility of the mistreatment, and the perpetrator–victim relationship) may moderate the interpersonal mistreatment-outcome relationship (e.g., Benson, 2013; Nixon, 2011). Although only a limited number of empirical studies have tested the suggested moderating effects, accumulating empirical evidence indicate that these factors do influence the outcomes of interpersonal mistreatment; however, the moderating effect may be dependent on the outcome variable examined (e.g., Benson, 2013; Nixon, 2011). For example, Nixon (2011) found that mistreatment intensity moderated the relationship between experienced interpersonal mistreatment and outcomes such as depression, anxiety, irritation, physical symptoms, job satisfaction organizational commitment, and turnover intentions such that higher intensity led to more negative outcomes. However, intensity did not moderate the relationship between interpersonal mistreatment and contagious disease exposure.

Table 1. Summary of sample supportive empirical studies linking specific interpersonal mistreatment constructs to targets' attitudes

Outcomes of Interpersonal Mistreatment	Interpersonal Mistreatment Construct	Sample Supportive empirical studies
Targets' Attitudes (e.g., Job satisfaction, Organizational commitment, Turnover intentions)	Bullying	Bulutlar & Oz, 2009; Matthiesen, Raknes, & Rokkum, 1989; Djurkovic, McCormack, & Casimir, 2004; McCormack, Casimir, Djurkovic, & Yang, 2006
	Workplace incivility	Cortina et al., 2001; Griffin, 2010; Lim et al., 2008; Pearson & Porath, 2001; Lim & Teo, 2009; Sakurai & Jex, 2012.
	Abusive Supervision	Aryee, Chen, Sun, & Debrah, 2007; Bamberger & Bacharach, 2006; Bowling & Michel, 2011; Breaux, Perrewe, Hall, Frink, & Hochwarter, 2008; Detert, Trevino, Burris, & Andiappan, 2007; Duffy & Ferrier, 2003; Harvey, Stoner, Hochwarter, & Kacmar, 2007; Hobman, Restubog, Bordia, & Tang, 2009; Kernan, Watson, Chen, & Kim, 2011; Tepper, 2000; Tepper, Henle, Lambert, Giacalone, & Duffy, 2008
	Social undermining	Duffy et al., 2006
	Workplace aggression and violence	Kessler, Spector, Chang, & Parr, 2008; Marrs, 1999; Synder, Chen, & Vacha-Haase, 2007; Yang, 2009
	Workplace Ostracism	Ferris et al., 2008

Table 2. Summary of sample supportive empirical studies linking specific interpersonal mistreatment constructs to targets' wellbeing outcomes

Outcomes of Interpersonal Mistreatment	Interpersonal Mistreatment Construct	Sample Supportive empirical studies
Targets' Psychological and Physiological wellbeing	Bullying	Agervold & Mikkelsen, 2004; Djurkovic, McCormack, & Casimir, 2006, 2004; Fox & Stallworth, 2005; Lee & Brotheridge, 2006; Matthiesen & Einarsen, 2001, 2004; Mikkelsen & Einarsen, 2001, 2002; Vartia, 2001
	Workplace incivility	Cortina et al., 2001; Lim & Cortina, 2005; Lim et al., 2008
	Abusive Supervision	Alexander, 2012; Bamberger & Bacharach, 2006; Harvey et al., 2007; Rafferty, Restubog, & Jimmieson, 2010; Tepper, 2000.
	Social undermining	Duffy et al., 2006; Hepburn & Enns, 2013.
	Workplace aggression and violence	Barling, Rogers, & Kelloway, 2001; Kessler, et al., 2008; LeBlanc & Kelloway, 2002; Needham, Abderhalden, Halfens, Fischer, & Dassen, 2005; Schat & Kelloway, 2002, 2003; Spector, Coulter, Stockwell, & Matz, 2007; Yang, 2009
	Workplace ostracism	Ferris et al., 2008; Wu, Yim, Kwan, & Zhang, 2012.

CHAPTER THREE

Theoretical Background and Hypothesis Development

Key definitions

Before undertaking a discussion of the role target's identity plays in the experience of interpersonal mistreatment, it is useful to examine two concepts that are central to research on identity: identity and identity threat. I review each in turn below.

Identity. Research suggests that to function effectively, individuals require a reasonably secure and constant sense of who they are (i.e., self-definition) within a particular situation (Erez & Earley, 1993; Schwalbe & Mason-Schrock, 1996), and that people tend to positively value their identities (Hogg & Terry, 2000) and strive to maintain positive identities (Aquino & Douglas, 2003). This dissertation draws from identity theory (Burke & Stets 2009) which conceptualizes identity in terms of three interrelated bases: the person, social and role identities.

Person Identity. Person identities encompass the meanings that the individual has that distinguish him or her from others, and include the individual's unique values, and goals (Stets & Serpe, 2013). Person identity is experienced by individuals as "core" or "unique" to themselves and is usually referred to as a set of idiosyncratic attributes that differentiate the individual from others (Hitlin, 2003; Stets & Burke, 2000; Tajfel & Turner 1986; Thoits & Virshup 1997). Person identity motivates behavior in line with the individual's own goals and values rather than behavior based on his or her membership in a group or category (Stets & Burke, 2000).

Social Identity. Social identity refers to "that part of an individual's self-concept which derives from his knowledge of his membership of a social group (or groups)

together with the value and emotional significance attached to that membership” (Tajfel, 1978; p.63). Social identities encompass the meanings associated with an individual’s identification with a social group (Hogg, 2006; Hogg & Abrams, 1988). Espousing a given social identity involves being at one with a particular group, being like others in the group, and seeing things from the group's point of view (Stets & Burke, 2000).

Role identity. A role identity refers to the meanings an individual attaches to himself or herself while enacting a role (Stets, 2006). Roles are defined as the shared expectations associated with social positions in society (e.g., teacher, parent, and student; Stets & Serpe, 2013). When individuals take on a role identity, they first assume self-meanings and expectations associated with the role and then behave in ways that symbolize and preserve these meanings and expectations (Stets & Burke, 2000; Thoits & Virshup 1997). Individuals have multiple role identities (e.g., gender, spouse, task leader) that can be activated in various social contexts.

Identity Threat. Although various definitions of identity threat abound in the literature (Petriglieri, 2011), a common understanding in each is that certain experiences or factors can pose harm to the individual’s identity. In the present research, I define identity threat as “experiences appraised as indicating potential harm to the value, meanings, or enactment of an identity” (Petriglieri, 2011; p.644).

Research examining identity threat and its associated processes may be classified into three streams (Petriglieri, 2011). In the first research stream, the effect of identity threat is examined as the devaluation of the individual’s identity (i.e., reducing the individual’s self-worth which originates from the threatened identity; e.g., Ashforth, Kreiner, Clark, & Fugate, 2007; Roberts, 2005).

In the second perspective, identity threat impact is viewed in terms of the proscription of the free and consistent expression of an identity as was previously possible (e.g., Kreiner, Hollensbe & Sheep, 2006b; Shepherd & Haynie, 2009). A variety of factors have been found to influence the perceived threat to the enactment of an identity including traumatic experiences such as the death of a spouse (Neimeyer, Prigerson & Davis, 2002), chronic illness (Breakwell, 1983) and perceptions that others have rejected an enacted identity (Stets & Serpe, 2013).

In the third stream of research, identity threat impact is proposed as the negative effects on the meanings an individual attaches to an identity (e.g., Anteby, 2008; Burke, 1991d). According to this stream of research, each of an individual's identities is accompanied by a notion of what it means to be that given identity (Petriglieri, 2011). For example, a teacher may associate the meanings of "knowledgeable" and "caring" with his/her professional identity and may attach these meanings to how he/she views himself/herself. Experiences may threaten these identity meanings by suggesting that the identity may not be associated with these meanings in the future (Petriglieri, 2011). Research indicates that both individuals themselves and others with whom they interact can threaten identities in this way. Individuals can threaten their identities by behaving inconsistent with the meanings they attach to the identities (Stets & Serpe, 2013). I adopt this third conceptualization of identity threat in my dissertation.

Identity Theory

Over the past decades identity theory has developed as a robust theory of the self (Burke & Stets, 2009). A central goal of identity theory is to specify how the meanings attached to different identities are negotiated and managed in social interactions (Stets & Serpe, 2013). In its specification of these relationships, several theoretical arguments are proposed by identity theory, three of which are germane to my research.

First, identity theory proposes that individuals hold multiple identities, each of which vary in terms of the extent to which they are central to each individual's goals and core sense of self (Ashforth, 2001; Petriglieri, 2011). These identities are likely to be activated in a given context (Stets & Burke, 2000).

Second, identity theory posits that individuals have specific sets of meanings attached to each of their identities. These meanings refer to individuals' responses when they reflect upon themselves in a person, social or role identity (Burke & Stets, 2009; Stets & Serpe, 2013). For instance, an individual may think of himself as a compassionate person when he thinks of himself as a father, and as a hard worker when he thinks of himself as a worker.

Third, identity theory proposes that identity processes occur in the social environment (e.g., Burke & Franzoi, 1988; Carter, 2010; Serpe 1987). The social environment is defined as the "social interaction system that includes resources and the behaviors of others" (Burke, 1991d; p.839). Research indicates that individuals negotiate and manage their identities within social relationships and that these interactions in turn, ascribe value to identities, define and shape their meanings, and impute (or refute) identities (Petriglieri, 2011; White, 1992)

Several research perspectives on identity processes have emerged from research on identity theory including the interactional (McCall & Simmons, 1978), structural (Serpe & Stryker, 2011), and perceptual control (Burke & Stets, 2009) perspectives (for a review see Stets, 2006; Stets & Serpe, 2013). Although each perspective presents different propositions on how identities function to influence individuals' behavior, my research draws from the perceptual control system perspective. With its consideration of the three bases of identity, and its proposition regarding identity activation, and identity non-verification and related consequences, the perceptual control system perspective of identity theory provides me with a broad comprehensive theoretical framework that facilitates the explication of the dynamics involved in the interpersonal mistreatment-identity relationship as hypothesized in this dissertation. Moreover, much of the theoretical and empirical research on identity theory relevant to my research draws from the perceptual control system perspective (Stets, 2006; Stets & Serpe, 2013).

The Perceptual Control System Perspective of Identity theory

According to identity theory, when an identity is activated, a control system is also activated to match perceptions of the self-in-the-situation with one's identity standard (i.e., individuals' perceptions of who they are; Stets & Serpe, 2013). A central notion behind the perceptual control system perspective is that individuals control their perceptions of themselves in situations such that these perceptions match the identity standard that they have of themselves, and in turn, determine their behavior (Stets, 2006). The perceptual control system perspective of identity theory focuses on the internal dynamics that operate for any one identity (Stets, 2006). These internal dynamics involve a feedback loop which is established when an identity is activated in a social situation

(Stets & Serpe. 2013). This feedback loop comprises five key components. See Figure 1 for a graphical illustration of this feedback loop.

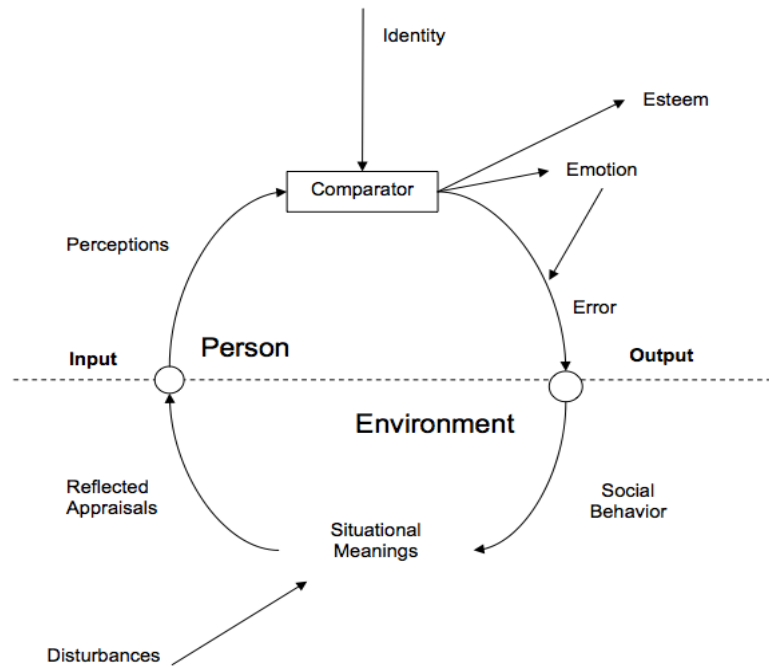


Figure 1. Identity Control System (Stets & Burke, 2011)

The first component of the feedback loop is the identity standard (i.e., the set of meanings an individual attaches to an identity he or she holds; Burke, 1996a; Stets, 2006). Individuals bring these identity meanings into their social interactions. The second element is the perceptual input (i.e., the reflected appraisals), which refers to how individuals see themselves reflected in a situation (Stets, 2006), and the feedback that they received from others in the social interaction. The third component of the perceptual control system is the comparator, which refers to the process in which the individual compares the perceptual input meanings with his or her identity standard meanings. The

fourth element – emotion – is the immediate outcome of the comparator and indicates the degree of correspondence between input meanings and identity standard meanings.

When there is congruence between the input perceptions and identity standard, identity verification occurs, resulting in the experience of positive emotion. However, when these two variables are incongruent, identity non-verification occurs, leading to negative emotion. Identity non-verification may be positive (i.e., when an individual surpasses his or her standard) or negative (i.e., when an individual fall short his or her standard). Identity theory proposes that in either case, negative emotion will be experienced, creating a greater motivation to reduce the non-correspondence between input and identity standard meanings. This identity theory argument that negative emotions are experienced notwithstanding the direction of the non-verification derives from the interruption theory of stress (Mandler, 1982). The theory proposes that negative emotions are experienced when normal action and/or thought processes are interrupted (Burke & Stets, 2009).

Linking this argument to identity theory, identity non-verification may be viewed as a form of interruption to the continuously operating identity processes (i.e., a system involving various components and phases from activation up to verification) resulting in negative emotional responses (for reviews see Burke, 1991d). Thus, even when an individual's identity is verified in the positive direction, when a discrepancy occurs in the identity process, negative affective reactions are produced. In the present research, I focus specifically on investigating the emotions related to non-verification in the negative direction.

The fifth element in the perceptual control system is the output to the environment. The output refers to the individual's response to the correspondence or non-correspondence between input and identity standard meanings. In a situation of non-correspondence between input and identity standard meanings, output will be adjusted with the objective of changing input meanings to match the identity standard meanings. These adjustments may be in the form of whatever behaviors individual can engage in, assuming no significant situational constraints exist, with the goal of resolving the non-correspondence (Stets & Serpe. 2013). Identity theory proposes the perceptual control identity process as an unconscious and relatively automatic process that becomes conscious if and when a non-correspondence between self-in-situation meanings and identity standard meanings becomes large (Stets & Serpe. 2013).

A perceptual control system perspective of the relationship between interpersonal mistreatment and target's identity

Identity Standard

In the perceptual control framework presented here I argue that interpersonal mistreatment relates to identity through a perceptual feedback loop characterized by four key phases: the identity activation phase, the comparison phase, the affective response phase, and the enacted behavior phase. Consistent with identity theory, I recognize the important fundamental role played by individuals' identity standard in this perceptual control system. Specifically, I acknowledge that individuals bring these identity meanings into the social interactions within which the acts of interpersonal mistreatment are perpetrated.

Identity Activation Phase

Identity activation refers to “the process by which an identity is triggered and subsequently controlled by an individual in a situation” (Carter, 2013; p.206). Individuals strive to find situations where they can actively maintain congruence between their identity meanings and their self-in-the-situation identity (Carter, 2013; Stets & Serpe, 2013). An identity is activated when aspects of the situation prompt pertinent knowledge structures in memory (i.e., the individual’s identity standard meanings), that in turn, increase the accessibility of the identity within the individual’s working self-concept (Carter, 2013).

An idea central to the understanding of the identity activation process is the notion of multiple identities. This notion of multiple identities derives from the work of James (1890) who proposed that individuals have multiple selves, each of which relates to the different people who come to know the person in a particular way (cf. Stets & Serpe, 2013). Multiple identities are categorized into the three main bases of identities: person, social (or group) and role identities.

Although research suggests that the person, social, and role identities often intersect and cannot be easily separated in situations (Stets & Serpe, 2013), empirical research indicates that contextual cues may activate a specific identity (e.g., Carter, 2013). The activation of a given identity provides a motivation toward intentions and behavior (e.g., Aquino et al., 2009; Carter, 2013). In the identity activation phase of the perceptual control system model presented here, I adopt a broad perspective of the multiple identities proposition and propose relationships between the experience of

interpersonal mistreatment and three of the target's identities: person, social, and role². That is, I argue that the nature of the interpersonal mistreatment experienced will involve situational cues indicating what specific identity is most likely activated. As discussed previously, identity theory argues that different identities are activated depending on the situational cues inherent in that social context. These situational cues are interpreted by the individual, who relying on shared symbols and cultural meanings identifies the identity that should be enacted in that situation (Stets & Carter, 2011). In other words, by prompting particular meanings attached to a given identity, cues in the social interaction increases the accessibility of that identity in that situation, consequently activating it (Carter, 2013).

Presently, research has yet to provide empirical support of the notion that experienced interpersonal mistreatment poses implications for different identity bases. However, recent research in the area has begun to allude to this possibility (e.g., Leiter, 2013). For example, in his discussion on the roots, emotional impacts and further consequences of workplace incivility (a form of interpersonal mistreatment), Leiter argued that such acts of interpersonal mistreatment can impact identity in two ways. The first impact is on the individual's work roles. Here, interpersonal mistreatment is argued to have the effect of conveying the message that others with whom the individual relates as he/she enacts his/her role identity, do not perceive the individual in the same way as

² Research on multiple identities suggests that more than one identity can be activated in a situation and that multiple identities may work in concert in the identity-verification process (e.g., Burke & Stets, 2009; Deaux, 1992; 1993; Stets, 1995). I acknowledge this notion in the research presented here by exploring whether (different) acts of interpersonal mistreatment are associated with the activation of the multiple identities examined here. However, as my main focus in the present research is the investigation of the activation and subsequent impact of such experiences on each of the three bases of identity (i.e., person, social and role), I proffer no hypotheses on this idea. I leave this to future research.

he/she does. Moreover, interpersonal mistreatment challenges the viability and salience of working relationships. The second impact is on the individual's social identity. According to Leiter, workplace incivility challenges social identity by redefining the individual negatively (e.g., implying that he or she is not sufficiently significant to deserve attention). Leiter reasons that the various forms of incivility that clearly demean the individual (e.g., direct criticism, mocking, or sarcasm) redefines not only the relationship between the perpetrator and target, but also redefines both parties to others in the social group who witness the interaction.

Extending the above line of research to the investigation presented herein, I hypothesize that social cues inherent in interpersonal mistreatment interactions will activate the person, social and role identities of the individual targeted by such behaviors. Regarding the social identity, I expect that cues in the interpersonal mistreatment interaction that suggest to the individual that he/she is not perceived as being like one of the group to which the individual belongs will increase the accessibility of the social identity in that situation. For instance, acts involving social exclusion from the group may activate the social identity as it may trigger the meanings which the individual attaches to being a member of the group.

With respect to the role identity, I expect that cues in acts of interpersonal mistreatment that relate to the individual's performance of the role which he/she occupies will prompt identity meanings that the individual attaches to that role, consequently activating that role identity in that situation. For instance, an act of interpersonal mistreatment that suggests incompetence or a failure to meet the expectations of the individual's work role may activate that particular work role identity.

It is also reasonable to expect that interpersonal mistreatment similarly negatively relates to the person identity base. For instance, an act of interpersonal mistreatment challenging a target's intellectual capacity could conceivably threaten the target's person identity relating to intellectual competence.

Although I could not find any empirical evidence in support of my argument that certain acts of interpersonal mistreatment may be characterised as being imbued with varied cues that activate the person, social and role identities held by the individual, a review of commonly used measures of the different forms of interpersonal mistreatment provide support for this proposition. For instance, items from interpersonal mistreatment measures such as "Belittled you or your ideas" (social undermining), "Treated you as being incompetent" (bullying) and "Tells me I'm incompetent" (abusive supervision) may be argued to relate to the work role identity. In another instance, measures such as "Talked bad about you behind your back" (social undermining), "Made demeaning or derogatory remarks about you" (incivility), and "Slander[ed] or [spread] rumors about you" (bullying) can be viewed as relating to social identity. In another example, measures such as "Insulted you" (social undermining), "Paid little attention to your statement or showed little interest in your opinion" (incivility), and "Talked down to you" (bullying) can be viewed as relating to person identity.

In sum, I hypothesize:

Hypothesis 1a: *Workplace interpersonal mistreatment will be associated with the activation of the target's person identity.*

Hypothesis 1b: *Workplace interpersonal mistreatment will be associated with the activation of the target's social identity.*

Hypothesis 1c: *Workplace interpersonal mistreatment will be associated with the activation of the target's role identity.*

The Comparison Phase

The second phase of the perceptual control feedback loop involves a perceptual comparison of the individual's identity standard and his or her perception of self-in-the-situation identity (given the act of interpersonal mistreatment) to determine whether both components are congruent. If congruence is perceived, the identity is viewed as verified; however, if incongruence occurs between the individual's identity standards and his or her perception of self-in-the-situation identity, the identity is perceived as not verified. In other words, identity verification occurs when there is congruence (Stets & Serpe, 2013).

Previous research on identity verification suggests a variety of factors influencing this process (for a review see Burke & Stets, 2009) including the social context (e.g., Carter, 2013; Stets & Carter, 2011; Stets & Harrod 2004). I examine the influence of social contexts on individuals' identity processes in my investigation of the impacts of interpersonal mistreatment on different identity bases. Specifically, I theorize that acts of interpersonal mistreatment will be pervaded with cues that suggest negative meanings about the activated identity. I expect that the comparison between individuals' identity standards (with regards to activated person, social and role identities), and their perceptions about others' view of them in the situation would result in identity non-verification. Regarding the person identity, I expect, for example, that identity meanings related to espoused positive values (e.g., being honest and/or intelligent) will not be verified when compared to cues inherent in certain acts of interpersonal mistreatment that suggest otherwise (e.g., dishonesty and/or not intelligent). Similarly, for the social

identity I expect for instance, that the individual's social identity meanings indicating attachment and belongingness to the group with which the individual identifies will not be verified when compared to the cues from acts of interpersonal mistreatment that suggest otherwise (e.g., exclusion from the group or not contributing to the group). As well for the role identity, I expect, for instance, that the individual who experiences acts of interpersonal mistreatment that suggests his incompetence in his work role would most likely perceive negative non-correspondence between his/her identity meanings and self-in-the-situation³ reflected in the negative interaction..

The expectation that interpersonal mistreatment will be imbued with negative cues about the individual's activated identity as discussed above is in line with research that indicates the nature of such experiences to be negative (for reviews see Bowling & Beehr, 2006; Hershcovis, 2011).

In sum, I hypothesize:

Hypothesis 2a: *Workplace interpersonal mistreatment will be positively associated with the non-verification of the person identity.*

Hypothesis 2b: *Workplace interpersonal mistreatment will be positively associated with the non-verification of the target's social identity.*

Hypothesis 2c: *Workplace interpersonal mistreatment will be positively associated with the non-verification of the target's role identity.*

³ Some research suggests that people may not necessarily always have a positive self-concept (e.g., Robinson & Smith-Lovin, 1992; Swann, Pelham & Krull, 1989; Swann, Hixon, Stein-Seroussi & Gilbert, 1990; Swann, Wenzlaff & Tafari, 1992). For instance, it is possible that a person may not, for various reasons, see himself/herself as competent and deserving of respect, or may take on negative identity meanings such as being dishonest. Nevertheless, research indicates that for the most part, people have, and strive to maintain positive identities (Aquino & Douglas, 2003; Bies, 1999; Brockner, 1988; Steele, 1988; Tajfel & Turner, 1985). I focus on this latter perspective in developing my arguments.

Emotional Response Phase

The term affect is used to refer to a broad range of feelings that individuals experience which are in the moment, short-range affective responses (Watson & Clark, 1984). Positive affect (e.g., joy) is associated with events that enable the achievement of an individual's goals, whereas negative affect (e.g., shame and guilt) is associated with events that thwart the fulfillment of the individual's objectives (Lazarus, 1991).

According to identity theory, emotion, a key component of the perceptual control system, signals the extent to which correspondence between the individual's identity standards, and his or her perceptions of self-in-the-situation (Burke, 1991d, 1996a, Stets, 2006). In essence, the verification process of identities is connected to emotional outcomes that help guide the process (Burke, 1991d). Two main dimensions of emotion are theorized to occur within this system: positive emotions and negative emotions. Whereas positive emotions arise when there is continuous correspondence between the individual's identity standards, and his or her perceptions of self-in-the-situation, negative emotions arise when there is non-correspondence. In the present research, I focus specifically on investigating the emotions related to non-verification in the negative direction.

Identity theory posits that negative emotions arise in all cases where there is a lack of alignment between the individual's identity standards, and his or her perceptions of self-in-the-situation. Identity non-verification may be viewed as a form of interruption to the continuously operating identity processes (i.e., a system involving various components and phases from activation up to verification) resulting in negative emotional responses such as distress or anxiety (for reviews see Burke, 1991d).

Empirical research testing emotional responses as outcomes of identity non-verification provides support for the proposition. For instance, Burke and Harrod (2005) found that compared to partners who experienced spousal identity verification, those who experienced spousal identity non-verification reported negative emotions. Similarly, in a test of the emotional consequences of identity non-verification, Ellestad and Stets, (1998) found that identity non-verification was associated with the experience of negative emotions.

Research focused specifically on identity threat in other contexts other than interpersonal mistreatment also provides further support for the above hypothesized identity threat-emotions relationship. In general, research in the area has linked identity threat to a variety of affective responses (e.g., Mackie, Devos, & Smith, 2000; Major & O'Brien, 2005; Ysseldyk, Matheson & Anisman, 2011; Yzerbyt, Dumont, Wigboldus, & Gordijn, 2003). In particular, research indicates that individuals respond emotionally, particularly in anger, to identity threat (e.g., Bies, 1999; Gilligan, 1996; Steele, 1988). For instance, Ysseldyk et al. (2011) found that religious identity threat evoked both sadness and anger, particularly for individuals with a strong intrinsic religious orientation. In another study that investigated the mechanisms by which appraisals of harm to a salient group identity resulted in offensive behavior, Mackie et al. (2000), found that anger and fear mediated this relationship.

Thus, drawing from the theoretical and empirical research discussed above, I propose that the non-verification of the individual's person, social and role identities given interpersonal mistreatment will be positively related to the individual's negative emotional response. For each identity base, I expect that the individual who perceives a

negative reflected appraisal will be likely to experience a negative emotional response to the non-verification of his/her activated identities. That is, I hypothesize that:

Hypothesis 3a: *The non-verification of the target's person identity given the experience of workplace interpersonal mistreatment will be positively associated with targets' negative emotional response.*

Hypothesis 3b: *The non-verification of the target's social identity given the experience of workplace interpersonal mistreatment will be positively associated with targets' negative emotional response.*

Hypothesis 3c: *The non-verification of the target's role identity given the experience of workplace interpersonal mistreatment will be positively associated with targets' negative emotional response.*

Enacted Behavior Phase

As I noted earlier, research findings reported in the emotion literature indicate that emotions influence individuals' judgement and behaviours (e.g., Lerner & Keltner, 2000; Zeelenberg & Pieters, 2006). Emotions provide information about problems that have to be dealt with, and motivate individuals to behave in ways to solve the problems (de Hooge, Zeelenberg & Breugelmans, 2007; Zeelenberg & Pieters, 2006).

In the fourth phase of the perceptual control system framework proposed here, I hypothesize that the individual's negative emotional response following the non-verification of his/her person, social and role identities given interpersonal mistreatment will motivate his/her behavioral responses. According to identity theory, negative emotions experienced following identity non-verification will create the motivation to reduce the incongruity between the reflected appraisals (i.e., self-in-situation; Stets, 2006)

and identity standard meanings. This motivation may result in various cognitive and behavioral actions that facilitate correspondence (Stets & Serpe, 2013).

Overall, whatever the behavioral option chosen in response to identity non-verification, the goal of behavior change in the perceptual control system of identity theory is to control perceptions (Stets & Burke, 2005). That is, behavior change is aimed at the better alignment of perceptions of the self-in-situation with the individual's identity standards (Stets, 2006).

Studies examining the relationship between emotions aroused following identity non-verification, and individuals' behaviors provide support for these propositions (e.g., Stets & Burke, 2005a; Stets & Tsushima, 2001). For instance, in a study that examined the relationship between individuals' negative emotion in response to identity non-verification and their subsequent responses, Stets and Tsushima (2001) found that non-verification of group-based identities was related to anger that lasted longer, and that the aroused emotions led to behavioral responses (e.g., seeking social support, and physical aggression) for individuals who experienced non-verification of their role-based identities.

Drawing from the theoretical and empirical research discussed above, I hypothesize that the non-congruence between the meanings the individual attaches to his/her person, social and role identities, and the meanings he/she perceives to be reflected in the experience of interpersonal mistreatment will result in negative emotions that in turn, will motivate the individual's behaviors in response to it. That is, for each of these identities, I expect that the individual's negative emotional response to the identity non-verification of will mediate the relationship between identity non-verification and the

individual's behavioral responses. The individual's behaviors will be aimed at facilitating the alignment of the perceived self-in-situation meanings with his or her identity meanings. In other words, these behaviors will be aimed at restoring identity verification and/or preventing future discrepancies (Stets & Burke, 2005b). Thus, I hypothesize that:

Hypothesis 4a: *Target's negative emotional response will mediate the relationship between the non-verification of the target's person identity and target's behavioral responses.*

Hypothesis 4b: *Target's negative emotional response will mediate the relationship between the non-verification of the target's social identity and target's behavioral responses.*

Hypothesis 4c: *Target's negative emotional response will mediate the relationship between the non-verification of the target's work role identity and target's behavioral responses.*

Investigating Discrete Emotional Responses: Identity, Identity Non-Verification and Identity Centrality

The hypotheses proposed earlier (hypotheses 3a, 3b, and 3c) on the emotional outcomes of identity non-verification in the experience of interpersonal mistreatment focuses on negative affect, a higher-order dimension of emotion (Watson & Clark, 1997; Tellegen, Watson, & Clark, 1999). However, empirical evidence from recent research (e.g., Bunk & Magley, 2013) suggest the efficacy of identifying the specific discrete emotions (e.g., anger, sadness, fear, guilt, disgust) comprising this general feeling of negative affect, and examining what further ramifications these emotions pose for targets of mistreatment. Research examining these different discrete emotions aroused following individuals' experience of interpersonal mistreatment indicate an association between such emotions and various target outcomes including increased turnover intentions and absenteeism, indirect aggression against instigators, and revenge (e.g., Bunk & Magley,

2013; Crossley, 2008; Kabat, 2012; Lee & Elkins, 2013; Porath & Pearson, 2012; Wright & Fitzgerald, 2007).

In its examination⁴ of the relationships between identity non-verification and individuals' emotional responses, identity theory presents further propositions, two of which are particularly germane to the current research. First, identity theory proposes that the non-verification of the different types of identities an individual takes on in a social interaction, significantly predicts the emergence of individuals' discrete emotional responses (e.g., sadness, shame, guilt, depression; Stets, 2006; Stets & Burke, 2005b). Second, identity theory further proposes that a variety of factors such as characteristics of the non-verified identity (e.g., identity centrality) are suggested as playing an influencing roles in the noted relationships (for reviews see Stets & Burke, 2005b; Stets, 2006).

Identity centrality refers to how important self-concept elements (e.g., dispositions or identities) are to individuals (Rosenberg, 1979; Stets & Serpe, 2013). Identity centrality focuses on the internalized significance of an identity (e.g., Stryker & Serpe, 1994). The more the individual's self-view is staked in an identity, the more important it is for the individual to get verification for that identity (Burke & Stets 2009). When this identity is not verified, the individual will feel worse given that the identity is very important to the self (Cantwell, 2011). An individual who places greater importance upon a focal identity compared to other identities, can be expected to be sensitive to identity-related information that may impact on that identity (Stryker & Serpe, 1994).

Given the above noted significant role played by identity centrality to individuals' identity processes, I expect that its examination in the context of my research will useful

⁴ The discussion in this section draws mainly from Stets and Burke (2005b), and Stets (2006).

in providing further insight into the psychological dynamics of the interpersonal mistreatment-identity relationship as hypothesized in this dissertation.

In linking identity centrality to emotions experienced in identity processes, identity theory argues that individuals' emotional responses to the non-verification of different identities will vary depending on the centrality of the non-verified identity. Specifically, the theory argues that less intense emotions are more likely to be felt when the non-verified identity is less central to a person whereas more intense emotional responses are more likely when the non-verified identity is high in centrality (Burke & Stets, 2009; Stets & Burke, 2005b).

Discrete emotional responses to non-verification of the person identity

Regarding the non-verification of the person identity, identity theory proposes that the individual will experience feelings ranging from sadness to depression (Stets & Burke, 2005b). The emotions experienced are influenced by how central the identity is to the individual's self-concept. Specifically, when the person identity is low in centrality, the individual would experience sadness, whereas feelings of depression would emerge when the person identity is high in centrality.

Sadness and depression following non-verification of a person identity. Identity theory predicts that because the person identity is typically central to the individual's self-concept (it is more likely to be activated across situations, roles and groups) and as such, more likely to invoke greater commitment (more people know the individual in terms of the characteristics of the person identity), its non-verification will elicit strong emotions such as sadness and depression (Stets & Burke, 2005b). Sadness is an emotional response to negative events that are considered as uncontrollable (Frijda, Kuipers, & ter Schure,

1989). The core relational theme in the experience of sadness is that of irrevocable loss or helplessness about loss, which underscores the individual's inability to restore the loss or eliminate the harm (Bonanno, Goorin & Coifman, 2008; C.A. Smith & Lazarus, 1993). Sadness is experienced when the individual views an event as having low problem focused coping potential, and a negative future expectancy (C.A. Smith & Lazarus, 1993). Feelings of sadness can deteriorate into depression (Bonanno et al., 2008).

Feelings of depression involve an intense sense of sadness which is accompanied by the withdrawal from and/or loss of interest in activities one previously enjoyed (American Psychiatric Association, 2017). A key mediating mechanism through which sadness may result in depression is rumination (Bonanno et al., 2008). Research indicates that rumination is a significant predictor of depression (Just & Alloy, 1997; Spasojevic & Alloy, 2001) and reduced psychological functioning (Wade, Vogel, Liao & Goldman, 2008).

Consistent with identity theory, I hypothesize that the non-verification of the person identity resulting from interpersonal mistreatment will elicit feelings of sadness and depression. Furthermore, I expect that identity centrality will moderate these relationships such that the relationships will be stronger depending on how central the identity is to the individual.

Regarding the effect on sadness, I expect that the hypothesized relationship between identity non-verification and sadness will be stronger when the activated person identity is of low centrality than when the identity is of high centrality. I expect that the individual will experience a sense of loss of the real self in that social exchange because the meanings he or she attaches to that core person identity are not perceived in that

social interaction. As well, the individual may experience a sense of helplessness regarding his/her ability to restore the loss so experienced. Furthermore, the individual may perceive that there is nothing he or she can do to ensure the successful verification of his or her person identity in the future resulting in feelings of sadness. However, because the activated person identity is of low centrality the emotion experienced will be milder compared to other stronger emotions such as feelings of depression.

With respect to its effects in individuals' experienced depression, I expect that in situations where the non-verified person identity is of high centrality, the individual may report stronger emotional responses such as feeling depressed. This is because he or she will be particularly sensitive to negative impacts on that identity (Stryker & Serpe, 1994), and will be more likely to focus keenly on understanding why that person identity was not verified. Research indicates that rumination over interpersonal mistreatment may play a significant role in maintaining negative mood states following such events (McCullough, Bono, & Root, 2007; Worthington & Wade, 1999). Thus, a consequence of this rumination over the non-verification of the person identity may be the experience of depression.

In sum, I hypothesize:

Hypothesis 5a: *The non-verification of a person identity given the experience of workplace interpersonal mistreatment will be associated with feelings of sadness.*

Hypothesis 5b: *The relationship between identity non-verification and sadness will be significantly stronger when the non-verified identity is of low centrality compared to when the identity is of high centrality.*

Hypothesis 5c: *The non-verification of a person identity given the experience of workplace interpersonal mistreatment will be associated with feelings of depression.*

Hypothesis 5d: *The relationship between identity non-verification and depression will be significantly stronger when the non-verified identity is of high centrality compared to when the identity is of low centrality.*

Discrete emotional responses to non-verification of the social identity

Identity theory argues that the verification of a social identity signals that the individual is similar to, and belongs with others in the group; thus, leading to feelings of self-worth, acceptance, and inclusion by others in the group (Stets, 2006; Stets & Burke, 2000; Stets & Serpe, 2013). However, the non-verification of a social identity suggests the threat of rejection from the group, leading the individual to experience emotions associated with the negative evaluation of the self for not meeting the expectations of others (Stets, 2006). According to identity theory, these emotional effects will vary depending on the centrality of the social identity to the individual's self-concept. Specifically, it is proposed that when the non-verified social identity is low in centrality, the individual would feel embarrassment, whereas, when the non-verified social identity is high in centrality, the individual would feel shame.

Embarrassment and shame following non-verification of a social identity. Identity theory proposes that the non-verification of a social identity will invoke feelings of embarrassment and shame. Embarrassment is defined as “an aversive state of mortification, abashment, and chagrin that follows public social predicaments” (Miller, 1995; p. 322). Shame is defined as "a heightened degree of self-conscious self-awareness, or self-attention: our consciousness is filled with self and we are aware of some aspect of

self we consider innocuous or inadequate" (Izard, 1977; p. 389). Although traditionally conceptualized as fundamentally the same emotion save for certain key differences (e.g., intensity, duration, and the nature of the involvement of the self; for a review see Crozier, 2014), embarrassment and shame have been shown in more recent research, to be distinct, but related emotions (e.g., Keltner & Buswell, 1996; Miller & Tangney, 1994; Tangney, Miller., Flicker & Barlow, 1996a).

Embarrassment involves both a sense of inadequacy in the self, as well as the perceptions of threat coming from others due to nonconformity with social expectations (Bethell, Lin & McFatter, 2014). In general, events triggering embarrassment may signal that something is wrong (e.g., a given characteristic of the self or one's behavior needs to be carefully examined, hidden, or changed) (Tangney et al., 1996a). Embarrassment may be caused by normative public deficiencies (Miller 1992; Tangney et al., 1996a), awkward social interactions, or being conspicuous (Tangney et al., 1996a).

The experience of shame may be due to the individual's perception that he or she has failed to meet his or her personal standard, or the loss of approval of a significant other due to the failure to meet the significant other's expectations (Lindsay-Hartz, 1984; Tangney, 1992a). No one specific situation produces shame; rather, shame arises from the individual's interpretation of the event (Lewis, 2008).

Identity theory argues that the experience of embarrassment or shame following the non-verification of a social identity depends on how central the social identity is to the individual's self-definition. This proposed differential effect may be on account of the differences in intensity and duration of these emotions, and the extent to which the self is involved.

Regarding intensity, research suggests that shame is a more intense (Buss, 1980; Ho, Fu, & Ng, 2004), graver and a more shattering emotion (Taylor, 1985) that can have devastating consequences (Babcock, 1988). Alternately, embarrassment is less shattering and painful (Zahavi, 2010), and milder compared to shame (Rochat, 2009; Scheff, 1994). With respect to duration, shame has been found to be more persistent (Buss, 1980, 2001), prolonged (Scheff, 1994) and enduring (Miller, 1996), posing deleterious implications for individuals' social identity (Zahavi, 2010) and self-esteem (Heywood, 2002), whereas embarrassment is more transient (Buss, 1980; Scheff, 1994; Zahavi, 2010). Thus, even when a social identity is low in centrality, the individual can still be expected to experience some negative affect in response to its non-verification. However, the negative affect experienced may not be as intense, or last as long as that experienced by another individual for whom the non-verified identity is of high centrality. In the former case, the individual may experience embarrassment, while in the latter case, the individual may experience shame.

Based upon the foregoing reasoning I hypothesize that:

- Hypothesis 6a:** *The non-verification of a social identity given the experience of workplace interpersonal mistreatment will be associated with feelings of embarrassment.*
- Hypothesis 6b:** *The relationship between identity non-verification and embarrassment will be significantly stronger when the non-verified identity is of low centrality compared to when the identity is of high centrality.*
- Hypothesis 6c:** *The non-verification of a social identity given the experience of workplace interpersonal mistreatment will be associated with feelings of shame.*

Hypothesis 6d: *The relationship between identity non-verification and shame will be significantly stronger when the non-verified identity is of high centrality compared to when the identity is of low centrality.*

Discrete emotional responses to non-verification of role identity

Identity theory proposes that the verification of a role identity signifies the individual's skill and competence because he or she has met the expectations of self and other in that role (Stets & Serpe, 2013). According to identity theory, the verification of a role identity increases feelings of efficacy and pride in one's achievements; however, the non-verification of a role identity will invoke negative "self-conscious emotions" feelings of guilt and discomfort that are associated with a sense of having behaved in a way that contributed to the lack of verification of the identity, and with the motivation to seek ways to restore verification and prevent future non-verification. According to identity theory, when the non-verified role identity is low in centrality, the individual would feel discomfort, whereas, when the non-verified role identity is high in centrality, the individual would feel guilt.

Guilt and discomfort following the non-verification of a work role identity.

Identity theory proposes that the non-verification of a role identity will invoke feelings associated with the perception that one has behaved in a way which resulted in the failure to meet one's role expectations, and as such, needs to seek corrective action. When the role identity is of low centrality, the individual may experience a sense of discomfort following non-verification, whereas the non-verification of a role identity of high centrality will result in a sense of guilt. As noted earlier when individuals take on a role identity, they assume self-meanings and expectations associated with the role and behave

in ways that symbolize and preserve these meanings and expectations (Stets & Burke, 2000; Thoits & Virshup 1997). Thus, it is reasonable to expect that when the identity meanings held by an individual are not confirmed in a social interaction, he or she will experience inward focused feelings related to not meeting the expectations of the role such as guilt, or at the very least, some degree of discomfort.

Discomfort has been conceptualized as a general negative emotion that is associated with a sense of uneasiness or some degree of anxiety (e.g., Izard & Tyson, 1986). Scant theoretical and empirical research on the discrete emotion of discomfort has been conducted.

Guilt is activated when individuals assume self-blame for the occurrence of a negative event (C.A. Smith & Lazarus, 1993; Tangney & Dearing, 2002). Although the experience of guilt is produced when individuals appraise their behavior as failure, it focuses not on the global self as “bad”, but on the specific features or actions of the self that resulted in the failure, and is associated with a motivation to seek corrective action (Lewis, 2008).

Identity theory predicts that when a social exchange such as interpersonal mistreatment signals to the target that he or she is not perceived by others as demonstrating the meanings attached to the role, the individual may evaluate his or her behavior or some aspect of himself or herself to determine what role he or she played in causing the other perpetrator to behave in a way that led to the non-verification of the role identity meanings held by the target. This appraisal may result in the mild feeling of discomfort when the role identity is of low centrality or guilt when the role identity is of high centrality.

In sum, I hypothesize that:

Hypothesis 7a: *The non-verification of a role identity given the experience of workplace interpersonal mistreatment will be associated with feelings of discomfort.*

Hypothesis 7b: *The relationship between identity non-verification and discomfort will be significantly stronger when the non-verified identity is of low centrality compared to when the identity is of high centrality.*

Hypothesis 7c: *The non-verification of a role identity given the experience of workplace interpersonal mistreatment will be associated with feelings of guilt.*

Hypothesis 7d: *The relationship between identity non-verification and guilt will be significantly stronger when the non-verified identity is of high centrality compared to when the identity is of low centrality.*

Taking a closer look: retaliation, reconciliation and avoidance behavioral responses to identity non-verification following interpersonal mistreatment

One research question that has become a topic of interest to organizational scholars and practitioners alike concerns what factors influence individuals' choice of behavioral responses to experienced interpersonal mistreatment in the workplace (i.e., harmful behaviors such as revenge, retaliation, versus other types of behaviors such as reconciliation) (Barclay, Whiteside, & Aquino, 2014). Various psychological and organizational factors have been found to influence individuals' choice of behavioral (e.g., retaliation, reconciliation and avoidance) response to interpersonal mistreatment, including personality (Emmons, 2000), blame attributions and emotions (e.g., Crossley, 2008; Porath & Pearson, 2012).

Overall, although the research discussed above has advanced our understanding of different factors that influence individuals' choice of behavioral reactions to the experience of interpersonal mistreatment, it can be argued that identity processes have been largely overlooked by research in the area. Little empirical research has considered the relationship between interpersonal mistreatment, individuals' identities and individuals' engagement in retaliation, reconciliation or avoidance in response to the experience of interpersonal mistreatment.

In the following section I examine how the experience of identity non-verification arising from interpersonal mistreatment, arouses specific emotions in targets, consequently influencing their choices of retaliatory, reconciliatory, and avoidance behaviors. Recall that the aligning of perceptions of self-in-the-situation with one's identity standard is at the core of individuals' behavior in response to identity non-verification. That is, the objective of individuals' behaviors is to ensure that future activations of the given identity will result in identity confirmation, notwithstanding situational disturbances caused by others, past actions of the self, or other situational influences (Burke & Stets 1999).

Predicting targets' behavioral responses

Behavioral responses to sadness and depression. Research indicates that an important adaptive effect of sadness is the promotion of personal reflection (Lazarus, 1991). The experience of sadness leads to an inward focus, promoting resignation and acceptance (Bonanno et al., 2008; Izard, 1993; Lazarus, 1991; Stearns, 1993). An important aspect of the emotional experience of sadness is the notion that nothing can be done to set the situation right (Smith & Ellsworth, 1985). Applying these notions in its

propositions, identity theory argues that the inward focus of sadness and depression helps to motivate the changes in identities and behaviors that will lead to future success in verification (e.g., Stets & Burke, 2005b). Thus, in the context of the present research, I expect that targets who experience sadness following the non-verification of their person identity due to interpersonal mistreatment, will adopt coping behaviors that will still allow him or her enact the identity in other social interactions. In particular, I expect that the mistreatment target would socially withdraw from the offender with the objective of minimizing the identity disconfirming experiences, whilst still being able to enact the identity in other social interactions.

Regarding the coping responses to the feelings of depression experienced following interpersonal mistreatment's non-verification of the person identity, I similarly expect that the target will would socially withdraw from the offender with the objective of minimizing the identity disconfirming experiences. This is in line with prior research indicating that a key outcome of rumination associated with depression is the dissolution of social relationships (e.g., see Nolen-Hoeksema, 1991; Nolen-Hoeksema, Wisco & Lyubomirsky, 2008).

Hypothesis 8a: *The experience of sadness following the non-verification of targets' person identity will be positively associated with targets' avoidance behavior.*

Hypothesis 8b: *The experience of depression following the non-verification of targets' person identity will be positively associated with targets' avoidance behavior.*

Behavioral response to embarrassment. Feelings of embarrassment have been linked to a variety of outcomes including a fear of negative evaluation from others, self-consciousness, neuroticism, and greater negative affect, (for a review see Tangney, Stuewig & Mashek, 2007). Research also indicates that feelings of embarrassment are associated with conformity and reconciliatory behaviors aimed at winning approval and re-inclusion from others (e.g., Cupach & Metts 1990, 1992; Miller 1996). Applying these research findings, I expect that individuals who experience embarrassment following the non-verification of their social identity non-verification due to interpersonal mistreatment, will adopt reconciliatory behaviors with the goal of gaining re-inclusion from others. That is:

Hypothesis 9: *The experience of embarrassment following the non-verification of targets' social identity will be positively associated with targets' reconciliatory behavior.*

Behavioral responses to experienced shame. Research has found feelings of shame to be associated with different outcomes (for a review see Tangney et al., 2007; see also review in Tangney & Dearing 2002). There appears to be two different perspectives on the outcomes of shame in the literature. On the one hand, shame has been found to be associated with a sense of worthlessness and powerlessness, and avoidance behaviors aimed at denying, hiding, or escaping the shame inducing situation (Tangney et al., 2007). For instance, in a study investigating the structural and phenomenological dimensions of embarrassment, shame, and guilt experiences, Tangney et al. (1996a) found that respondents who reported feelings of shame were more likely to avoid or hide from such situations and were less inclined to admit any wrong doing. On

the other hand, some research has found a strong linkage between shame and anger. For instance, studies (e.g., Andrews, Brewin, Rose & Kirk, 2000; Bennett, Sullivan & Lewis, 2005; Harper & Arias 2004; Tangney & Dearing 2002) have found that in a bid to escape painful feelings of shame, shamed individuals are more likely to externalize blame and anger outward for experiences leading to the feeling of shame and as a result may be more likely to engage in destructive behaviors such as direct physical, verbal, and symbolic aggression, indirect aggression (e.g., harming something important to the target, talking behind the target's back), as well as various types of displaced aggression (Tangney et al., 2007).

Given that the present research aims to gain a broad understanding of emotions associated with the non-verification of individuals' identities, I explore both possible outcomes discussed above. That is, I hypothesize that:

Hypothesis 10a: *The experience of shame following the non-verification of targets' social identity will be positively associated with targets' avoidance behavior.*

Hypothesis 10b: *The experience of shame following the non-verification of targets' social identity will be positively associated with targets' retaliatory behavior.*

Behavioral response to experienced guilt. Empirical evidence on the outcomes of the experience of guilt indicates that such feelings are associated with the motivation to take corrective action to repair the failure (Lewis, 2008; for a review see Tangney et al., 2007). These corrective actions may include apologies and attempts at undoing the consequences of the behavior (Tangney et al., 2007). Consistent with these research findings, I hypothesize that the feelings of guilt associated with the non-verification of a

social identity will motivate the target of interpersonal mistreatment to engage in reconciliatory behaviors.

Hypothesis 11: *The experience of guilt following the non-verification of targets' role identity will be positively associated with targets' reconciliatory behavior.*

In light of limited theoretical and empirical research on the discrete emotion of discomfort I am unable to present specific hypotheses regarding its predictive influence on the target's behavioral response to the non-verification of the role identity.

Nevertheless, given its proposed relevance to the noted relationship, this discrete emotion is empirically examined. Examination of Figure 2 reveals the various hypothesized relationships investigated in this dissertation.

Research boundary conditions

At this point, before delving into a more detailed discussion of my research studies, I believe it is pertinent and important to address key boundary conditions of my research. I identify two related boundary conditions in my research. Firstly, although I argue that social cues inherent in the experience of interpersonal mistreatment trigger or activate different identities, in the research program reported here, I do not pre-determine what these social cues comprise. Past research (e.g., Burke & Franzoi, 1988) suggests that identity activation is a function of the way one conceptualizes or labels the situation. For example, one's perceptions of the situation (e.g., perceptions of control in the situation) have been found to influence which identity is activated in that situation (e.g., Burke & Franzoi, 1988). With this in mind, I adopt a methodology in which study respondents identify which of the three identities is most relevant given the situation

described or experienced (Studies 2 and 3), and explore the processes associated with whichever identity is identified by respondents.

The second boundary condition (which is linked to the first) is that my focus is not to determine which specific act of interpersonal mistreatment is linked to the non-verification of a specific/given identity. Again, given research indicating that identity activation depends on the individual's interpretation of the meaning of the situation, my approach to exploring the suggested interpersonal mistreatment-identity activation relationship is to allow individuals to determine which identity is most relevant in that context. Furthermore, taking a broader approach in my examination of identity activation allows me to explore the notion of the activation of multiple identities as suggested in the literature.

As noted earlier, I conducted 3 studies in this dissertation. In the first study (Study 1), I developed and conducted several validation analyses of three identity meanings scales. This was because to test my hypotheses, it was pertinent to first identify the identities that would be the focus of my investigation and to develop a means of measuring the meanings individuals attach to each of these identities. I selected identities theorized as representatives of the person, social and role identity bases (i.e., one identity per identity base). Following the development and validation of these identity meaning scales, I conducted Study 2 (a vignette-design study) and Study 3 (a diary-design study) which each provided the opportunity to empirically test the research hypotheses. In the next sections, I report on each of these studies.

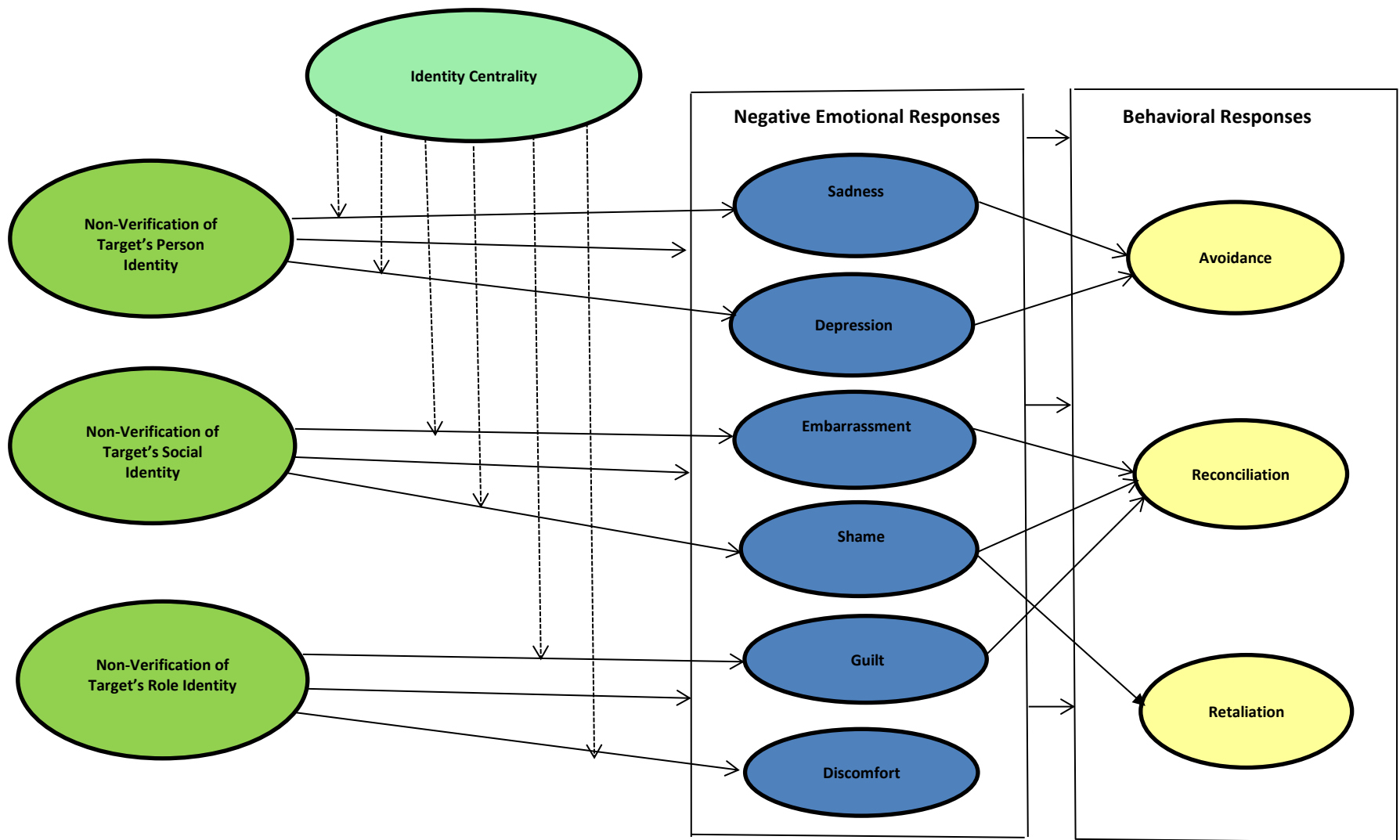


Figure 2. Graphical illustration of the hypothesized emotional and behavioral effects of the identity non-verification of activated identities following the experience of interpersonal mistreatment

CHAPTER FOUR

Study 1

The Development and Validation of the Self-respect (person) identity scale, Worker (role) identity scale and Team-member (social) identity scale

In Study 1, my goal was to create identity meanings scales that measure the meanings individuals attach to identities examined in this dissertation. To do this, I first had to identify the identities that would be the focus of my investigation.

Identity selection

Identity theory research (e.g., Burke & Franzoi, 1988; Serpe, 1987) indicates that identities become activated in social situations having meanings that are relevant to the identities' form or base. That is, identity activation occurs when aspects of a situation triggers individual's identity standard meanings, increasing the accessibility of the identity within the individual's working self-concept (Carter, 2013).

Consistent with this view, I selected identities that I thought are more likely to be "primed" because their meanings are relevant to the situational meanings inherent in the social context in which interpersonal mistreatment occurs. To test the person identity processes in the experience of interpersonal mistreatment, I focus on the self-respect person identity. I conceptualize the self-respect identity as representing the degree to which individuals saw themselves as good and deserving of respect, praise, or attention. Person identities that have been examined in the literature include individuals' characteristics (e.g., how controlling, dominant masterful and moral is the person; Stets 1995a; Stets & Burke 1994; Stets & Carter 2011, 2012), or what the person values (Hitlin, 2003).

Regarding the social identity, I examine the workgroup social identity. I recognize that respondents may identify with different groups in the workplace (e.g., one's immediate workgroup and/or one's organization) and that any one of these social identities may become active in a situation involving interpersonal mistreatment. However, in general, extant research on interpersonal mistreatment examines interpersonal mistreatment in the context of individuals' immediate workgroup. Thus, in my investigation I focus on this social identity representing the extent to which individuals see themselves as being a member of their workgroup's in-group.

Finally, regarding the role identity, I focus on the worker role identity. The worker identity represents the set of meanings an individual attached to himself/herself while enacting the role of worker in his/her workplace. Typically, individuals experience interpersonal mistreatment in the workplace as they fulfil their roles as workers in their workplace.

Study I was conducted in four phases: Phases I, II, III, and IV. In Phase I, I generated the various items to be used to create the Self-respect person identity, Team member social identity, and Worker role identity meanings scales. Subsequently in Phase II, the items were subjected to further reduction. In Phase III, I conducted an exploratory factor analysis (EFA) with the goal of uncovering the underlying factor structures of each the lists of items generated to that point. Finally in Phase IV, I conducted various analyses aimed at validating the scales created following the EFA, including confirmatory factor analyses (CFA), and assessing the convergent and criterion-related validity of each of the scales. Each of these phases is described in more detail below.

Phase I: Item generation

Method

The goal of Phase I was to generate the initial listings of identity meanings items that would comprise the three identity meanings scales to be used in subsequent analyses. I followed an inductive approach to generate the items for the three separate identity meanings scales of interest.

Respondents and Procedure. Respondents were recruited through the Amazon Mechanical Turk (MTurk) data collection service. MTurk is an online system operated by Amazon.com, which provides on-demand and inexpensive online access to a diverse pool of online research respondents from across the globe (Goodman, Cryder & Cheema, 2013). Past research indicates that samples recruited through MTurk are comparable to traditional samples (Goodman et al. 2013) and that data obtained through this means are as reliable and valid as those obtained through traditional internet survey methods (Buhrmester, Kwang, & Gosling, 2011).

Two separate samples (Sample 1 and Sample 2) were recruited. Data from Sample 1 were used to generate items for the Self-respect person identity meanings scale and the Worker role identity meanings scale; whereas Sample 2 was used to generate items for the Team member social identity. To ensure that the items on the team member identity meanings analyzed in the study were from only respondents who had indicated that they were indeed currently in teams, only the responses from these respondents were selected and subsequently analyzed.

To recruit respondents, recruitment advertisements were posted on the Mturk website. These recruitment advertisements are referred to as Human Intelligence Tasks

(HIT). Each recruitment HIT included the link to the relevant survey and instructions to respondents regarding the process for completing the survey questionnaire. Specifically, respondents were informed that when they clicked on the survey link provided on the HIT, they would be taken to the Qualtrics website where the relevant survey questionnaire was hosted. Qualtrics is a user-friendly web-based survey tool useful for conducting survey research, evaluations and other data collection activities. Respondents were also informed that following successful completion of the survey questionnaire, they were to return to the HIT where they would enter a unique code generated by Qualtrics to indicate that they had successfully completed the survey.

I restricted both Sample 1 and Sample 2 to respondents residing in the United States, with an approval rating (i.e., approval rating by other researchers for whom respondents had completed surveys in the past) of 99% or higher, and who had a HIT approval rating (i.e., number of HITS respondents had successfully completed) of 500 HITs or higher. Furthermore, I restricted the HITs so that an MTurk worker completed the HIT only once. Because the HIT recruiting respondents in Sample 2 was recruited after the HIT recruiting respondents for Sample 1, I added an additional qualification that prevented workers who had completed the previous HIT from participating in the second HIT. Both MTurk HITs asked specifically for currently employed workers. A restriction was built into the surveys so that a respondent who indicated that he/she was not working was not allowed to complete the survey. I also restricted each Qualtrics survey so that only one HIT per IP address was allowed.

Sample 1 comprised 199 currently employed workers residing across the United States of America (US) who provided data on the self-respect (person) and worker (role)

identity meanings. Of those reporting demographic data, 108 were male (54.27%), 91 were female (45.73%) with approximately 39% falling within the 21 year – 30 years age range. The sample was made up of primarily Caucasians (71%) with small portions of Asian or Asian American (11%), Black or African American (5%), Hispanic or Latino (9%), and other nationalities (4%).

Sample 2 was made up of one hundred currently employed workers residing in the US who provided data on the team member (social) identity meanings. The sample comprised 54 males (54%) and 46 females (46%) with approximately 41% falling within the 21 year – 30 years age range. Additionally, 75 (75%) identified as Caucasian, 5 as Asian or Asian American, 10 as Black or African American, 6 as Hispanic or Latino, 1 as Native American or Alaska Native, 1 as Hawaiian or Other Pacific Islander and 2 as other nationalities.

Respondents in both samples represented a wide array of occupations. The predominant occupational fields in sample 1 included retail (12%), computer (11%), customer service (10%), education (9%), sales (7%), and food service (5%), and in sample 2 was computer (10%), sales (8%), education (7%), retail (7%), healthcare (6%), and manufacturing (6%). Respondents in Sample 1 completed Survey #1 in this phase; whereas respondents in Sample 2 completed Survey #1.

Both Surveys 1 and 2 were structured as follows. First, respondents were presented with the informed consent page which provided further details on the study and the survey they were about to complete. Next, respondents were asked whether or not they were working fulltime and whether they were working in teams. Following this, the key concepts under study – identity and identity meanings – were defined for

respondents. Sample 2 respondents who completed Survey #2 were also provided the definition of a team/workgroup (see Appendix A for both surveys⁵ including definitions provided).

Next, the study's definitions of each identity were provided to respondents who were then asked to list in an open-ended response format in the space provided the different adjectives (words) that described how they saw themselves with respect to each of the identities. Respondents were encouraged to provide as many adjectives as they thought captured how they saw/viewed themselves with respect to the given identity. Each survey included several attention checks. These were in the form of questions with commonly accepted answers; however, respondents were asked to select the wrong answer. For instance, respondents were asked the question, "What color is the sky? Although we all know the sky is usually blue, please select pink so we know you are paying attention." Two options were provided – pink and blue – and respondents who selected "blue" were automatically stopped from completing the survey. Demographic information was collected at the end of each survey. Each respondent who completed the survey was compensated \$2.00US.

Responses from the two surveys resulted in the identification of 311 adjective descriptions for the Self-respect identity, 264 adjective descriptions for the Worker identity, and 286 adjective descriptions for the Team member identity. Following procedures from past research (e.g., Aquino & Reed, 2002) in which an inductive approach was used to create research scales useful for measuring individuals' identity

⁵ These surveys were used to measure other variables not relevant to this current research. The surveys provided in Appendix A have been edited without these items.

(e.g., the moral identity), a content analysis of the adjectives descriptions was conducted in which undisputed, synonymous descriptions were combined. A faculty member and I separately conducted the content analysis. The only instruction provided for the content analysis was that only adjectives that were very closely related were combined.

Following the separate analyses, the faculty member and I reviewed each other's suggested combinations. In cases where there was disagreement on whether adjectives should be combined, those adjectives were left uncombined. The content analysis reduced the number of adjectives descriptions to 183 for the Self-respect identity, 167 for the Worker identity, and 168 for the Team member identity. To further reduce the number of adjective descriptions to be subjected to an exploratory factor analyses, adjectives repeated by at least 10 respondents were selected. This cut-off point was chosen as it allowed for the inclusion of as many adjective descriptions of the meanings respondents indicated they attached to each of the three identities under study. Final lists of 35 adjectives for the Self-respect identity, 33 adjectives for the Worker identity, and 15 adjectives for the Team member identity were created for each of the three identities being investigated. A review of these reduced lists showed that some adjective descriptions occurred in two or all three of the final lists. Past research indicates the possibility of such an outcome, arguing that such results may not be a consequence of a misattribution of identity meaning; rather, may be due to an overlap of identity meanings (e.g., Reitzes & Burke, 1980; Turner & Shosid, 1976). These final sets of adjective descriptions are not viewed as exhaustive sets of adjective descriptions that capture the meanings that every single person attaches to their Self-respect, Worker and Team-member identities. It is conceivable, that a different sample may have provided data that

yields a variety of slightly different adjective descriptions of individuals' identity meanings. Nevertheless, it is pertinent to note that the adjective descriptions were generated using an inductive approach and were acknowledged by a reasonably large proportion of respondents as being characteristic of the identities under study. Furthermore, subsequent analyses provided additional support for the list of items generated.

Phases II and III: Further item reduction and Exploratory factor analyses

Past research measuring the self-meanings of any identity (e.g., Burke & Tully 1977; Carter, 2010; Carter & Stets, 2009; Stets & Biga 2003; Stets & Carter, 2010) has used a bi-polar design whereby adjective descriptions of said identity are placed in a bi-polar scale and respondents are asked to identify where they would place themselves on the scale. I adopted this approach in this study. Consequently, it was pertinent to determine the counter adjectives that best matched the identity meanings adjective descriptions generated in Phase I prior to data collection in Phase II.

As a first step, I reviewed the definitions of each adjective. Next, I examined various potential synonyms suggested by a variety of sources (e.g., the Merriam-Webster Dictionary and Thesaurus, n.d) in a bid to choose those adjectives that I felt best captured the counter meanings of each the identity meaning items generated in Phase I. Following my review and examination, I created three distinct bi-polar scales comprising the identity meanings items from Phase I, and my proposed counter meanings items. Next, these lists of items were provided to three academic subject matter experts (SMEs) to review and indicate their agreement or disagreement with each counter meanings item on the three lists. These three SMEs are possess doctorate degrees in English, Management

and Statistics, have published papers in academic journals, and have served in various capacities professionally including as associate editors of academic journals, university professors, and have expert experience in writing a variety of written work including business cases and proposals. The SMEs were requested to suggest possible alternatives to the items on each of the three separate bi-polar scales. Consensus was indicated for most of the items. However, there was disagreement over a few items on the scales. Following further discussions, on these items, complete consensus was achieved on all items. The three final bi-polar scales are presented in Appendix B. These three bi-polar scales were included in the surveys administered in Phase II. Phase II results were subsequently used in Phase III.

Phase II: Further item reduction

Method

Respondents and Procedure. The recruitment approach used in Phase I was also used in Phase II. Three different samples were recruited and data collected in each of these samples (Samples 1, 2 and 3) were used to conduct further item reduction of the three distinct sets of adjective descriptions generated in Phase I, and to conduct three separate EFA's of the thus reduced sets of adjective descriptions. Because Sample 2 was recruited after Sample 1, and Sample 3 was recruited after Sample 2, I added the qualification in each subsequent Mturk HIT which prevented workers who had completed previous HITs from participating in subsequent HITs. All MTurk HITs asked specifically for currently employed workers.

Respondents in Sample 1 completed Survey #1 in which they provided data that was used in the item reduction of the Self-respect identity meanings items. Respondents

in Sample 1 also provided data used in the EFA of the Team member identity meanings items.

Sample 2 respondents completed Survey #2 in which they provided data that was used in the item reduction of the Worker identity meanings items. Respondents from Sample 2 also provided data that was used in the EFA of the Self-respect person identity meanings items.

Finally, data from respondents in Sample 3 who completed Survey #3 were used in the item reduction of the Team member identity meanings items. Sample 3 respondents also provided data used in the EFA of the Worker identity meanings items.

Sample 1. Sample 1 provided data that was used in the reduction of the Self-respect identity meanings scale items (i.e., Survey #1). This sample comprised 279 currently employed workers residing in the US of which 156 (55.9%) were male and 123 (44.08%) were female. Respondents age distribution was as follows: approximately 50.89% (n=142) between 21 years and 30 years old, 30% (n=102) between 31 year and 40 years old, 13.26% (n=37) between 41 years and 50 years old, 6.45% (n=18) between 51 and 60 years old, 1% (n=3) above 60 years old and less than 1% up to 20 years old.. The sample was made up of primarily Caucasians (76%; n=212) with a smaller number of other races including 9% (n=26) Asians or Asian Americans, 7.9% (n=22), Blacks or African Americans, 1% (n=14), Hispanic or Latinos, 2 Middle Easterners, 1 Native American or Alaska Native, and 2 mixed race respondents. The major occupational fields in sample 1 included computer (13%), retail (12%), sales (10%), arts and entertainment (10%), food service (8%), and education (7%), with 54.8% (n=153)

occupying non-managerial positions, 21.2% in first level supervisory positions, and approximately 24% (n=67) in middle to executive level positions.

Sample 2. Respondents in Sample 2 were 290 currently employed workers resident in the US who provided data that was used in the reduction of the Worker identity meanings scale items (i.e., Survey #2). Of this group, 53.45% (n=155) were males and 46.55% (n=135) were females. Furthermore, 112 (38.62%) fell within the 31 years to 40 years age range, 102 (35.17%) within the 21 years to 30 years age range, 36 (12.41%) within the 41 year to 50 years age range, 32 (11.03%) in the 51- 60 years age range, 6 (2%) above 60 years and less than 1% up to 20 years old. Respondents' identified races included 218 (75.17%) as Caucasians, 29 (1%) as Blacks or African Americans, 21 (7.2%) as Hispanic or Latino, 15 (5%) as Asians or Asian Americans, 1 Middle Easterner, 2 Native American or Alaska Native, 2 Hawaiian or Other Pacific Islander and 2 as other races. Respondents held varied positions with 180 (62.07%) occupying non-managerial positions, 18.62% (n=54) in first level supervisory positions, and approximately 19.31% (n=56) in middle to executive level positions. Diverse professional fields were represented in sample 2 including computer (12%), education (9%), healthcare (9%), sales (9%), retail (9%), and food service (7%).

Sample 3. Two hundred and ninety six currently employed US-resident workers were recruited for Sample 3 and completed Survey #3. However, seventeen respondents in this survey failed one attention check after providing data used in the reduction of the Team member identity meanings scale items. Consequently, demographic information on these respondents was not obtained. Nevertheless, their responses were retained and used in the items reduction analyses. Of the remaining two hundred and seventy nine

respondents, 142 (50.9%) were males and 137 (49.10%) were females. The sample's age distribution included, 39.42% (n=110) in the 21 years to 30 years age range, 33% (n=92) in the 31 years to 40 years age range, 14.34% (n=40) in the 41 year to 50 years age range, 9% (n=25) in the 51- 60 years age range, 4% (n=10) above 60 years old, and less than 1% (n=2) up to 20 years old. Respondents' were predominantly Caucasian (n=214; 76.7%) with other races represented as follows; 26 (9.3%) Asians or Asian Americans, 21 (7.5%) Blacks or African Americans, 15 (5.4%) Hispanics or Latinos, and 3 mixed race respondents. Respondents were from wide-ranging industries including education (9%), retail (9%), food service (7%), manufacturing (6%), computer (6%), and sales (5%) and held positions in various levels in their organization including 128 (45.9%) in non-managerial positions, 66 (23.7%) in first level supervisory positions, and approximately 85 (30.47%) in middle to executive level positions.

The following is a summary of the structure of each of the three surveys administered in Phase II. First, respondents were presented with the informed consent page which provided further details on the study and the survey they were about to complete. Next, respondents were asked whether or not they were working fulltime and whether they were working in teams. A restriction was built into all surveys so that a potential respondent who indicated that he/she was not working was not allowed to complete the survey. Furthermore, because Survey #3 was designed to collect data on Team member identity meanings, potential respondents who indicated that they were not currently working in a team were not allowed to complete Survey #3. Subsequently, the key concepts under study (i.e., identity and identity meanings) were defined for respondents. Respondents from Sample 3 who completed Survey #3 were provided the

definition of a team/workgroup. Next, respondents were provided the study's definition of the pertinent identity and the associated final list of adjective descriptions for that particular identity which was previously created in Phase I. They were given instructions to review the list and using the space provided, write down the ten adjectives from the list that they think best characterized the various meanings they attach to the relevant identity. Similar to the survey administered in Phase I, each survey included several attention checks. Demographic information was collected at the end of each survey. All surveys were designed to be forced response so that respondents had to answer each survey question. Each respondent who completed the survey was compensated \$2.00US.

Measures. The three separate sets of adjective descriptions generated in Phase I to measure the Self-respect, Worker, and Team member identity meanings were used in Phase II (see Appendix B). Following the approach in Phase I, the main concepts under investigation – identity and identity meanings – were first defined for respondents after which respondents were asked the questions on their identity meanings. The stem questions used in the item reduction phase began with the definition of each identity (respondents in Survey #3 were provided the definition of a team/workgroup) after which respondents in each survey were presented with the related list/set of identity meanings items generated in Phase I. They were then asked the following question:

The list below comprises various adjectives that may be useful in describing your Self-respect person identity/Worker role identity/Team member social identity. Please review the list and using the space provided below, write down the TEN adjectives from the list that you think best characterize the various meanings you attach to yourself when you think

of yourself as a good person deserving respect, praise, or attention/ a worker in your job /as member of your work-group/work-team....Please note that you must select TEN adjectives from the list.

Results. I selected the ten most repeated items from each list. Following a review of the items in each scale, the six most repeated items were selected to form the final scales items that were subsequently subjected to EFA. This approach to choosing the most repeated items to form the scale is consistent with past research that has created identity meanings scales (Reitzes & Burke, 1980). See Appendix C for the final bi-polar scales comprising the adjective descriptions of the identity meanings attached to the Self-respect, Team member, and Worker identities.

Phase III: Exploratory factor analyses

Data for the EFA's of the various identity meanings scales were collected from the three separate samples recruited in Phase II.

Method

Sample 1. Data from Sample 1 above were used to conduct the EFA of the Team member identity meanings. Only data from respondents who indicated that they were currently working in a team were used in the EFA analyses. Two hundred and fifty respondents in this sample indicated that they belonged to a team. Of these respondents, 145 (58%) were males and 105 (42%) were females. The sample's age distribution included, 52% (n=130) in the 21 years to 30 years age range, 28% (n=70) in the 31 years to 40 years age range, 13.6% (n=34) in the 41 year to 50 years age range, 6% (n=15) in the 51- 60 years age range, and less than 1% (n=1) above 60 years old. Respondents' were predominantly Caucasian (n=190; 76%) with other races represented as follows; 25

(1%) Asians or Asian Americans, 19 (7.6%) Blacks or African Americans, 13 (5%) Hispanics or Latinos, 1 Middle Eastern, and 2 other races. Respondents were from wide-ranging industries including education (12.4%), retail (12%), healthcare (11.2%), food service (10%), finance (9.2%), and manufacturing (8.8) and held positions in various levels in their organization including 128 (51.2%) in non-managerial positions, 57 (22.8%) in first level supervisory positions, and approximately 65 (26%) in middle to executive level positions.

Samples 2 and 3. Respondents in Samples 2 and 3 discussed above provided data used in the EFA the Self-respect and Worker identity meanings scale items respectively. The relevant demographic information was the same as described previously.

Measures. The three separate sets of adjective descriptions produced in Phase II were used to measure the Self-respect, Worker, and Team member identity meanings in Phase III (see Appendix C). As in the previous two phases, the main concepts under study – identity and identity meanings – were first defined for respondents, following which respondents were asked the questions on their identity meanings. As noted previously, when measuring individuals' identity meanings, previous research (e.g., Stets & carter, 2010) has followed a survey design in which respondents are asked to consider a set of adjective descriptions provided in a bipolar adjective scale and indicate where they would place themselves on the scale. Respondents' answers on such scales have usually ranged from 1 to n where 1 indicates agreement with one bipolar adjective, and n indicates agreement with the other bipolar statement. The bi-polar scales administered in Phase II had responses that ranged from 1 to 7, where 1 indicated agreement with one bipolar adjective, 7 indicated agreement with the other bipolar statement, and 4 placed the

respondent in between the two adjectives. For each survey, the stem questions on the identity meanings began with the definition of the relevant identity (respondents in Survey #3 were provided the definition of a team/workgroup) and then respondents were asked:

Think about how you would describe yourself as a person who is good and deserving of respect, praise, or attention (i.e., a person with self-respect)/ as a worker as you perform the role of a worker in your job/ as a member of your work-group/work-team as you interact with other employees who are members of your work-group or team. Then consider each of the adjective descriptions provided in the bipolar adjective scale below and indicate where you would place yourself on the scale.

Results. I conducted a Principle-Axes Factor Analysis with Varimax rotation on each of the identity meanings scale. Results (using Kaiser's criterion: the number of factors determined by the number of eigenvalues equal to a value greater than one) showed a one-factor solution for each set of items used to measure the identity meanings attached to each identity. The 6-item Self-respect, Team member and Worker identity meanings scales indicate highly acceptable levels of internal consistency reliability with Cronbach's coefficient alphas of .86, .93, and .89, respectively Table 3 presents the three 6-item scale items, means, standard deviations, and factor loadings.

Table 3. Means, Standard deviations and Factor Loadings from the exploratory factor analyses of the Self-respect Person identity meanings scale, Team member Social identity meanings scale, and the Worker role identity meanings scale

	Mean	SD	Factor Loading
Self-respect person identity meanings scale			
Competent:Incompetent	1.70	0.80	0.76
Hardworking:Lazy	2.02	1.20	0.73
Intelligent:Unintelligent	1.86	0.92	0.57
Honest:Dishonest	1.80	0.99	0.73
Dependable:Not dependable	1.75	0.95	0.78
Fair:Unfair	1.80	0.92	0.71
Team member social identity meanings scale			
Competent:Incompetent	1.67	0.99	0.83
Hardworking:Lazy	1.86	1.21	0.85
Useful_Useless	1.85	1.20	0.77
Reliable:Unreliable	1.69	1.03	0.84
Helpful:Unhelpful	1.73	1.01	0.79
Contributing:Non-contributing	1.76	1.05	0.86
Worker role identity meanings scale			
Hard-working:Lazy	1.72	0.96	0.78
Competent:Incompetent	1.48	0.84	0.77
Reliable:Unreliable	1.49	0.91	0.75
Efficient:Inefficient	1.69	0.94	0.69
Intelligent:Unintelligent	1.73	0.99	0.74
Capable:Not capable	1.49	0.86	0.83

Phase IV: Scale validation

Method

Respondents and Procedure. The sample for all scale validation analyses (including confirmatory factor analysis, convergent, and criterion-related validity

analyses) was recruited through MTurk using a similar process used in the previous phases. To ensure that a different set of MTurk respondents were recruited for these analyses, I added an additional qualification that prevented workers who had completed previous HITs from participating in the current survey HIT. The HIT required only currently employed workers. A restriction was built into the survey so that potential respondents who indicated that they did not meet this requirement were prevented from completing the survey. I restricted the sample to respondents residing in the United States, with an approval rating of 99% or higher, and who had an approval rating indicating that they had successfully completed 5000 or more HITs.

Data were collected from 281 employees. Two respondents completed over 60% of the survey but failed the final attention check and so did not provide all required demographic data. However, the responses provided to that point were retained and used in the scale validation analyses. Of the 281 respondents, 23 indicated that they were not currently working in a team. Consequently, their responses were not used in the subsequent analyses. The final sample consisted of 258 respondents, resident throughout the US. Of those who successfully completed the survey, 144 were male (55.81%). The age range of the sample is as follows: 36.43% indicated their age as between 21 years – 30 years, 32.94% as between 31 years – 40 years, 17.83% as between 41 years - 50 years, 8% as between 51 years – 60 years, 3% above 60 years and 1.5% between 18 years to 20 years old. Approximately 80% of the respondents identified as Caucasian, 8.2% as Black or African American, 5.45% as Asian or Asian American, 4.3% as Hispanic or Latino, approximately 2% as of mixed race, and 1 respondent identified as Native American or Alaska Native. Fifty percent of the respondents occupied non-managerial positions,

23.6% in first level supervisory position, and 26.36% were in positions ranging from mid-level management to executive level positions.

The survey was structured as follows. First, respondents were presented with the study's informed consent page. Next, they were asked whether or not they were working fulltime and whether they were working in teams. Following this, the key concepts under study – identity and identity meanings – were defined for respondents. Subsequently, the three identity meanings bi-polar scales were presented for completion. These were used to measure respondents' identity standards. Following these, I provided other research scales used to measure the various constructs for use in the scale validity analyses. Several attention checks were included in this survey. These were in the form of questions on different well known nursery rhymes. Respondents were provided and nursery rhyme and asked questions related to it. They were then asked to select the answer that is contrary to the generally accepted answer. For instance, respondents were asked the question, “Mary had a little lamb its (*space for answer*) was white as snow? The answer is fleece. To know if you are paying attention, please select the second option.” The two options provided were wool and fleece. Respondents who selected “wool” were automatically stopped from completing the survey. Demographic information was collected in between questions. Each respondent who completed the survey was compensated \$2.00US. All surveys were designed to be forced response so that respondents had to answer each survey question. Each respondent who completed the survey was compensated \$6.00US.

Confirmatory factor analyses

Measures. The three separate 6-item identities meanings scales created in Phase III were used to measure the Self-respect, Worker, and Team member identity meanings in Phase IV (see Appendix C). Following a similar approach used in the previous phases, the main concepts under study – identity and identity meanings – were defined for respondents. Each of the three main questions on identity meanings began with the study’s definition of the identity. Respondents were then asked to consider the set of adjective descriptions that formed each bipolar adjective scale and indicate where they would place themselves on the scales. Responses ranged from 1 to 7, where 1 indicated agreement with one bipolar adjective, 7 indicated agreement with the other bipolar statement, and 4 placed the respondent in between the two adjectives.

Results. A CFA was performed with AMOS 24.0. I tested a three-factor model with the items from the Self-respect identity, Worker identity, and Team member identity meanings scales loading on their respective latent factors. Each of the latent variables were allowed to correlate. Furthermore, given that each of the scales included items that were repeated in two or all of the scales, the measurement errors of these items were allowed to co-vary. Correlating measurement errors is an acceptable practice for dealing with similarly worded items in a CFA (e.g., Brown, 2015). The resulting Chi square value = 323.37 (124, n=258), $p = .000$. The CFI and the TLI indices yield adequate fit with values of .935 and .920, respectively. Past research recommends CFI and TLI values close to .95 (e.g., Hu & Bentler, 1999). The RMR = .039, and RMSEA = .08, $p = .000$, 95 CI [.06, .090], indicating adequate fit (Browne & Cudeck, 1993; Steiger, 1990).

To compare whether all the identity meanings items are better represented as tapping a single underlying construct, I also tested a one-factor model. Similar to the analyses done for the three-factor model, the measurement errors of similar items were allowed to correlate. The resultant Chi square value was 534.61 (127, $n=258$), $p=.000$. The CFI and the TLI values were .868 and .841, respectively while the RMR was .05 and RMSEA was .112, $p =.000$, 95 CI [.102, .122]. I conducted a Chi-square difference test (Satorra, 2000; Satorra & Bentler, 1999) which better approximates the Chi-square values under potential departures from normality. The three-factor model yields a better fit compared with the one-factor model, as indicated by a statistically significant Chi square change, $\chi^2(3, n=258) = 212.25, p <.001$. Overall, these results demonstrate initial support for the discriminant validity of the three identity meanings scales.

The three identity meanings scales were statistically significantly correlated (see Table 4). However, this is not surprising given the previously noted overlap in the meanings individuals attached to the three separate identities. Each scale showed very good internal consistency reliability estimates with Cronbach's alphas of .85, .87, and .90 for the Self-respect ($M =37.12, SD =4.32$), Team member ($M =37.81, SD =4.43$) and Worker ($M =37.70, SD =4.50$) identity meanings scales, respectively. These CFA results are in line with and cross-validate the findings I obtained from the three EFA's.

Table 4. Mean, standard deviation and correlations among the three identity meanings scales

	Mean	SD	α	1	2	3
1 Self-respect person identity meanings scale	37.12	4.32	0.85	—		
2 Team member social identity meanings scale	37.81	4.43	0.87	.79**	—	
3 Worker role identity meanings scale	37.70	4.50	0.90	.81**	.84**	—

** . Correlation is significant at the 0.01 level (2-tailed).

Convergent validity

To provide additional evidence of construct validity, I assessed convergent validity by investigating the correlations between the three study-developed 6-item Identity meanings measures and other measures appearing to tap into similar constructs. A literature search yielded very limited options for alternative measures that could be used to assess the convergent validity of the Self-respect, Worker, and Team member identity meanings constructs. In particular, a limited number of measures were located that could be used to assess the Self-respect, and Worker identity meanings. Past research on identity meanings (e.g., Asencio 2011, 2013; Asencio & Burke 2011; Stets & Harrod 2004) has, in situations where no appropriate identity meanings measure was available, used a study created single item question to assess individuals' identity meanings. Consequently, in line with this literature, I developed two 1-item measures for each of the three identities under study and used these in my convergent validity analyses.

Method

Measures. I assessed the convergent validity of the Self-respect identity meanings scale by examining the correlations between the 6-item scale, and one measure found in the literature: the Self-respect subscale of the comprehensive diagnostic version of the Severity Indices of Personality Problems self-report questionnaire (SIPP; de Viersprong, n.d) The SIPP-181 self-respect subscale measures the individual's capacity to feel that he/she is worthy, and to know that others or the individual himself/herself have no right to harm him/her physically or emotionally. Given the similarity in the definitions of this construct and the current study's Self-respect identity meanings construct, I expected a moderate to significant correlation between both variables. I also used two different study developed questions in my convergent analyses of the Self-respect Identity meanings scale.

The first question asked respondents to indicate how they viewed themselves using a 10-point scale where 1 = As a person who is good and deserving of respect, praise, or attention, and 10 = As a person who is NOT good and who is NOT deserving of respect, praise, or attention. The study's definition of self-respect identity was provided prior to the question. This scale item was reverse coded so that a higher score indicated a positive Self-respect identity. The second question asked respondents, on a scale of 1 to 10 (1= not at all so and 10=very much so) to indicate to what extent he/she saw himself/herself as a person who is good and deserving of respect, praise, or attention. The first question is consistent with the approach adopted by Asencio (2013) who used a similar worded question to measure the criminal identity and the worker identity. The

second question is consistent with Stets and Harrod (2004) measures of respondents' worker, academic and friend identities.

I assessed the convergent validity of the Team member identity meanings scale by examining the correlations between the 6-item scale, and two constructs that have been used by past research to assess individuals' team identity: the Brown, Condor, Mathews, Wade and Williams (1986) group identification scale, and the Riordan and Weatherly work-group identification scale. Furthermore, I assessed the correlations between the 6-item scale and two different study developed questions. Again, these questions were similar to those used to assess the Self-respect person identity meanings as described above; however, the focus was on the team member identity.

The convergent validity of the Worker identity meanings scale was assessed by examining the correlations between the 6-item scale, and two different study developed questions. These questions were similar to those used to assess the Self-respect person identity and Team member social identity meanings above; however, the focus was on the worker identity. In addition, I assessed convergent validity of the Worker identity meanings scale by examining its correlations with a measure of respondents work centrality. The Work centrality scale (Miller, Woehr & Hudspeth, 2002) measures the degree of importance work plays in one's life (Paullay, Alliger, & Stone-Romero, 1994). Although not specifically a measure of individual's identity, I expected that the scale taps into some of the meanings individuals associate with performing the worker role.

Results and Discussion. Regarding evidence for the different scales' convergent validity, the Self-respect identity meanings scale is statistically significantly related to the self-respect subscale of the SIPP-118 ($r = .53, p < .001$) (Cronbach's alpha for the SIIP-

118 = .90) , and the two study developed 1-item questions assessing the Self-respect person identity ($r = .60, p < .001$) and ($r = .38, p < .001$) respectively; the Team member social identity meanings scale is statistically significantly related to the two study developed 1-item questions ($r = .41, p < .001$) and ($r = .62, p < .001$) assessing the team member identity, as well as to the Brown et al. (1986) group identification scale ($r = .40, p < .001$) and the Riordan and Weatherly work-group identification scale ($r = .39, p < .001$) (with Cronbach's alphas equal to .88 and .86 for the two scales, respectively); and the Worker identity meanings scale was statistically significantly related to the two study developed 1-item questions ($r = .31, p < .001$) and ($r = .61, p < .001$) assessing the worker identity, as well as with the Work centrality scale ($r = .27, , p < .001$).

Criterion-related validity

To provide further evidence of construct validity I examined the criterion-related validity of each of the 6-item identity meanings scales. Specifically, I investigated whether each scale correlates in theoretically applicable ways with measured outcomes examined. The main goal in doing this is to establish the beginnings of each scale's nomological network (Cronbach & Meehl, 1955; Hinkin, 1998).

Method

Measures. I examined the correlations between the Self-respect person identity meanings scale, and the moral identity meanings scale (Aquino & Reed, 2003; Carter, 2013; Stets & Carter 2011). Research and theory suggests morality as a central concept in the definition and understanding of self-respect (e.g., Kristjánsson, 2007; Niemi, 2012; Roland & Foxx, 2003). Consequently, I expected a positive statistically significant

correlation between the Moral identity meanings scale and the Self-respect identity meanings scale. Moral identity was measured using 12 bipolar characteristics: caring/uncaring, unkind/kind, unfair/fair, helpful/not helpful, stingy/generous, compassionate /hardhearted, untruthful/truthful, friendly/unfriendly, not hardworking /hardworking, selfish/selfless, and principled/unprincipled. Past research (e.g., Stets & carter, 2010; Carter, 2010) indicates this bipolar scale form as useful for measuring individuals' moral identity meanings. Respondents were asked to consider each of the adjective descriptions provide in the bipolar adjective scale and indicate where they would place themselves on the scale. Responses ranged from 1 to 5, where 1 indicates agreement with one bipolar characteristic, 5 indicates agreement with the other bipolar characteristic, and 3 places the respondent in between the two bipolar characteristics. Cronbach's alpha for this scale = .90.

For the criterion-related validity of the Team member social identity meanings scale I assessed the correlation between the measure and team helping behavior. I expected that espousing a positive Team member identity should be positively correlated with altruistic behaviors towards other team members (i.e., team member helping behavior).

Helping behavior directed at team members was measured using the 6-item altruism sub-scale of the Podsakoff, MacKenzie, Moorman & Fetter (1990) organizational citizenship behavior scale. This scale measures discretionary behaviors aimed at helping other team members with an organizationally relevant task or problem. I modified the scale so that the recipient of the behavior was specified (i.e., on team members rather than others in general). Respondents were asked the extent to which they

engage in positive discretionary behaviors directed at other members of their team.

Cronbach's alpha = .90.

Finally, the criterion-related validity of the Worker identity meanings scale was assessed by examining the correlations between the scale and work ethic (Miller et al., 2002) and work-related cynicism (Andersson, 1996). Work ethic refers to a set of attitudes and beliefs an individual holds concerning the essential value of work (Miller et al., 2002) including the beliefs that hard work is crucial for success, that life is best lived simply with little time spent on leisure, and that negative consequences arise from not working hard (Townsend & Thompson, 2014). Given this description of work ethics and what it entails, one may expect that high work ethic will be positively correlated with positive worker identity meanings. Work ethic was measured using the 10-item Hard Work subscale from the Miller et al. (2002) Multidimensional Work Ethic Profile (MWEP). Cronbach's alpha = .92 for this scale.

Work-related cynicism refers to an attitude founded on the belief/views that work is oppressive and unfulfilling, that employees are not valued by their organizations, and that most jobs do not deserve workers' commitment (Stern, Stone, Hopkins & McMillion, 1990). I expected that positive worker identity will be negatively correlated with work-related cynicism because the identity meanings attached to the worker identity suggest a positive rather than negative attitude towards work. Work-related cynicism was measured using the Stern et al. (1990) work value scale. Cronbach's alpha = .83.

Results and discussion. The pattern of results follows the predictions stated above. The Self-respect person identity meanings scale is statistically significantly and positively related to the moral identity meanings scale ($r = .679, p < .001$). Team member identity

meanings scale is statistically significantly related to team member helping behavior ($r = .546, p < .001$). The Worker identity meanings scale is statistically significantly and positively related work ethic ($r = .361, p < .001$) and statistically significantly and negatively related to work-related cynicism ($r = -.381, p < .001$).

The correlations among each of the three identity meanings scales and the various constructs discussed above are presented in Tables 5, 6 and 7.

Table 5. Correlations among the Self-respect identity meanings scale and other constructs

	Self-respect person identity Meanings
Convergent validity constructs	
SIPP-118	.53**
Self-respect identity scale-1	.60**
Self-respect identity scale-2	.38**
Criterion-related validity constructs	
Moral identity meanings scale	.68**

** . Correlation is significant at the 0.01 level (2-tailed).

Table 6. Correlations among the Team member social identity meanings scale and other constructs

	Team member social identity meanings
Convergent validity constructs	
Group identification scale	.40**
Work-group identification scale	.39**
Team member identity scale-1	.41**
Team member identity scale-2	.62**
Criterion-related validity constructs	
Team helping behavior	.55**

** . Correlation is significant at the 0.01 level (2-tailed).

Table 7. Correlations among the Worker role identity meanings scale and other constructs

	Worker role identity meanings scale
<u>Convergent validity constructs</u>	
Worker identity scale-1	.31**
Worker identity scale-2	.61**
Work centrality scale	.27**
<u>Criterion-related validity constructs</u>	
Work ethic	.36**
Work-related cynicism	-.38**

** . Correlation is significant at the 0.01 level (2-tailed).

Study 1 Discussion

Overall, taken together, the pattern of correlations reported in Study 1 above provide initial support for the construct validity of the three 6-item measures of the Self-respect, Worker, and Team member identity meanings scales. In the studies conducted subsequently, I use these three identity meanings scales to test the various hypotheses presented in this dissertation.

Limitations and future research

One limitation of this study is that all the samples used in the study were drawn from Mturk, a service that has been criticized for comprising individuals that are considered professional survey takers who pay limited attention to surveys when completing them (Goodman, Cryder & Cheema, 2013). To ensure that respondents were attentive to the survey, I included attention checks throughout the survey. Respondents who failed these were precluded from continuing on in the survey. I also restricted the survey, which was hosted on Qualtrics so that only one response per IP address was

allowed. Thus, if a respondent failed an attention check, he/she could not re-take the survey again. Notwithstanding the above, future research is encouraged to test these hypotheses in the field using a sample not perceived by some to be professional survey takers.

Theoretical and Practical implications

Although developed to test my proposed research hypotheses on the outcomes of identity non-verification, these three scales can be used to advance both theory and practice. Regarding its benefits to theory, I had noted earlier about the dearth of scales that can be used to measure individuals' Self-respect, Team member, and Worker role identity meanings. The scales created processes (e.g., identity verification and its outcomes) related to these particular identities.

With respect to practical benefits, the scales created indicate the meanings individuals attach to their different identities. Having knowledge of these meanings may help organizations in different ways. First, it may help organizations identify and eliminate factors within the workplace that may threaten the meanings employees attach to these identities (e.g., events/situations such as experienced interpersonal mistreatment that suggest to employees that they are not who they think they are). Second this knowledge may aid organizations in efforts to proactively enable work environments that ensure that employees feel valued, consequently verifying how they view themselves. For instance, implementing a workplace recognition system/program which acknowledges and rewards employees' contributions can lead to the verification of employees' identity meanings which may in turn, lead to positive employee outcomes (e.g., work performance).

CHAPTER FIVE

Study 2

A Vignette Design Study of the Relationships between Experienced Interpersonal Mistreatment, Target's Identities, Emotions and Behaviour

Study 2 is a vignette-based study designed to test my research hypotheses. Prior research (e.g., Aguinis & Bradley, 2014; Evans et al., 2015) recommends the use of vignettes as a reasonable study design for research (such as the current study), which seeks to enhance experimental realism in its investigation. Vignettes allow the researcher to investigate criterion variables (e.g., intentions, attitudes, and behaviors) while manipulating and controlling the independent variable(s) (Aguinis & Bradley, 2014). In this study, I test the various hypotheses related to overall identity activation, the activation of the different identities, identity non-verification, emotional responses and behavioral outcomes (i.e., behavioral intentions). I also examine identity centrality as a moderator of the relationship between identity non-verification and individual's emotional responses.

Study 2 was conducted in three phases. Phase I involved the development of the vignettes to be used in the study. In Phase II I conducted a pilot test of the vignettes. Phase III is where I conducted the tests of hypotheses.

Phase I – Vignette Development

Method

Respondents and Procedure. As noted in Chapter two, several highly related constructs are argued to describe interpersonal mistreatment, and their associated measures have been noted in the literature. To ensure that the study vignettes were based

on a representative sample of acts of interpersonal mistreatment often measured by research, we drew from 5 current scales used to measure 5 forms of interpersonal mistreatment: social undermining (Duffy, Ganster & Pagon, 2002), workplace incivility (Cortina, Kabat-Farr, Leskinen, Huerta & Magley, 2013), workplace bullying (Einarsen, Hoel & Notelaers, 2009), workplace ostracism (Ferris et al., 2008), and abusive supervision (Tepper, 2000). See Appendix D for the lists of items comprising each of these scales.

Next, I employed two graduate (PhD level) student raters who were asked to work on their own and to identify the most common behavioral items across the 5 measurement scales. In my discussions with these raters, I explained the objectives of the exercise and provided information on how to assess commonalities among the various scales of interest. Each rater then worked on his/her own to identify the items used to measure the interpersonal mistreatment behaviors common to each interpersonal mistreatment scale. Following numerous discussions, a final list of 5 common interpersonal mistreatment behavioral items was derived.

Although the wordings of the items from each scale varied, the underlying understanding of the items was the same. The first item involved the perpetrator accusing or making the target feel incompetent. The second item involved exclusion from others at work. The third item involved the perpetrator addressing the target in unprofessional terms publicly or making insulting or disrespectful remarks about the target. The fourth item involved the perpetrator talking negatively about the target behind his/her back. The fifth item involved the perpetrator paying little attention to, or belittling the target's opinions and/or ideas.

Vignettes were not developed to link specific acts of interpersonal mistreatment to the activation and non-verification of a specific identity. Rather, the goal was to ensure that a reasonable chance was provided to facilitate the activation of the three identities. Three vignettes were developed for each of the 5 items to provide different contexts for the interpersonal mistreatment, (for a total of 15 vignettes developed). Some vignettes referenced the word “team” because the interpersonal mistreatment described occurred in a team context.

Furthermore, I controlled for the source of the experienced interpersonal mistreatment. This is because prior research indicates that the effects of interpersonal mistreatment may vary depending on the source, with interpersonal mistreatment from supervisors being associated with a stronger impact on targets than that from other sources (e.g., coworkers) (Hershcovis & Barling, 2010). Specifically, I focused on the supervisor/team leader as the source of the interpersonal mistreatment experienced in the vignettes.

I also controlled for the supervisor/team leader’s sex by not identifying whether the perpetrator was male or female. I did this to avoid the possibility that the gender of the perpetrator might influence individuals’ responses to the interpersonal mistreatment experience described in the vignette.

The five behavioral items identified above, and the fifteen vignettes developed above were subsequently subjected to further examination and refinement by two subject matter experts who are actively engaged in the interpersonal mistreatment research domain. These SMEs possess expertise in vignette development and vignette-based studies in general.

First, I reviewed the objectives of the study with these SMEs and explained how the vignettes fit within the study. Next, I provided each SME with the list of common items derived by the doctoral student raters, as well the different vignettes that I developed using these items. Each scholar was asked to evaluate the vignettes and provide feedback on (i) whether all common items in the five scales that identified were correctly reflected in the vignettes, and (ii) the validity of the vignettes. The SMEs were asked to keep in mind the two considerations discussed earlier: (i) vignettes were developed to reflect instances of commonly occurring acts of interpersonal mistreatment (and not to link particular acts of interpersonal mistreatment to the activation of, and the subsequent non-verification of a particular identity), and (ii) experiences described in the vignettes should be concise and clear to ensure that respondents understood what was described.

Following detailed discussions with the SMEs, the selected five items were confirmed as reflecting the common items on the five measures of interpersonal mistreatment reviewed. Additionally, following several iterations of the vignettes, fifteen adequately constructed vignettes were developed for use in the study. See Appendix F and G respectively for the final list of common measurement items, and the final versions of the fifteen vignettes thus developed.

Phase II – Pilot Test

I conducted a pilot test for two main reasons. Firstly, I wanted test whether the vignettes developed in Phase I of Study 2 activated at least one of the identities under investigation. Secondly, I wanted to assess whether the experience described in the vignettes had the potential to predict the non-verification of the identities activated. In

this case, I assessed the changes in respondents' identity meanings scores prior to reading the vignettes and after they had read the vignettes. A decrease in the identity meanings scores would indicate that respondents saw their identities reflected as less positive in that social interaction involving interpersonal mistreatment.

Method

Respondents. I recruited the pilot test sample using Mturk. The MTurk HIT asked specifically for individuals over the age of 18 years, residing in the United States, who were currently employed, and who were working in teams. A restriction was built into the survey itself so that a potential respondent who indicated that he/she did not meet these requirements was not allowed to complete the survey. The Mturk HIT was restricted to only respondents with an approval rating of 99% or higher, and who had a HIT approval rating of 10000 HITs or higher. I included an additional qualification that prevented workers who had previously completed any survey related to my dissertation from completing the current survey. I also restricted the survey so that only one response per IP address was allowed and all respondents were required to answer each question in the surveys.

I collected data for the pilot test from thirty five respondents who completed fifteen vignettes each for a total of five hundred and twenty five vignettes completed. Of these respondents, 20 (57.14%) were males and 15 (42.86%) were females. The sample's mean age was 31.31 years old (SD= 7.67). Seventy two per cent of respondents were Caucasian with other races represented as and follows; 3 (8.3%) Asians or Asian Americans, 2 (2.6%) Blacks or African Americans, and 5 (13.9%) Hispanics or Latinos. Different industries were represented in the sample including insurance (4.1%), retail

(4.1%), healthcare (2%), food service (2%), finance (2%), and manufacturing (2%) and held positions in various levels in their organization including 20 (55.6%) in non-managerial positions, 8 (22.2%) in first level supervisory positions, and approximately 8 (22.2%) in middle to executive level positions.

Procedure. The survey questionnaire (hosted by Qualtrics) was structured as follows. Following the informed consent page and some demographic questions (e.g., whether or not they were working fulltime and whether they were working in teams), respondents were presented with the study's definitions of identity and identity meanings. Next, respondents' identity standards for each of the three identities under study were assessed. Subsequently, each of the 15 vignettes was presented to respondents who were asked to read the vignette and answer the questions that followed.

The vignettes were presented in the same order for each respondent. The questions following each of the vignettes were in the same order for each vignette. After reading a vignette, respondents were first asked to indicate to what extent the experienced described in the vignette made them uncomfortable. Next, they were provided a list of the three identities under study and asked to select the most relevant in the situation described. Next, respondents' reflected appraisals were measured by asking them to report on their perception of how they thought the perpetrator in the vignette saw them if they were the target in the interaction described.

Several attention checks in the form of questions on different well known nursery rhymes were included in this survey. Specifically, respondents were asked to select the answer that is contrary to the generally accepted answer. For instance, respondents were asked the question, "Mary had a little lamb its (*space for answer*) was white as snow?"

The answer is fleece. To know if you are paying attention, please select the second option.” The two options provided were wool and fleece. Respondents who selected “wool” were automatically stopped from completing the survey. Further demographic information were collected in between questions. All surveys were designed to be forced response so that respondents had to answer each survey question. Each respondent who completed the survey was compensated \$6.00US.

Measures

Identity Meanings (i.e., identity standards). Identity meanings standard were measured using the three separate 6-item identities meanings scales created in Study 1 to measure the Self-respect, Worker, and Team member identity meanings. The main concepts under study – identity and identity meanings – were first defined for respondents. Each of the three main questions on identity meanings began with the study’s definition of the identity. Respondents were then asked to consider the set of adjective descriptions that formed each bipolar adjective scale and to indicate where they would place themselves on the scales. Responses ranged from 1 to 7, where 1 indicated agreement with one bipolar adjective, 7 indicated agreement with the other bipolar adjective, and 4 placed the respondent in between the two adjectives. Applicable negatively worded items were reversed coded, and respondents’ responses on all items were summed with a higher value indicating a more positive Self-respect, Worker, and Team member identity. The variables (called Self-respect, Worker, and Team member identity in the analysis), were then standardized. Cronbach’s alphas for each identity meanings scale are as follows: Self-respect person identity = .89; Team member social identity = .86 and Worker role identity = .85.

Experienced Interpersonal Mistreatment. I employed the fifteen different vignettes developed in Phase I to simulate experienced interpersonal mistreatment.

Identity activation. To measure identity activation, definitions for the Self-respect person identity, Team member Social identity, and the Worker role identity were first provided to respondents. This was followed by the ensuing passage: “An identity is relevant to a situation if the situation evokes meanings that one associates with the identity. For example, a situation that involves the opportunity to teach a child may make the “parent identity” relevant. A situation that involves the opportunity to take charge may make the “leadership identity” relevant.” Respondents were subsequently asked the question “Please indicate which of the three identities defined below is MOST relevant in the experience described in the vignette above. If none is relevant, please select “none of the above”. Although more than one of the three identities defined below may be relevant to the experience described in the vignette above, I ask that you indicate only the one you feel is MOST relevant.” The following four options were provided: (i) Self-respect person identity, (ii) Worker role identity, (iii) Team member social identity, and (iv) None of the above. Respondents who selected the last option were asked to write down what identity they thought was applicable.

Following data collection, only three instances were recorded where respondents indicated none of the three identities had been activated. In each of these cases, the respondents indicated that the relevant vignettes had activated two of the three identities under investigation simultaneously. Data related to these instances were discarded and not used in the subsequent analyses.

Reflected Appraisals. This variable was measured using the three identity meanings scales created in Study 1. The survey was designed such that when a respondent selects a given identity as relevant in the vignette presented, he/she is directed to a subsequent survey page where he/she completes the reflected appraisal question specific to that particular identity. Respondents were asked to respond to the following question, “You have selected the [*insert the identity selected by the respondent as relevant*] as the most relevant in the vignette described above. In this study, your [*insert the identity selected by the respondent as relevant*] identity represents [*insert the definition of the identity selected by the respondent as relevant*]. Assuming you were the target as shown in the vignette, please consider each of the adjective descriptions provided in the bipolar adjective scale below and indicate where you think your supervisor/team leader places you in the vignette described above” Items from that particular identity meanings scale were then presented. Applicable negatively worded items were reversed coded and respondents’ responses on all items were summed with a higher value indicating a more positive Self-respect, Worker, and Team member identity. The reflected appraisal variable for each vignette was then standardized. Cronbach’s alphas for each reflected appraisals scale are as follows: reflected appraisal Self-respect person identity = .82; reflected appraisal Team member social identity = .77 and reflected appraisal Worker role identity = .94.

Identity Non-verification. This construct was measured similar to past research (e.g., Burke & Stets 2009; Carter, 2010; Stets & Carter, 2010). Identity non-verification was computed for only those vignettes where an identity was deemed activated. The standardized reflected appraisal was subtracted from the standardized identity standard

measure to create the identity non-verification variable for each identity indicated as activated. Each value was then squared so that a departure from 0 (either in a negative or positive direction) represented a greater degree of non-verification. Because reflected appraisal was measured for each of the fifteen vignettes presented, identity non-verification was also measured for each vignette. That is, non-verification was assessed fifteen times for each respondent.

Analyses

Prior to conducting the analyses discussed below, I split the sample into three subsamples. Each subsample comprised all instances wherein a specific identity was noted as activated. Thus, three subsamples were created representing all instances in which the Self-respect person identity (n=261), Team member social identity (n=141), and Worker role identity were each activated (n=122).

To assess whether the vignettes activated at least one of the identities examined, I conducted Chi-square tests comparing the observed number of times each identity is activated against the expected frequency. I examined the null hypothesis that those for whom an identity was activated would be no different from those for whom the identity was not activated. (i.e., a 50-50 percent proportion). For each sub-sample analyzed I that tested whether the Self-respect person Identity, Team member social identity, and the Worker role identity were each activated for a significantly large proportion of respondents in the study. See Table 8 for further details on the Chi-square tests.

Table 8. Summary of results on Chi-square tests of significance of identity activation (Pilot Study)

	Not activated	Identity activation	χ^2	<i>p</i> -value
<hr/>				
Activation of Self-respect person identity				
Expected frequency (50%)	130.5	130.5	261	<i>p</i> = 0.00
Observed Frequency (50%)	0	261		
<hr/>				
Activation of Team member social identity				
Expected frequency (50%)	70.5	70.5	141	<i>p</i> = 0.00
Observed Frequency (50%)	0	141		
<hr/>				
Activation of Worker role identity				
Expected frequency (50%)	61	61	122	<i>p</i> = 0.00
Observed Frequency (50%)	0	122		
<hr/>				

To test whether the interpersonal mistreatment as described in the vignettes brought about a change (a decrease) in respondents' identity meanings scores for identities noted as activated, I conducted a series of paired-sample t-tests comparing respondents' identity standard (reported prior to reading the 15 vignettes - T1) and their reported reflected appraisal (reported after having read the vignettes - T2). I expected that for each vignette, there would be, for at least one activated identity, a statistically significant difference between respondents' identity standard reported at T1, and their reflected appraisals at T2 (also measured using the same identity meanings scale). Three separate sets of analyses were conducted on each of the three subsamples noted above. In

all, 44 paired-samples t-tests were run. To correct for familywise error rate, I used a Bonferroni corrected alpha of .003 for each test. I could not run a paired-samples t test for vignette 13 in the Worker role identity sub-sample because the sum of case-weights was less than or equal to 1. Tables 9, 10, and 11 details the results of the t-tests, broken down by subsample.

Results

Identity activation. Table 8 reports the results of the Chi-square tests assessing identity activation in the pilot study. As the results show, across each sub-sample, I rejected the null hypothesis because the results indicate that there is a significant difference between those for whom the relevant identity was activated compared to those for whom it was not activated. Specifically, for each of the subsamples (i.e., Self-respect person identity, team member social identity, and Worker role identity subsamples) the proportion of respondents for whom the relevant identity (in that subsample) was activated was significantly greater than those for whom the relevant identity was not activated. Consequently, I expected that the vignettes were adequate to use in Study 2.

Change in identity meanings scores. As the results in Tables 9, 10, and 11 show, each vignette did result in differences (a decrease) in respondents' identity meanings scores pre-, and post reading the vignettes. These differences were statistically significant for most vignettes. However, the difference in identity meanings scores for some vignettes were not statistically significant for some identities although statistical significance was achieved for other identities for the same vignette. For instance, the difference in respondents' Self-respect identity meanings scores at T1 and T2 for vignette #7 was statistically significant ($M= 18.25, SD= 9.95$) $t(11) = 6.36, p < 0.001$ compared to

the difference in respondents' Worker role identity meanings scores at T1 and T2 for the same vignette ($M= 10.00$, $SD= 7.12$) $t(3) = 2.81$, $p = 0.067$.

VIGNETTE	PAIRS	n	MEAN	SD	t	df	p
1	Self-respect Person Identity meanings score (Identity standard) - T1	11	35.09	4.95	6.98	10	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	11	16.55	4.59			
2	Self-respect Person Identity meanings score (Identity standard) - T1	21	35.38	5.44	7.04	20	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	21	19.00	7.69			
3	Self-respect Person Identity meanings score (Identity standard) - T1	19	35.11	4.47	9.14	18	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	19	15.47	6.05			
4	Self-respect Person Identity meanings score (Identity standard) - T1	15	36.20	4.23	9.8	14	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	15	13.33	5.78			
5	Self-respect Person Identity meanings score (Identity standard) - T1	16	35.94	5.03	8.10	15	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	16	15.50	6.42			
6	Self-respect Person Identity meanings score (Identity standard) - T1	2	39.50	3.54	3.29	1	0.19
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	2	16.50	6.36			
7	Self-respect Person Identity meanings score (Identity standard) - T1	12	35.92	5.53	6.36	11	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	12	17.67	5.76			
8	Self-respect Person Identity meanings score (Identity standard) - T1	16	35.38	4.83	9.68	15	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	16	13.69	5.39			
9	Self-respect Person Identity meanings score (Identity standard) - T1	11	36.91	3.62	9.56	10	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	11	14.27	5.08			
10	Self-respect Person Identity meanings score (Identity standard) - T1	9	36.33	5.20	10.39	8	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	9	12.11	6.13			
11	Self-respect Person Identity meanings score (Identity standard) - T1	30	4.57	4.57	13.50	29	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	30	6.35	6.35			
12	Self-respect Person Identity meanings score (Identity standard) - T1	24	35.75	4.95	10.90	23	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	24	19.21	5.46			
13	Self-respect Person Identity meanings score (Identity standard) - T1	25	35.32	5.28	11.15	24	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	25	16.04	5.89			
14	Self-respect Person Identity meanings score (Identity standard) - T1	26	35.58	5.04	12.32	25	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	26	13.23	5.67			
15	Self-respect Person Identity meanings score (Identity standard) - T1	24	35.29	5.38	12.22	23	0.00
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	24	14.21	4.70			

VIGNETTE	PAIRS	n	MEAN	SD	t	df	p
1	Team Member Social Identity meanings score (Identity standard) - T1	4	32.50	5.45	4.18	3.00	0.03
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	4	14.25	3.95			
2	Team Member Social Identity meanings score (Identity standard) - T1	6	35.33	4.89	5.29	5.00	0.00
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	6	21.83	2.04			
3	Team Member Social Identity meanings score (Identity standard) - T1	3	32.00	5.00	2.51	2.00	0.13
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	3	18.00	5.29			
4	Team Member Social Identity meanings score (Identity standard) - T1	2	36.00	1.41	6.25	1.00	0.10
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	2	11.00	7.07			
5	Team Member Social Identity meanings score (Identity standard) - T1	3	35.33	4.16	2.43	2.00	0.14
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	3	16.67	9.45			
6	Team Member Social Identity meanings score (Identity standard) - T1	24	36.29	4.34	12.34	23.00	0.00
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	24	12.79	5.73			
7	Team Member Social Identity meanings score (Identity standard) - T1	19	36.53	4.44	7.91	18.00	0.00
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	19	18.37	6.23			
8	Team Member Social Identity meanings score (Identity standard) - T1	16	36.75	4.04	13.23	15.00	0.00
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	16	10.50	5.09			
9	Team Member Social Identity meanings score (Identity standard) - T1	21	35.81	5.12	10.31	20.00	0.00
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	21	11.81	6.28			
10	Team Member Social Identity meanings score (Identity standard) - T1	16	36.06	4.45	10.03	15.00	0.00
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	16	12.38	5.94			
11	Team Member Social Identity meanings score (Identity standard) - T1	2	30.50	4.95	1.70	1.00	0.34
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	2	13.50	9.19			
12	Team Member Social Identity meanings score (Identity standard) - T1	7	32.86	6.94	2.78	6.00	0.03
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	7	21.00	7.02			
13	Team Member Social Identity meanings score (Identity standard) - T1	9	38.00	2.55	11.64	8.00	0.00
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	9	13.00	5.32			
14	Team Member Social Identity meanings score (Identity standard) - T1	5	35.20	6.46	4.31	4.00	0.01
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	5	10.60	6.50			
15	Team Member Social Identity meanings score (Identity standard) - T1	4	33.25	4.79	3.85	3.00	0.03
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	4	16.75	3.86			

Table 11. Results of the Paired-samples t-test of non-verification scores - Worker Role Identity

VIGNETTE	PAIRS	n	MEAN	SD	t	df	p
1	Worker Role Identity meanings score (Identity standard) - T1	21	35.81	5.25	8.91	20	0.00
	Worker Role Identity meanings score (Reflected Appraisal) - T2	21	14.71	6.9			
2	Worker Role Identity meanings score (Identity standard) - T1	7	36.14	6.09	3.05	6	0.02
	Worker Role Identity meanings score (Reflected Appraisal) - T2	7	21.29	9.23			
3	Worker Role Identity meanings score (Identity standard) - T1	13	37.77	4.17	7.68	12	0.00
	Worker Role Identity meanings score (Reflected Appraisal) - T2	13	14.15	8.58			
4	Worker Role Identity meanings score (Identity standard) - T1	17	35.53	4.05	8.64	16	0.00
	Worker Role Identity meanings score (Reflected Appraisal) - T2	17	12.41	7.75			
5	Worker Role Identity meanings score (Identity standard) - T1	16	35.88	5.34	9.21	15	0.00
	Worker Role Identity meanings score (Reflected Appraisal) - T2	16	12.19	6.08			
6	Worker Role Identity meanings score (Identity standard) - T1	9	35.22	5.89	3.97	8	0.00
	Worker Role Identity meanings score (Reflected Appraisal) - T2	9	16.89	8.94			
7	Worker Role Identity meanings score (Identity standard) - T1	4	32.00	5.48	2.81	3	0.07
	Worker Role Identity meanings score (Reflected Appraisal) - T2	4	22.00	7.26			
8	Worker Role Identity meanings score (Identity standard) - T1	3	32.00	3.61	1.49	2	0.28
	Worker Role Identity meanings score (Reflected Appraisal) - T2	3	19.00	12.12			
9	Worker Role Identity meanings score (Identity standard) - T1	4	33.00	3.56	2.05	3	0.13
	Worker Role Identity meanings score (Reflected Appraisal) - T2	4	17.75	11.56			
10	Worker Role Identity meanings score (Identity standard) - T1	10	33.5	5.06	4.04	9	0.00
	Worker Role Identity meanings score (Reflected Appraisal) - T2	10	17.1	8.35			
11	Worker Role Identity meanings score (Identity standard) - T1	2	31.5	0.71	1.13	1	0.46
	Worker Role Identity meanings score (Reflected Appraisal) - T2	2	23.00	9.9			
12	Worker Role Identity meanings score (Identity standard) - T1	4	35.50	6.45	2.18	3	0.12
	Worker Role Identity meanings score (Reflected Appraisal) - T2	4	22.50	5.97			
13	Worker Role Identity meanings score (Identity standard) - T1						
	Worker Role Identity meanings score (Reflected Appraisal) - T2						
14	Worker Role Identity meanings score (Identity standard) - T1	4	32.00	3.46	1.59	3	0.21
	Worker Role Identity meanings score (Reflected Appraisal) - T2	4	20.00	12.96			
15	Worker Role Identity meanings score (Identity standard) - T1	7	36.43	3.99	5.54	6	0.00
	Worker Role Identity meanings score (Reflected Appraisal) - T2	7	14.71	7.23			

Discussion – Pilot study

I conducted the pilot test to assess whether the vignettes developed for Study 1 were designed appropriately as to activate at least one of the identities under investigation. As well, I conducted the pilot study to assess whether the experience of interpersonal mistreatment described in the vignettes had the potential to predict the non-verification of the identities activated. The results from the study showed that at least one identity was activated by the experience described in each vignette. Furthermore, for all fifteen vignettes in which an identity was activated, there was a decrease in respondents' identity meaning scores in T2. Although in some cases this difference in identity meanings scores was not statistically significant for some activated identities, statistical significance in differences in identity meanings scores was achieved for other identities activated by these same vignettes. This was deemed acceptable as ultimately, one of the goals noted previously was to ensure that the experiences predicted non-verification, notwithstanding the identity activated. Overall, the results from the study indicate adequate vignette design. Consequently, the vignettes were used in the test of the research hypotheses.

Phase III – Main Test of Study Hypotheses

Method

Respondents. Respondents were recruited from the United States (US) using a Qualtrics Panel (N=130). Respondents in the panel were required to be over the age of 18 years, residing in the US, working fulltime (35 hours or more) and working in a team⁶. A restriction was built into the survey itself so that a potential respondent who indicated that

⁶ The same definition of team used in Study 1 and the pilot test was used in recruiting panel respondents in Study 2.

he/she did not meet these requirements was not allowed to complete the survey. I also restricted the Qualtrics survey so that only one response per IP address was allowed and all respondents were required to answer each question in the surveys.

Data were collected from 151 respondents who viewed the same fifteen vignettes and answered the subsequent questions related to each of the vignettes. Of these, 21 respondents were deleted for patterned responses to the survey. The final sample comprised 130 respondents. In total, respondents provided 1,950 responses. Of this number, 15 were responses in which the respondents indicated that none of the three identities were activated, and 3 were responses in which the respondents indicated that more than 1 of the 3 identities was activated. Consequently, these were removed from the subsequent analyses discussed in the next section leaving a final response set of 1,932 responses. The final overall sample of respondents comprised 65 (50%) males and 65 (50%) females. The sample's mean age was 39.61 years old ($SD=11.836$). Seventy eight per cent of respondents were Caucasian with other races represented as follows; 9.2% Asians or Asian Americans, 5.4% Blacks or African Americans and 7.7% were Hispanics or Latinos. Different industries were represented in the sample including information technology (13.07%), education (11.54%), healthcare (10.77%), retail (9.23%), manufacturing (9.23%), and finance (5.38%). Respondents held positions in various levels in their organization including 37.69% in non-managerial positions, 6.95% in first level supervisory positions, 16.15% in middle management, and 15.39% in executive level positions.

Procedure. The survey questionnaire was similar to that used in the pilot study. However, unlike the pilot study survey, respondents' emotional and behavioural responses were also measured for each vignette after reporting on their reflected appraisals. All

respondents read the 15 vignettes in the same order, and answered the related questions. The survey included several attention checks. Similar to Study 1, these were in the form of questions on different well known nursery rhymes. Respondents were asked to select the answer contrary to the generally known answer. Demographic information was collected in-between vignettes. Prior to data collection, several timed runs of the survey indicated that it would take at least 45 minutes to complete the survey. This time was used by Qualtrics when recruiting the final panel, to reject respondents who completed the survey too quickly. Qualtrics was paid \$23.00US for each respondent who completed the survey successfully.

Measures

Identity Meanings (i.e., identity standards). Identity meaning standards were measured using the three separate 6-item identities meanings scales created in Study 1 to measure the Self-respect, Worker, and Team member identity meanings, respectively. Following the same approach used in the Study 1, the main concepts under study – identity and identity meanings – were defined for respondents. Respondents were then asked to consider the set of adjective descriptions that formed each bipolar adjective scale and to indicate where they would place themselves on the scales. Responses range from 1 to 7, where 1 indicates agreement with one bipolar adjective, 7 indicates agreement with the other bipolar adjective, and 4 places the respondent in between the two adjectives. Applicable negatively worded items were reversed coded, and respondents' responses on all items were summed with a higher value indicating a more positive Self-respect, Worker, and Team member identity. The variables were then standardized. Cronbach's alphas for each identity meanings scale are: Self-respect person identity = .79; Team member social identity = .87 and Worker role identity = .89.

Experienced Interpersonal Mistreatment. I used the fifteen different vignettes developed in Phase I to simulate experienced interpersonal mistreatment.

Identity activation. To measure identity activation, I first provided definitions for the Self-respect person identity, Team member Social identity, and the Worker role identity. This was followed by the following key passage: “An identity is relevant to a situation if the situation evokes meanings that one associates with the identity. For example, a situation that involves the opportunity to teach a child may make the “parent identity” relevant. A situation that involves the opportunity to take charge may make the “leadership identity” relevant.” Respondents were subsequently asked the question “Please indicate which of the three identities defined below is MOST relevant in the experience described in the vignette above. If none is relevant, please select “none of the above”. Although more than one of the three identities defined below may be relevant to the experience described in the vignette above, I ask that you indicate only the one you feel is MOST relevant.” The following four options were provided: (i) Self-respect person identity, (ii) Worker role identity, (iii) Team member social identity, and (iv) None of the above. Respondents who selected the last option were asked to write down what identity they thought was applicable. Following data collection, only three instances were recorded where respondents indicated none of the three identities had been activated. In each of these cases, the respondents indicated that the relevant vignettes had activated two of the three identities under investigation simultaneously. Data related to these instances were discarded and not used in the subsequent analyses.

Reflected Appraisals. This variable was measured using the three identity meanings scales created in Study 1. The survey was designed such that when a respondent selected a given identity as relevant in the vignette presented, he/she was directed to a subsequent

survey page where he/she completed the reflected appraisal question specific to that particular identity. Respondents were asked to respond to the following question, “You have selected the [*insert the identity selected by the respondent as relevant*] as the most relevant in the vignette described above. In this study, your [*insert the identity selected by the respondent as relevant*] identity represents [*insert the definition of the identity selected by the respondent as relevant*]. Assuming you were the target as shown in the vignette, please consider each of the adjective descriptions provided in the bipolar adjective scale below and indicate where you think your supervisor/team leader places you in the vignette described above”. Items from that particular identity meanings scale were then presented. Applicable negatively worded items were reversed coded and respondents’ responses on all items were summed with a higher value indicating a more positive Self-respect, Worker, and Team member identity. The reflected appraisal variable for each vignette was then standardized. Cronbach’s alphas for each reflected appraisals scale are as follows: reflected appraisal Self-respect person identity = .90; reflected appraisal Team member social identity = .87 and reflected appraisal Worker role identity = .93.

Identity Non-verification. This construct was measured similar to past research (e.g., Burke & Stets 2009; Carter, 2010; Stets & Carter, 2010). Identity non-verification was computed for only those vignettes where an identity was deemed activated. The standardized reflected appraisal was subtracted from the standardized identity standard measure to create the identity non-verification variable for each identity indicated as activated. Each value was then squared so that a departure from 0 (either in a negative or positive direction) represented a greater degree of non-verification. Because reflected appraisal was measured

for each of the fifteen vignettes presented, identity non-verification was also measured for each vignette. That is, non-verification was assessed fifteen times for each respondent.

Negative Emotional Response to non-verification. Negative emotional response was measured immediately following presentation of each vignette. Five different emotions – anger, guilt, disgust, fear and sadness – which are suggested by prior research (e.g., Kemper 1987; Lazarus, 1991; Plutchik 1980; Smith & Lazarus, 1993) as primary negative emotional responses were provided to respondents. Respondents were then asked to indicate using a 7-point scale ranging from 1 (not at all likely) to 7 (extremely likely), how likely it is they would feel each emotion if they were the target described in the vignettes. Responses on all five emotions were summed together to create a scale⁷ which was then used to measure individuals' general negative emotional response to identity non-verification; the higher the score, the more the individuals' negative emotional response to interpersonal mistreatment. These five emotions have been measured by research on both identity theory (Stets, 2005) and interpersonal mistreatment (e.g., Bunk & Magley, 2013) in the examination of negative emotional responses to non-verification, and reactions to interpersonal mistreatment respectively. Cronbach's alphas for negative emotional response to identity non-verification scale in the Self-respect person identity subsample, the Team member social identity subsample, and the Worker role identity subsample were .78, .70, and .75, respectively.

Discrete Emotions. In addition to the five emotions used to form the negative emotional response to non-verification scale discussed above, I also measured other discrete

⁷ I conducted a Principle-Axes Factor Analysis with Varimax rotation using these five emotions. Results (using Kaiser's rule: the number of factors determined by the number of eigenvalues equal to a value greater than one) showed support for a one-factor solution.

emotions pertinent to my investigation including depression, embarrassment, shame, and discomfort. Respondents were asked how likely it was that they would feel a given emotion if in-fact they were treated in the manner described in the vignette. Respondents answered the question using a 7-point scale ranging from 1 (not at all likely) to 7 (extremely likely). The survey was designed in such a way that if a respondent indicated that a particular identity was activated given the experience described in the vignette, the predicted emotions of interest related to that particular identity were presented (i.e., sadness and depression for the activated Self-respect person identity; embarrassment and shame for the Team member social identity, and discomfort and guilt for the Worker role identity). Additional positive responses such as excitement, empathetic and happy were measured following each vignette. The positive emotions were filler items to disguise the particular emotions of interest.

Behavioral Intentions. Respondents were presented with the question, “There are several ways to respond to the experience described in the vignette above. Assuming you were the target as shown in the vignette, consider the response options below and indicate which you would most likely take in response to the experience described in the vignette above”. Five response options were provided including: i) Do nothing; ii) Avoid interaction with my supervisor/team leader (depending on who was the perpetrator in the vignette); iii) Retaliate; iv) Report the incident to an organizational mediator (e.g., human resources or someone superior to my supervisor/team leader), and v) Find a way to reconcile with my supervisor/team leader. These response options relate to the various strategies suggested by past research as ways in which targets of interpersonal mistreatment cope with such experiences (e.g., Aquino et al., 2001; Aquino et al., 2006; Aquino & Douglas, 2003; Bies & Tripp, 1996; Bradfield & Aquino, 1999; Cortina & Magley, 2009; Porath & Pearson, 2012;

Skarlicki & Folger, 1997; Skarlicki et al., 1999; Tripp & Bies, 1997). Although five behavioral outcomes were measured, my focus was on the three key outcomes pertinent to my arguments – avoidance, retaliation, and reconciliation. The likelihood of engaging in each behavioral response was measured using a 7-point scale ranging from 1 (not at all likely) to 7 (extremely likely).

Identity Centrality. This variable was measured using the Harmon-Kizer, Kumar, Ortinau & Stock (2013) 7-item identity centrality scale. Respondents were asked to indicate the extent to which they agree or disagree with seven statements on a specific identity. The scale anchors range from 1 = strongly disagree to 7= strongly agree. Respondents' answers on the seven items were averaged to form one centrality measure per respondent. Sample statements include, "My _____ identity is an important reflection of who I am" and "My _____ identity is unimportant to my sense of what kind of person I am". Cronbach's alpha for Self-respect person identity centrality, the Team member social identity centrality, and the Worker role identity centrality were .76, .87, and .81, respectively.

Control variables. Four control variables were included as covariates in the various analyses conducted. These included three demographic variables - gender, age, and race - and respondents' general affective response to the experience described in the vignette⁸.

Research suggests that individuals may become targets of interpersonal mistreatment

⁸ Given the unpleasantness of the experiences described in the vignette, it is conceivable that respondents may experience affective reactions to the experiences described in general, separate from possible emotional responses they may have when they placed themselves as the role of the target of the mistreatment. Consequently, I controlled for this general affective reactions by asking respondents to identify how uncomfortable the described experience made them feel in general. One emotional outcome variable measured in the Worker Role Identity models is discomfort. To differentiate between these two similar sounding emotional responses, I linked the experience of discomfort to non-verification specifically by asking respondents to place themselves in the role of the target and to describe the extent to which the experience made them feel discomfort as a target of the interpersonal mistreatment described in the vignette.

because of their gender, age, and/or race (e.g., Cortina et al. 2001; Cortina, Kabat-Farr, Leskinen, Huerta & Magley, 2013; Einarsen & Skogstad, 1996; Aquino & Bradfield 2000; Salin, 2003a; for a review see Bowling and Beehr, 2006). Conceivably, individuals who perceive themselves as being targeted because of their gender, age and/or race may become hyper vigilant about possible risks of victimization (Allen & Badcock 2003; Kramer 1998) and may react more strongly to perceived interpersonal mistreatment. Consequently, I controlled for any such potential effects. General affective response to the experience described in the vignette was measured by asking respondents the question “*To what extent does the scenario described above make you uncomfortable?*” Respondents indicated their answers on a 7-point scale ranging from 1 (Not at all so) to 7 (Very much so).

Analyses

Following the same approach used in the pilot study, prior to conducting the analyses discussed below, I split the sample into three separate subsamples with each subsample comprising all instances wherein a specific identity was noted as activated. Thus, three subsamples were created representing all instances in which the Self-respect person identity (n= 878), Team member social identity (n=569), and Worker role identity (n=485) were each activated. Descriptive statistics, reliabilities and correlations among all study variables in each subsample above are shown in Tables 12, 13, and 14.

Table 12. Means, standard deviations and correlations of study variables - Self-respect person identity subsample (Study 2)

	Mean	SD	1	2	3	4	5	6	7	8	9	10	11
1 Gender													
2 Race			-.09*										
3 Age	40.24	11.66	-.02	.29**									
4 General affective response to vignette	6.18	1.20	.26**	.06	.11**								
5 Negative emotional response to non-verification	4.65	1.48	.06	.08*	-.01	.37**							
6 Sadness	5.08	1.84	.20**	.09*	.08**	.37**	.80**						
7 Depression	4.49	2.02	.15**	.02	.01	.31**	.76**	.69**					
8 Identity Centrality	4.86	1.05	-.06	.04	.13**	.00	-.07*	-.07*	-.04				
9 Non-verification of Self-respect person Identity	2.58	4.46	-.08*	-.01	-.09**	.10**	.32**	.20**	.25**	-.16**			
10 Avoidance	4.07	2.11	.06	-.01	-.01	.14**	.25**	.18**	.23**	-.13**	.16**		
11 Retaliation	3.08	2.00	-.24**	-.14**	-.15**	.00	.16**	.03	.04	-.35**	.29**	.29**	
12 Reconciliation	4.33	2.01	.00	.06	-.09*	.06	.31**	.24**	.27**	-.07*	.25**	-.16**	.11**

Note. N = 878

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Table 13. Means, standard deviations and correlations of study variables - Team member social identity subsample (Study 2)

	Mean	SD	1	2	3	4	5	6	7	8	9	10	11
1 Gender													
2 Race			-.19**										
3 Age	38.18	12.10	-.15**	.13**									
4 General affective response to vignette	6.12	1.14	.16**	.10*	.12**								
5 Negative emotional response to non-verification	4.61	1.28	.06	.00	-.08	.36**							
6 Embarrassment	5.26	1.78	.26**	.14**	-.08	.32**	.55**						
7 Shame	4.40	2.05	.12**	.03	-.21**	.19**	.67**	.55**					
8 Identity Centrality	4.56	1.21	.02	-.04	.05	.14**	.09	.05	.18**				
9 Non-verification of Team member social Identity	2.18	3.28	.14**	-.16**	-.02	-.08	.15**	.05	.11*	-.02			
10 Avoidance	4.13	2.11	.01	.00	-.14**	.09*	.31**	.21**	.10*	-.22**	.13**		
11 Retaliation	3.26	2.05	-.24**	-.17**	-.24**	-.07	.27**	.04	.21**	-.19**	.13**	.36**	
12 Reconciliation	4.42	2.01	.04	-0.07	-.18**	-.08	.04	.06	.21**	.18**	.03	-.23**	.01

Note. N = 485

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Table 14. Means, standard deviations and correlations of study variables - Worker role identity subsample (Study 2)

	Mean	SD	1	2	3	4	5	6	7	8	9	10	11
1 Gender													
2 Race			-.01										
3 Age	39.85	11.56	-.14**	.04									
4 General affective response to vignette	5.97	1.25	.28**	.18**	.17**								
5 Negative emotional response to non-verification	4.59	1.36	.19**	.08	-.02	.39**							
6 Discomfort	5.26	1.64	.31**	.12**	.08*	.48**	.63**						
7 Guilt	3.90	2.00	.00	.07	-.17**	.12**	.69**	.29**					
8 Identity Centrality	4.75	1.15	.13**	.01	.15**	.29**	.24**	.26**	.07				
9 Non-verification of Worker role identity	2.50	3.44	.00	.00	-.01	.07	.07	-.08	.08	.01			
10 Avoidance	4.09	2.03	.05	-.08*	-.06	.06	.17**	.08	.12**	-.17**	.01		
11 Retaliation	3.37	2.00	-.07	-.22**	-.12**	-.10*	.15**	-.09*	.15**	-.32**	.06	.39**	
12 Reconciliation	4.47	1.92	.11*	-.02	-.13**	.08	.22**	.15**	.29**	.12**	-.06	-.14**	.02

Note. N = 569

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Because data were collected at two levels – respondents (level 2 data) and their responses to the vignettes (level 1 data) – I used mixed model multilevel modeling to test the various relationships predicted in the study. A mixed model analysis is useful in addressing issues related to the assumption of homogeneity of regression in multilevel datasets. This is because it accounts for correlated data and unequal variances which is a very common occurrence in multilevel datasets involving for instance, the collection of repeated measurements from survey respondents (Charlton, 2014; Field, 2009). Mixed model analyses is used in research involving contextual clustering of data (e.g., data from students, clustered within schools) as well as in research involving intra-person clustering (e.g., repeated measurement of a construct, clustered within respondents) (Charlton, 2014; Hayes, 2006).

In this study, I conducted repeated measures mixed model analyses to test the hypothesized relationships because data on the outcomes variables (level1) were collected from respondents (level 2) more than once. Two Level 2 variables – age and identity centrality – were grand-mean centered to facilitate interpretation of the regression coefficients. Intercepts were allowed to vary; slopes were also varied with the exception of binary variables. A full maximum-likelihood method was used. The covariance structure was unspecified. I tested the various hypotheses using two different statistical programs useful for conducting multilevel analyses: R and SPSS. I used the Lmer function of the Lme4 package in R to test the following sets of hypotheses: H3a, H3b and H3c; H5a, H5b, H5c, H5d; H6a, H6b, H6c and H6d; and H7a, H7b, H7c and H7d. With the Lmer, I was able to fit repeated-measures mixed effects models to my data using an unspecified covariance structure. Furthermore, with the Lmer function, I avoided issues

of non-convergence of models, which sometimes occur when conducting mixed model analyses using SPSS.

I used SPSS 24 for the remaining analyses including my initial test of the “null” models. I used the MLmed program for multilevel mediation analyses (Rockwood & Hayes, 2017) to test the relationships predicted in the following hypotheses: H4a, 4b and 4c; H8a and H8b; H9; H10a and 10b; and H11. The MLmed is a computational macro for SPSS useful for the fitting of a variety of multilevel mediation and moderated mediation models. In the MLmed program, by default all slope terms are fixed and the random effect covariance matrix is set as diagonal, so that variances are freely estimated and covariances are constrained to zero (Rockwood, 2017). An advantage of these noted defaults is that they increase the likelihood of convergence (Rockwood, 2017). Findings relating to the main effect relationships reported below focus on the between-group effects results from these analyses as this is the level at which my research hypotheses are conceptualized. However, to provide a richer examination of the mediated relationships, I report on both the within-group and between-group indirect effects results of each mediated relationship.

Results

Investigating “null models”. Prior to assessing the hypothesized relationships regarding the effects of non-verification of each of the three identities under investigation and the hypothesized outcomes, I tested the “null” models for each identity under investigation. This is in line with recommendations by past research (Hayes, 2006; Heck, Thoman, & Tabata, 2010). I used the mixed procedure in SPSS 24 which allowed me to fit repeated-measures multilevel models to the data (Peugh & Enders, 2005) in my

analyses of the various null models. In these null models, I tested the proposition that respondents do not differ from each other, on average, on their reported non-verification. Three separate models (i.e., Self-respect Person identity model, Team member Social identity model, and the Worker Role identity model) were examined. In each of these models, respondents were entered in the analysis as random. The null hypotheses were assessed by calculating each model's intraclass correlation (ICC). The ICC was assessed using the formula $ICC = \sigma^2_0 / (\sigma^2_0 + \sigma^2_w)$, where σ^2_0 is the intercept variance and σ^2_w the estimated residual variance.

For each of the three models conducted the results show a statistically significant between-respondents difference in reported non-verification of the related identity given interpersonal mistreatment. For the Self-respect person identity model, the results were as follows: $[15.918 / (15.918 + 1.613) = 15.918 / 17.531$ or 90.8%. The intercepts varied significantly across respondents (Wald $Z = 7.624, p < .001$), consequently the null model was rejected. With respect to the Team member social identity model, the results were as follows: $[19.017 / (19.017 + .869) = 19.017 / 19.886$ or 95.63%. The intercepts varied significantly across respondents (Wald $Z = 7.284, p < .001$). Thus, the null model was rejected. Finally, regarding the Worker role identity model, the following results were found: $[6.724 / (6.724 + 1.249) = 6.724 / 7.973$ or 84.33%. The intercepts varied significantly across respondents (Wald $Z = 7.468, p < .001$). Thus, the null model was rejected. Consequently, I proceeded with the tests of the various hypothesized relationships. Table 15 reports on the results of the tests of the null hypotheses.

Table 15. Parameter Estimates for the null/baseline model examining respondent differences on reported non-verification of the Self-respect Person Identity, Team member Social Identity, and the Worker Role Identity

Self-respect Person Identity				
	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Fixed components				
Intercept	2.45	0.37***	1.73	3.18
Variance of random components				
Residual	1.61	0.08***	1.46	1.78
Intercept Variance (Respondents)	15.92	2.08***	12.31	20.58
(- 2LL) 3414.29				
Team member Social Identity				
Fixed components				
Intercept	2.72	0.42***	1.90	3.54
Variance of random components				
Residual	0.87	0.06***	0.75	1.00
Intercept Variance (Respondents)	19.02	2.61***	14.53	24.89
(- 2LL) 1801.47				
Worker Role Identity				
Fixed components				
Intercept	2.10	0.24***	1.62	2.58
Variance of random components				
Residual	1.25	0.08***	1.10	1.42
Intercept Variance (Respondents)	6.72	0.90***	5.17	8.74
(- 2LL) 2110.392				

* $p < .05$. ** $p < .01$. *** $p < .001$.

To test *H1a*, *H1b* and *H1c* which predicted that interpersonal mistreatment will be associated with the activation of the target's person, social and role identities

respectively, I conducted a series of Chi-square tests that compared the observed number of times each identity was activated against the expected frequency. For each sub-sample analyzed I tested whether the Self-respect person Identity, Team member social identity, and the Worker role identity were each activated for a significantly large proportion of respondents in the study. I examined the null hypothesis that those for whom an identity was activated would be no different from those for whom the identity was not activated (i.e., a 50-50 percent proportion). Specifically, I examined whether the proportion of respondents for whom the Self-respect person identity, team member social identity, and Worker role identity were activated was not different from the proportion of those indicating that neither of these identities were activated for them given the experience described in the vignette. Table 16 reports on the results of these Chi-square tests. As the results show, across each sub-sample, I reject the null hypothesis because the results indicate there is a statistically significant difference between those for whom the relevant identity was activated compared to those for whom it was not activated. Thus, H1a, H1b and H1c are supported.

Table 16. Summary of results on Chi-square tests of significance of identity activation (Main Study)

	Identity not activated	Identity activated	χ^2	<i>p</i> -value
<hr/>				
<u>Activation of Self-respect person identity</u>				
Expected frequency (50%)	446.5	446.5	834.01	<i>p</i> = 0.00
Observed Frequency (50%)	15	878		
<hr/>				
<u>Activation of Team member social identity</u>				
Expected frequency (50%)	292	292	441.8	<i>p</i> = 0.00
Observed Frequency (50%)	15	485		
<hr/>				
<u>Activation of Worker role identity</u>				
Expected frequency (50%)	292	292	525.54	<i>p</i> = 0.00
Observed Frequency (50%)	15	569		
<hr/>				

H2a, H2b and H2c examined the relationships between experienced interpersonal mistreatment and the non-verification of the target’s person, social and role identities. Because respondents provided data on both their identity standard and reflected appraisals for each vignette, I was able to compute respondents’ non-verification score for each vignette. However, to assess both the extent and direction of the differences between respondents’ identity standard (reported prior to reading the 15 vignettes), and their reported reflected appraisals (reported after having read the vignettes), I conducted a series of paired-samples t-test comparing respondents’ identity standard (T1) and their reported reflected appraisal (T2) for each of the 15 vignettes read in the study. Three separate sets of analyses were conducted on each of the three subsamples discussed previously. Thus, altogether, 45 paired-samples t-tests were run. To correct for familywise error rate, I used a Bonferroni corrected alpha of .003 for each test. Tables 17,

18 and 19 detail the results of the t-tests, broken down by sample used. For each of the 15 vignettes, the results indicate that how respondents saw themselves (i.e., their identity standard) was statistically significantly different from how they saw themselves reflected in each vignette. In each case, there was a decrease in the mean scores of their identity meanings. Furthermore, the Eta-squared statistics reported for each vignette indicate a consistently large effect size. Overall, these results which show a reported decrease in how positive respondents saw themselves following the experience of interpersonal mistreatment described in the vignettes, indicate the non-verification of respondents' Self-respect person identity, Worker role identity, and team member social identity, respectively.

Table 17. Results of the Paired-samples t-test of non-verification scores - Self-respect Person Identity								
VIGNETTE	PAIRS	N	MEAN	SD	t	df	p	Eta squared
1	Self-respect Person Identity meanings score (Identity standard) - T1	54	37.15	6.01	7.18	53	0.00	0.49
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	54	23.28	12.28				
2	Self-respect Person Identity meanings score (Identity standard) - T1	55	37.78	4.71	12.20	54	0.00	0.73
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	55	20.62	8.79				
3	Self-respect Person Identity meanings score (Identity standard) - T1	69	37.01	5.83	14.31	68	0.00	0.75
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	69	15.99	8.76				
4	Self-respect Person Identity meanings score (Identity standard) - T1	52	37.88	5.63	12.63	51	0.00	0.76
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	52	15.48	9.11				
5	Self-respect Person Identity meanings score (Identity standard) - T1	51	37.14	5.87	12.27	50	0.00	0.75
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	51	16.43	8.83				
6	Self-respect Person Identity meanings score (Identity standard) - T1	31	36.52	6.65	6.71	30	0.00	0.60
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	31	18.87	11.25				
7	Self-respect Person Identity meanings score (Identity standard) - T1	49	37.37	5.49	9.65	48	0.00	0.66
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	49	21.35	9.07				
8	Self-respect Person Identity meanings score (Identity standard) - T1	46	37.48	4.90	11.10	45	0.00	0.73
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	46	17.41	9.81				
9	Self-respect Person Identity meanings score (Identity standard) - T1	42	37.74	5.19	11.27	41	0.00	0.76
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	42	16.64	8.97				
10	Self-respect Person Identity meanings score (Identity standard) - T1	32	37.44	5.67	7.86	31	0.00	0.67
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	32	19.47	9.79				
11	Self-respect Person Identity meanings score (Identity standard) - T1	89	37.93	3.91	19.80	88	0.00	0.82
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	89	16.79	8.20				
12	Self-respect Person Identity meanings score (Identity standard) - T1	83	38.04	4.83	15.61	82	0.00	0.75
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	83	20.10	7.91				
13	Self-respect Person Identity meanings score (Identity standard) - T1	72	37.83	5.02	16.71	71	0.00	0.80
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	72	16.82	8.02				
14	Self-respect Person Identity meanings score (Identity standard) - T1	69	37.70	4.72	15.76	68	0.00	0.79
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	69	16.03	8.59				
15	Self-respect Person Identity meanings score (Identity standard) - T1	84	37.48	5.22	17.91	83	0.00	0.79
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	84	16.81	7.90				

VIGNETTE	PAIRS	N	MEAN	SD	t	df	p	Eta squared
1	Team Member Social Identity meanings score (Identity standard) - T1	28	37.96	5.06	7.40	27	0.00	0.67
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	28	21.71	10.44				
2	Team Member Social Identity meanings score (Identity standard) - T1	29	38.17	4.06	8.63	28	0.00	0.73
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	29	20.72	10.86				
3	Team Member Social Identity meanings score (Identity standard) - T1	13	38.46	5.52	4.16	12	0.00	0.59
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	13	22.54	12.30				
4	Team Member Social Identity meanings score (Identity standard) - T1	19	36.79	5.03	4.96	18	0.00	0.58
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	19	21.05	13.07				
5	Team Member Social Identity meanings score (Identity standard) - T1	24	37.92	3.88	6.27	23	0.00	0.63
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	24	21.38	12.42				
6	Team Member Social Identity meanings score (Identity standard) - T1	66	38.44	3.88	19.74	65	0.00	0.86
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	66	13.88	9.00				
7	Team Member Social Identity meanings score (Identity standard) - T1	51	38.63	3.58	16.47	50	0.00	0.84
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	51	14.76	8.38				
8	Team Member Social Identity meanings score (Identity standard) - T1	54	38.7	3.33	22.87	53	0.00	0.91
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	54	11.41	7.42				
9	Team Member Social Identity meanings score (Identity standard) - T1	51	38.82	3.67	14.47	50	0.00	0.81
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	51	14.8	10.57				
10	Team Member Social Identity meanings score (Identity standard) - T1	51	38.82	3.67	16.11	50	0.00	0.84
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	51	14.8	9.83				
11	Team Member Social Identity meanings score (Identity standard) - T1	12	38.92	3.06	4.90	11	0.00	0.69
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	12	22.67	10.99				
12	Team Member Social Identity meanings score (Identity standard) - T1	24	37.79	3.19	9.74	23	0.00	0.80
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	24	20.92	7.32				
13	Team Member Social Identity meanings score (Identity standard) - T1	29	37.76	3.89	8.88	28	0.00	0.74
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	29	20.72	9.50				
14	Team Member Social Identity meanings score (Identity standard) - T1	17	36.88	5.87	5.69	16	0.00	0.67
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	17	19.82	11.44				
15	Team Member Social Identity meanings score (Identity standard) - T1	17	38.18	3.09	8.46	16	0.00	0.82
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	17	17.18	10.21				

Table 19. Results of the Paired-samples t-test of non-verification scores - Worker Role Identity								
VIGNETTE	PAIRS	N	MEAN	SD	t	df	p	Eta squared
1	Worker Role Identity meanings score (Identity standard) - T1	46	38.24	4.66	12.62	45	0.00	0.78
	Worker Role Identity meanings score (Reflected Appraisal) - T2	46	17.13	9.57				
2	Worker Role Identity meanings score (Identity standard) - T1	46	36.7	7.21	6.82	45	0.00	0.51
	Worker Role Identity meanings score (Reflected Appraisal) - T2	46	22.8	10.42				
3	Worker Role Identity meanings score (Identity standard) - T1	46	37.72	5.81	8.85	45	0.00	0.63
	Worker Role Identity meanings score (Reflected Appraisal) - T2	46	19.59	11.48				
4	Worker Role Identity meanings score (Identity standard) - T1	57	37.79	5.59	13.72	56	0.00	0.77
	Worker Role Identity meanings score (Reflected Appraisal) - T2	57	14.93	9.71				
5	Worker Role Identity meanings score (Identity standard) - T1	54	37.87	6.07	12.38	53	0.00	0.74
	Worker Role Identity meanings score (Reflected Appraisal) - T2	54	15.96	9.71				
6	Worker Role Identity meanings score (Identity standard) - T1	32	36.31	6.66	7.36	31	0.00	0.64
	Worker Role Identity meanings score (Reflected Appraisal) - T2	32	20.34	9.25				
7	Worker Role Identity meanings score (Identity standard) - T1	27	35.37	7.19	5.08	26	0.00	0.50
	Worker Role Identity meanings score (Reflected Appraisal) - T2	27	22.81	9.29				
8	Worker Role Identity meanings score (Identity standard) - T1	31	36.19	8.26	6.09	30	0.00	0.55
	Worker Role Identity meanings score (Reflected Appraisal) - T2	31	20.61	10.6				
9	Worker Role Identity meanings score (Identity standard) - T1	37	36.41	7.59	7.89	36	0.00	0.63
	Worker Role Identity meanings score (Reflected Appraisal) - T2	37	18.35	9.29				
10	Worker Role Identity meanings score (Identity standard) - T1	46	36.91	6.87	10.43	45	0.00	0.71
	Worker Role Identity meanings score (Reflected Appraisal) - T2	46	16.48	9.72				
11	Worker Role Identity meanings score (Identity standard) - T1	25	35.48	8.70	4.91	24	0.00	0.50
	Worker Role Identity meanings score (Reflected Appraisal) - T2	25	20.88	10.27				
12	Worker Role Identity meanings score (Identity standard) - T1	23	35.17	7.88	5.05	22	0.00	0.54
	Worker Role Identity meanings score (Reflected Appraisal) - T2	23	22.39	8.57				
13	Worker Role Identity meanings score (Identity standard) - T1	29	36.83	6.90	7.42	28	0.00	0.66
	Worker Role Identity meanings score (Reflected Appraisal) - T2	29	18.97	9.02				
14	Worker Role Identity meanings score (Identity standard) - T1	43	37.33	6.18	11.78	42	0.00	0.77
	Worker Role Identity meanings score (Reflected Appraisal) - T2	43	16.02	8.34				
15	Worker Role Identity meanings score (Identity standard) - T1	27	36.22	6.77	8.04	26	0.00	0.71
	Worker Role Identity meanings score (Reflected Appraisal) - T2	27	17.67	8.34				

I analyzed three separate repeated measures mixed models in my tests of **H3a**, **H3b** and **H3c** which investigate the relationships between non-verification of target's person, social and role identities and his/her negative emotional response to the non-verification. Level 1 comprised the 15 vignettes used in the study and associated outcome variables measured at this level, whereas level 2 comprised respondents and all demographic variables measured. The four control variables discussed earlier were included as covariates in these analyses. All variables were entered as fixed except respondents which were entered as random. In support of H3a, H3b, and 3c, results from Model 1, Model 2, and Model 3 respectively show that the non-verification of the Self-respect person Identity model $F(1, 617.57) = 5.39, p < .05$, Team member social identity $F(1, 237.05) = 4.48, p < 0.05$ and Worker role identity $F(1, 447.43) = 28.73, p < 0.001$, are statistically significantly and positively related to negative emotional response. The pseudo R^2 (Peugh, 2010) for each respective model is as follows: for Model 1, 0.82 (81.76%), Model 2, 0.31 (30.89%), and Model 3, 0.78 (77.80%). Pseudo R^2 is calculated, in accordance with Peugh (2010), as the square of the correlation between the model's predicted values and the observed values. These results indicate that the non-verification of the relevant identity in the model (i.e., Self-respect person identity, Team member social identity, and Worker role identity respectively), and respondents' gender, age, race, general affective response to the experience described in the vignette accounts for 81.76% of the variation in respondents' general negative affective response in Model 1, 30.89% of the variance in respondents' general negative affective response in Model 2, and 77.80% of the variation in respondents' general negative affective response in Model

3. ICCs for each respective model are .21 .67, and .17. See Tables 20, 21, and 22 below for a summary of the above results and estimates from each model.

Table 20. Estimates of fixed effects of non-verification of Self-respect person identity on negative emotional responses to non-verification

Variable	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Age	-0.008	0.009	-0.021	0.015
Gender	0.135	0.207	-0.271	0.542
Race	0.030	0.064	-0.094	0.155
General affective response to vignette	0.242	0.030***	0.187	0.304
Non-verification of Self-respect Person Identity	0.042	0.020*	0.006	0.067
2LL = -1086.50				
Pseudo R ² = 0.82				

Note. N = 878.

*p < .05. **p < .01. ***p < .001.

Table 21. Estimates of fixed effects of non-verification of Team member social identity negative emotional responses to non-verification

Variable	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Age	-0.003	0.008	-0.020	0.013
Gender	0.103	0.199	-0.287	0.492
Race	0.004	0.058	-0.109	0.118
General affective response to vignette	0.234	0.045***	0.147	0.322
Non-verification of Team member Social Identity	0.043	0.020*	0.003	0.083
2LL = -634.40				
Pseudo R ² = 0.31				

Note. N = 485.

*p < .05. **p < .01. ***p < .001.

Table 22. Estimates of fixed effects of non-verification of Worker role identity on negative emotional responses to non-verification

Variable	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Age	-0.008	0.008	-0.024	0.009
Gender	0.140	0.195	-0.242	0.523
Race	0.025	0.056	-0.084	0.134
General affective response to vignette	0.265	0.039***	0.189	0.341
Non-verification of Worker role Identity	0.125	0.023***	0.079	0.171

2LL = -745.9
Pseudo R² = 0.7780

Note. N = 569.

*p < .05. **p < .01. ***p < .001.

H4a, H4b and H4c predict that negative emotional response due to non-verification of the person, social and role identities will be associated with individual's behavioral responses. As note previously, although research suggests various outcomes of interpersonal mistreatment, my analyses focused on the three key behavioral outcome variables - avoidance, retaliation, and reconciliation – that are pertinent to my research hypotheses. To test whether negative affective responses were associated with each of these behaviors, I conducted three separate mediation analyses for each of the identity subsamples for a total of nine relationships examined. The four control variables were included as covariates in these analyses. The demographic variables were included as level 2 covariates whereas the general affective response to the vignette was included as a level 1 covariate. Tables 23, 24, and 25 report the results and estimates from the various mediation analyses conducted for the Self-respect person identity subsample, the Team member social identity subsample, and the Worker role identity subsample, respectively.

In support of H4a, the between-group indirect effects results indicate that negative emotional response to non-verification of the self-respect person identity mediate the relationships between non-verification and respondents' intention to avoid ($\beta = 0.034, p < .05$), retaliate against ($\beta = 0.028, p < .05$), and reconcile with ($\beta = .031, p < .05$) the perpetrator. These results indicate a positive relationship. Results on the within-group indirect effects reveal statistically non-significant relationships between non-verification and avoidance ($\beta = 0.002, n.s$), retaliatory ($\beta = .0015, n.s$), and reconciliatory ($\beta = 0.002, n.s$) behaviors.

For the Team member social identity, in partial support of H4b, the between-group indirect effects results shows that negative emotional response to non-verification of the Team member social identity mediates the relationships between non verification and respondents' intention to avoid ($\beta = 0.033, p < .05$) and retaliate against ($\beta = 0.032, p < .05$) the perpetrator; however, it does not mediate the relationship between non-verification and respondents' intention to reconcile with ($\beta = 0.014, n.s$) the perpetrator. These results indicate that negative emotional response to non-verification of the Team member social identity predicts respondents' intention to engage in avoidance and retaliatory behaviors. Results on the within-group indirect effects indicate that negative emotional response to the non-verification of the Team member social identity does not mediate the relationships between non-verification and avoidance ($\beta = 0.002, n.s$), retaliation ($\beta = 0.005, n.s$), and reconciliation ($\beta = -0.002, n.s$).

With respect to the Worker role identity, contrary to what was hypothesized, the between-group indirect effects results indicate that negative emotional response to non-verification does not mediate the relationships between non-verification and respondents'

intention to avoid ($\beta = 0.01$, *n.s.*), retaliate against ($\beta = 0.032$, *n.s.*), and reconcile with ($\beta = .023$, *n.s.*) the perpetrator. However, negative emotional response to non-verification predicted respondents' intention to retaliate against ($\beta = 0.515$, $p < .001$), and reconcile with ($\beta = .361$, $p < .01$) the perpetrator. These results suggest that negative emotional response is not a mediator of the hypothesized relationships. Results on the within-group indirect effects indicate a statistically significant relationship between non-verification of the Worker role identity, and respondents' intention to avoid the perpetrator ($\beta = .044$, $p < .01$), but not for the intention to retaliate against ($\beta = .01$, *n.s.*), and reconcile with ($\beta = -.004$, *n.s.*) the perpetrator.

Table 23. Results of Mediation Analysis - Estimates of Indirect effects of non-verification of Self-respect person identity on behavioral intentions through targets' negative emotional response

Independent variable	DV = Intention to Avoid the Perpetrator				DV = Intention to Retaliate against the Perpetrator				DV = Intention to Reconcile with the Perpetrator			
	β	SE	95% CI		β	SE	95% CI		β	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Age	-0.010	0.013	-0.036	0.015	-0.022	0.013	-0.047	0.003	-0.021	0.013	-0.047	0.005
Gender	0.103	0.298	-0.488	0.693	-0.914**	0.291	-1.490	-0.339	-0.038	0.302	-0.636	0.559
Race	-0.028	0.087	-0.200	0.145	-0.180*	0.085	-0.348	-0.012	0.037	0.088	-0.137	0.212
General affective response to Vignette	0.068	0.173	-0.275	0.412	-0.062	0.169	-0.396	0.272	-0.025	0.175	-0.372	0.321
Non-verification of Self-respect person Identity	0.015	0.038	-0.059	0.090	0.061	0.037	-0.011	0.134	0.039	0.038	-0.036	0.114
Negative emotional response to non-verification	0.425**	0.131	0.166	0.685	0.350**	0.128	0.097	0.604	0.395	0.133	0.132	0.658
	-2LL 5427.033				-2LL 5064.908				-2LL 5164.091			
	Estimate	SE	95% CI		Estimate	SE	95% CI		Estimate	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Indirect Effect Through Mediator												
Within-group indirect effects	0.002	0.003	-0.004	0.009	0.002	0.003	-0.004	0.008	0.002	0.003	-0.004	0.009
Between-group indirect effects	0.034*	0.015	0.008	0.068	0.028*	0.014	0.006	0.059	0.031*	0.015	0.007	0.065

Note. N = 878. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Table 24. Results of Mediation Analysis - Estimates of Indirect effects of non-verification of Team member social Identity on behavioral intentions through targets' negative emotional response

Independent variable	DV = Intention to Avoid the Perpetrator				DV = Intention to Retaliate against the Perpetrator				DV = Intention to Reconcile with the Perpetrator			
	β	SE	95% CI		β	SE	95% CI		β	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Age	-0.022	0.013	-0.048	0.004	-0.025*	0.012	-0.049	-0.001	-0.019	0.014	-0.046	0.007
Gender	-0.038	0.317	-0.665	0.589	-0.845*	0.297	-1.434	-0.256	0.095	0.329	-0.556	0.746
Race	0.008	0.090	-0.171	0.186	-0.191	0.085	-0.359	-0.024	0.028	0.093	-0.157	0.213
General affective response to Vignette	0.039	0.186	-0.330	0.408	-0.314	0.174	-0.658	0.030	-0.132	0.193	-0.513	0.249
Non-verification of Team member social Identity	0.047	0.039	-0.029	0.124	0.043	0.036	-0.027	0.113	0.014	0.039	-0.064	0.092
Negative emotional response to non-verification	0.575***	0.151	0.276	0.873	0.555***	0.141	0.275	0.835	0.248	0.156	-0.062	0.557
	-2LL 3039.683				-2LL 2833.862				-2LL 2967.245			
	Estimate	SE	95% CI		Estimate	SE	95% CI		Estimate	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Indirect Effect Through Mediator												
Within-group indirect effects	0.003	0.006	-0.008	0.017	0.005	0.009	-0.012	0.024	-0.002	0.005	-0.013	0.007
Between-group indirect effects	0.033*	0.0162	0.006	0.068	0.032*	0.016	0.006	0.067	0.014	0.011	-0.003	0.040

Note. N = 485. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Table 25. Results of Mediation Analysis – Estimates of Indirect effects of non-verification of Worker role Identity on behavioral intentions through targets’ negative emotional response

Independent variable	DV = Intention to Avoid the Perpetrator				DV = Intention to Retaliate against the Perpetrator				DV = Intention to Reconcile with the Perpetrator			
	β	SE	95% CI		β	SE	95% CI		β	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Age	-0.008	0.014	-0.036	0.019	-0.008	0.013	-0.032	0.017	-0.022	0.012	-0.046	0.002
Gender	-0.015	0.337	-0.683	0.653	-0.491	0.303	-1.090	0.108	-0.092	0.296	-0.678	0.494
Race	-0.038	0.091	-0.217	0.141	-0.215**	0.081	-0.376	-0.054	0.005	0.079	-0.152	0.162
General affective response to Vignette	0.115	0.191	-0.263	0.493	-0.436*	0.171	-0.774	-0.097	0.079	0.168	-0.253	0.411
Non-verification of Worker role Identity	0.024	0.061	-0.096	0.144	0.068	0.054	-0.040	0.176	-0.044	0.053	-0.149	0.061
Negative emotional response to non-verification	0.224	0.153	-0.078	0.527	0.515***	0.137	0.243	0.786	0.361**	0.134	0.095	0.627
	-2LL 3551.024				-2LL 3419.936				-2LL 3503.898			
	Estimate	SE	95% CI		Estimate	SE	95% CI		Estimate	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Indirect Effect Through Mediator												
Within-group indirect effects	0.044**	0.0153	0.017	0.076	0.015	0.012	-0.007	0.040	-0.004	0.013	-0.028	0.021
Between-group indirect effects	0.014	0.014	-0.006	0.047	0.032	0.021	-0.003	0.079	0.023	0.016	-0.002	0.060

Note. N =569. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

H5a and H5b predict, respectively, that the non-verification of a person identity would be associated with feelings of sadness, and that this relationship would be stronger when the identity is of low centrality. *H5c and 5d* predict, respectively, that the non-verification of a person identity would be associated with feelings depression, and that this relationship would be stronger when the identity is of high centrality. To test these hypotheses, I analyzed 2 separate mixed models. Model 1 assessed the relationship between the non-verification of the Self-respect person identity and sadness, and the moderating role of identity centrality on this relationship. Model 2 tested the relationship between the non-verification of the Self-respect person identity and depression, and the moderating role of identity centrality on this relationship. In addition to the predictor and criterion variables, I also included the four study control variables. Moreover, the Self-respect person identity centrality measure was included as a moderator in both models. All variables were entered as fixed variables and respondents were entered as a random variable. Results from the mixed model analyses of Model 1 indicate that the non-verification of the Self-respect person identity is statically significantly positively associated with experienced sadness $F(1, 741.49) = 3.94, p < 0.05$; however, the interaction of non-verification and identity centrality was not statistically significantly related to sadness $F(1, 580.56) = 0.080, n.s.$ The pseudo R^2 for model 1 is .7488 indicating that 74.88% of the variance in respondents' feelings of sadness can be accounted for by the non-verification of respondents' Self-respect person identity, and respondents' gender, age, race, and general affective response to the experience described in the vignette. The ICC for Model 1 is .14.

With respect to Model 2, results from the mixed model analyses show that the non-verification of the Self-respect person identity is statistically significantly and positively associated with experienced depression $F(1, 696.24) = 4.19, p < 0.05$. However, the interaction of non-verification and identity centrality is not statistically significantly related to depression $F(1, 533.07) = 0.391, n.s.$ The pseudo R^2 for model 2 is 0.6959 indicating that the non-verification of respondents' Self-respect person identity, and respondents' gender, age, race, and general affective response to the experience described in the vignette accounts for 69.59% of the variation in respondents' feelings of depression. The ICC for Model 2 is .58.

Taken together, these results indicate support for H5a and H5c by suggesting that when targeted with interpersonal mistreatment which results in the non-verification of the Self-respect person identity, individuals are likely to feel sad and depressed; however, contrary to H5b and H5d, the results suggest that identity centrality does not moderate the extent to which these feelings are experienced. Table 26 provides further details on the analyses including related estimates.

Table 26. Estimates of Fixed effects of non-verification of Self-respect person identity on targets' sadness and depression

MODEL	DV = SADNESS			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 1				
Age	0.009	0.011	-0.0124	0.0301
Gender	0.585*	0.243	0.1086	1.0606
Race	0.069	0.074	-0.0752	0.2142
General affective response to Vignette	0.286***	0.043	0.2016	0.3698
Self-respect person identity centrality	0.038	0.137	-0.2293	0.3058
Non-verification of Self-respect person Identity	1.942*	0.620	0.0006	0.0986
Non-verification*Self-respect person identity centrality	-0.007	0.025	-0.0564	0.0422
2LL = -1390.3				
Pseudo R ² = 0.7488				
DV = DEPRESSION				
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 2:				
Age	-0.005	0.012	-0.0283	0.0191
Gender	0.455	0.271	-0.0767	0.9873
Race	0.009	0.082	-0.1528	0.1702
General affective response to Vignette	0.265***	0.051	0.1645	0.3655
Self-respect person identity centrality	-0.035	0.154	-0.3372	0.2666
Non-verification of Self-respect person Identity	0.060*	0.029	0.0026	0.1179
Non-verification*Self-respect person identity centrality	0.018	0.029	-0.0392	0.0760
2LL = -1545.6				
Pseudo R ² = 0.6959				

Note. N = 878.

*p < .05. **p < .01. ***p < .001.

H6a and H6b predict that the non-verification of a social identity would be associated with feelings of embarrassment, with the relationship being stronger when the identity is of low centrality. **H6c and H6d** predict, respectively, that the non-verification

of a role identity would be associated with feelings of shame, and that the relationship being stronger when the identity is of high centrality. I tested these hypotheses by analyzing 2 separate models. In Model 1, I examined the relationship between the non-verification of the Team member social identity and embarrassment, and the moderating role of identity centrality on this relationship. In Model 2, I tested the relationship between the non-verification of the Team member social identity and shame, and the moderating role of identity centrality on this relationship. Besides the predictor and criterion variables, I also included the four study control variables in the analyses. Furthermore, I included the Team member social identity centrality measure as a moderator in both models. All variables in the 2 models were entered as fixed variables except for the respondents who were entered as a random variables. The non-verification of the Team member social identity is not statistically significantly related to experienced embarrassment $F(1, 210.37) = 0.378, n.s.$ Moreover, the interaction of non-verification with identity centrality is not statistically significantly related to embarrassment $F(1, 234.13) = 0.48, n.s.$ The ICC for Model 1 is .48. Likewise in Model 2, non-verification of the team member social identity is not statistically significantly related to shame $F(1, 216.89) = 2.091, n.s.$ Furthermore, the interaction of non-verification and identity centrality does not have a statistically significant effect on the experience of shame $F(1, 248.22) = 0.639, n.s.$ The ICC for Model 2 is .53. In sum, these results do not provide support for H6a, H6b, H6c and H6d. These results and related estimates can be found in Table 27.

Table 27. Estimates of fixed effects of non-verification of Team member social identity on targets' embarrassment and shame

MODEL 1	DV = EMBARRASSMENT			
	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	-0.007	0.010	-0.0269	0.0134
Gender	0.950***	0.245	0.4680	1.4321
Race	0.184**	0.072	0.0431	0.3242
General affective response to Vignette	0.246***	0.071	0.1073	0.3848
Team member identity centrality	0.128	0.117	-0.1027	0.3578
Non-verification of Team member social Identity	0.017	0.028	-0.0376	0.0720
Non-verification*Team member Social identity centrality	-0.017	0.024	-0.0633	0.0302
2LL = -853.8				
MODEL 2	DV = SHAME			
	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	-0.024	0.012	-0.0481	0.0007
Gender	0.428	0.299	-0.1572	1.0131
Race	0.094	0.087	-0.0770	0.2649
General affective response to Vignette	0.253**	0.081	0.0938	0.4119
Team member identity centrality	0.334*	0.142	0.0549	0.6127
Non-verification of Team member social Identity	0.048	0.033	-0.0171	0.1131
Non-verification*Team member social identity centrality	-0.023	0.028	-0.0778	0.0327
2LL = -919.4				

Note. N = 485.

*p < .05. **p < .01. ***p < .001.

H7a and H7b predict respectively, that the non-verification of a role identity would be associated with feelings of discomfort, and that this relationship will be stronger when the identity is of low centrality. *H7c and H7d* predict, respectively, that the non-verification of a role identity would be associated with feelings of guilt, with the

relationship being stronger when the identity is of high centrality. To test these hypotheses, I analyzed 2 separate mixed models with discomfort and guilt as criterion variables respectively. Model 1 assessed the relationship between the non-verification of the Worker role identity and discomfort, and the moderating role of identity centrality on this relationship. Model 2 tested the relationship between the non-verification of the Worker role identity and guilt, and the moderating role of identity centrality on this relationship. In addition to the predictor and criterion variables, I also included the four study control variables. Furthermore, Worker role identity centrality measure was included as a moderator of each of the direct relationships between non-verification and the experience of each emotion - to test whether identity centrality predicted the extent to which the target felt these emotions. Except for respondents who were entered as a random variable, all variables in the 2 different models were entered as fixed variables.

Contrary to my predictions in H7a and H7b, results from the mixed model analyses of Model 1 indicate that neither the non-verification of the Worker role identity $F(1, 216.16) = 0.753, n.s.$, nor its interaction with identity centrality $F(1, 243.95) = 1.002, n.s.$, are statistically significantly related to experienced discomfort. The ICC for Model 1 is 0.88. On the other hand, results from Model 2 show that non-verification of the Worker role identity is statistically significantly and positively related to respondents' experience of guilt $F(1, 323.39) = 11.42, p < 0.001$. However the interaction of non-verification and identity centrality does not have a statistically significant and positive effect on targets' experience of guilt $F(1, 364.57) = 0.0259, n.s.$ The pseudo R^2 for Model 2 is 0.6689 indicating that the non-verification of respondents' Worker role identity, and

respondents' gender, age, race, and general affective response to the experience described in the vignette accounts for 66.89% of the variance in respondents' feelings of guilt. The ICC for Model 2 is .56. In summary, the results discussed above provide support for H7c. However, H7a, H7b and H7d were not supported. These results and related estimates can be found in Table 28.

Table 28. Estimates of fixed effects of non-verification of Worker role identity on targets' discomfort and guilt

MODEL	DV = DISCOMFORT			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 1				
Age	0.004	0.009	-0.0135	0.0206
Gender	0.641***	0.200	0.2497	1.0324
Race	0.079	0.056	-0.0308	0.1881
General affective response to Vignette	0.395	0.055	0.2875	0.5033
Worker role identity centrality	0.199	0.111	-0.0196	0.4171
Non-verification of Worker role Identity	0.025	0.029	-0.0315	0.0815
Non-verification*Worker role identity centrality	-0.027	0.027	-0.0795	0.0257
2LL = -933.7				
	DV = GUILT			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 2:				
Age	-0.032*	0.013	-0.0572	-0.0067
Gender	-0.430	0.297	-1.0118	0.1524
Race	0.092	0.084	-0.0718	0.2555
General affective response to Vignette	0.205**	0.069	0.0707	0.3394
Worker role identity centrality	0.007	0.161	-0.3095	0.3226
Non-verification of Worker role Identity	0.133***	0.04	0.0560	0.2107
Non-verification*Worker role identity centrality	0.006	0.036	-0.0654	0.0771
2LL = -1060.0				
Pseudo R ² = 0.6689				

Note. N = 569.

*p < .05. **p < .01. ***p < .001.

H8a and H8b, respectively, predict that the experience of sadness and depression following the non-verification of targets' person identities will be positively associated with targets' avoidance behaviors. To test *H8a* and *H8b*, I conducted 2 separate mediation analyses where I examined sadness and depression as mediators of the relationship between non-verification of the Self-respect person identity, and respondents' intention to avoid the perpetrator. Contrary to *H8a*, findings on the between-group indirect effects indicate that sadness does not mediate the relationships between the non-verification of the Self-respect person identity, and respondents' intention to avoid the perpetrator ($\beta = 0.010$, *n.s.*). Similarly, within-group indirect effects of sadness on the relationship are not statistically significant ($\beta = 0.001$, $p = .71$). However, the results from the second mediation analyses indicate support for *H8b* with depression shown to mediate the relationship between the non-verification of the Self-respect person identity and respondents' intention to avoid the perpetrator ($\beta = 0.248$; $p = .08^9$). The results show that the confidence interval does not contain zero, suggesting statistically significant effects. Within-group indirect effects of depression on the relationship are not statistically significant ($\beta = .001$, *n.s.*). Tables 29 and 30 report on the above results and the related estimates from each of mediation analyses.

⁹Typically, this result would be considered non-significant given that the p-value (calculated using the normal-theory test/Sobel test) is above the cut-off point normally cited as acceptable in research. However, because the MCCI does not contain zero, it is considered significant. This argument is based on recent research (e.g., Hayes & Scharkow, 2013; Preacher & Selig, 2012) which indicates that compared to other methods (e.g., the normal-theory test/Sobel test), the MCCI method is a more powerful test of significance when assessing indirect effects because it maintains an adequate Type I error rate. Further support of the above assertion is provided by other research (e.g., Altman, Machin, Bryant & Gardner, 2002; Gardner & Altman, 1986; Greenland et al., 2016; du Prel, Hommel, Röhrig & Blettner, 2009) which recommends the use of confidence intervals as a better approach to assessing statistical significance particularly in so-called close results (du Prel et al., 2009).

Table 29. Estimates of indirect effects of non-verification of targets' Self-respect person identity on intention to avoid the perpetrator through targets' experienced sadness

DV = Intention to Avoid the Perpetrator				
Independent Variable	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	-0.014	0.013	-0.040	0.012
Gender	0.028	0.309	-0.584	0.640
Race	-0.026	0.090	-0.204	0.152
General affective response to Vignette	0.182	0.182	-0.178	0.542
Non-verification of Self-respect person Identity	0.040	0.038	-0.035	0.114
Sadness	0.180	0.117	-0.051	0.411
	-2LL 6046.44			
Indirect Effect Through Mediator	Estimate	SE	95% CI	
			Lower Bound	Upper Bound
Within-group indirect effects	0.001	0.003	-0.004	0.008
Between-group indirect effects	0.010	0.009	-0.003	0.032

Note. N = 878. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Table 30. Estimates of indirect effects of non-verification of targets' Self-respect person identity on intention to avoid the perpetrator through targets' experienced depression

Independent Variable	DV = Intention to Avoid the Perpetrator			
	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	-0.011	0.013	-0.037	0.015
Gender	0.018	0.304	-0.584	0.619
Race	-0.017	0.088	-0.191	0.158
General affective response to Vignette	0.156	0.171	-0.183	0.494
Non-verification of Self-respect person Identity	0.028	0.038	-0.046	0.103
Depression	0.248*	0.100	0.048	0.447
	-2LL 6353.652			
	Estimate	SE	95% CI	
			Lower Bound	Upper Bound
Indirect Effect Through Mediator				
Within-group indirect effects	0.001	0.003	-0.005	0.007
Between-group indirect effects	0.021*	0.012	0.002	0.050

Note. N = 878. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Hypothesis 9. H9 predicts that the experience of embarrassment following the non- verification of targets' social identities will be positively associated with targets' reconciliatory behaviors. Typically, research (e.g., Baron & Kenny, 1986) has suggested that to establish a mediated relationship, three direct effects relationships (i.e., the prediction of the outcome variable from each of the independent variable and the mediator, in addition to the prediction of the mediator from the independent variable) need to be statistically significant. However, recent research (e.g., Zhao, Lynch & Chen, 2010) has disputed this argument. According to Zhao et al. the minimum requirement needed to demonstrate a mediation relationship is a statistically significant $a \times b$

relationship where the “a” relationship in the mediation model refers to the statistically effect of the independent variable on the mediator variable and the “b” relationship refers to the effects of the mediator on the outcome variable. Consequently, although the results from the test of H6 show that non-verification was not related to targets’ experience of embarrassment, I tested the noted $a \times b$ relationship for significance to ensure that a possible mediation relationship was not overlooked. I conducted a significance test of this relationship using the Monte Carlo Method for Assessing Mediation (Selig & Preacher, 2008) interactive tool available from the following website:

<http://www.quantpsy.org/medmc/medmc.htm>. This interactive tool uses the parameter estimates and their associated asymptotic variances and covariance, to conduct random draws from the joint distribution of a and b which are then simulated and the product of these values computed. During the analyses, the above noted procedure is repeated a very large number of times (20,000 times) and the resulting distribution of the $a \times b$ values is used to estimate a confidence interval around the observed value of $a*b$. The results from this test indicated a statistically non-significant relationship (Monte Carlo confidence interval (MCCI) = -0.0037 to 0.0051). Thus, **H9** was not supported.

Notwithstanding the above results, I explored the possibility that both embarrassment (given interpersonal mistreatment), and the non-verification of targets’ team member social identity may predict targets’ reconciliatory behaviors. I analyzed a model in which I entered reported embarrassment and non-verification as predictors of targets’ reconciliatory behaviors. Results from this model show that neither embarrassment $F(1, 446.00) = 1.73, n.s$ nor non-verification $F(1, 249.01) = 1.437, n.s$, are statistically significantly related to targets’ reconciliatory behaviors towards the

perpetrator. The ICC for this model is .70. See Table 31 for more information on the results of this model. Taken together, these results fail to support H9.

Table 31. Estimates of fixed effects of Embarrassment and non-verification of Team member social identity on targets' intention to reconcile with the perpetrator

MODEL	DV = Intention to Reconcile with the Perpetrator			
	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	-0.020	0.013	-0.0468	0.0059
Gender	0.101	0.326	-0.5367	0.7396
Race	0.024	0.095	-0.1610	0.2095
General affective response to Vignette	-0.041	0.070	-0.1777	0.0953
Non-verification of Team member social Identity	-0.039	0.032	-0.1025	0.0247
Embarrassment	0.058	0.044	-0.0282	0.1434
2LL = -851.0				

Note. N = 485.

*p < .05. **p < .01. ***p < .001.

H10a predicts that the experience of shame following the non-verification of targets' social identities will be positively associated with targets' avoidance behaviors; whereas **H10b** predicts that such feelings of shame will be positively associated with targets' retaliatory behaviors. Earlier, I noted in the test of H6c (see page 133) that non-verification is not statistically significantly related to shame. However, to ensure that a potential mediation relationship is not disregarded, I assessed the indirect $a \times b$ relationship as recommended by research (Zhao et al., 2010). The test for significance was conducted using the Monte Carlo Method for Assessing Mediation (Selig & Preacher, 2008) interactive tool. Results indicate a statistically non-significant $a \times b$ relationship for a mediation relationship with respondents' intention to avoid the

perpetrator as an outcome (MCCI= -0.0053 to 0.0371). I conducted some exploratory analyses by investigating whether shame and non-verification of respondents' team member social identity predicts their avoidance behavior. To test the relationship, I analyzed a mixed model (Model 1) with intention to avoid the perpetrator as an outcome. Results from Model 1 show that neither shame $F(1, 473.80) = 0.70, n.s.$, nor non-verification $F(1, 239.66) = 1.813, n.s.$, predicts respondents' avoidance behavior. Taken together, these results indicate a lack of support for H10a. The ICC for this Model is 0.64. See table 32 for a summary of estimates from this model.

Table 32. Estimates of Fixed effects of shame and the non-verification of the Team member social identity on targets' intention to avoid the perpetrator

MODEL	DV = Intention to Avoid the Perpetrator			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 1				
Age	-0.022	0.014	-0.0493	0.0050
Gender	0.140	0.332	-0.5119	0.7911
Race	0.020	0.097	-0.1699	0.2090
General affective response to Vignette	0.018	0.078	-0.1347	0.1716
Non-verification of Team member social Identity	0.047	0.035	-0.0213	0.1146
Shame	-0.036	0.043	-0.1205	0.0485
	2LL = -900.0			

Note. N = 485.

* $p < .05$. ** $p < .01$. *** $p < .001$.

To assess H10b, I once again conducted the test for significance for the indirect $a \times b$ relationship with retaliation as the outcome variable. Results from this test indicate a statistically significant $a \times b$ relationship (MCCI= 0.0008 to 0.04811). Consequently, I proceeded to test for a mediated relationship. Findings from this mediation analyses,

provide support of H10b, with shame found to mediate the relationship between the non-verification of the Team member social identity and respondents' intention to retaliate against the perpetrator ($\beta = .0198, p = .11^{10}$). See table 33 for details of this mediation analyses.

Table 33. Estimates of indirect effects of non-verification of targets' Team member social identity on intention to retaliate against the perpetrator through targets' experienced shame

MODEL	DV = Intention to Retaliate against the Perpetrator			
	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	-0.023	0.013	-0.049	0.002
Gender	-0.941	0.310	-1.554	-0.327
Race	-0.216	0.0879	-0.390	-0.041
General affective response to Vignette	-0.126	0.168	-0.459	0.207
Non-verification of Worker role Identity	0.055	0.037	-0.018	0.127
Shame	0.230	0.094	0.044	0.417
	Estimate	SE	95% CI	
			Lower Bound	Upper Bound
Indirect Effect Through Mediator				
Within-group indirect effects	-0.012	0.010	-0.033	0.004
Between-group indirect effects	0.020*	0.012	0.001	0.048

Note. N = 485. CI = Monte Carlo confidence interval

* $p < .05$. ** $p < .01$. *** $p < .001$.

To test *H11* predicting that the experience of guilt following the non-verification of targets' role identities will be positively associated with targets' reconciliatory behaviors, I conducted a mediation analysis whereby I examined guilt as a mediator of the relationship between non-verification of the Worker role identity, and respondents'

¹⁰ See earlier discussion on the preference for the MCCI approach versus the use of p-values to estimate significance.

intention to engage in reconciliatory behaviors. Contrary to expectations, results for both the between-groups ($\beta = .04, n.s$), and within-group indirect effects ($\beta = 0.01, n.s$) show that guilt does not mediate this relationship; however, guilt was found to positively predict respondents' intention to engage in reconciliatory behaviors ($\beta = .34, p < 0.001$). In sum, these results suggest that although not a mediator of the hypothesized relationship, the experience of guilt positively predicts engagement in reconciliatory behaviors. Table 34 provides a summary of other estimates from each of this mediation analysis.

Table 34. Estimates of indirect effects of non-verification of targets' Worker role identity on intention to reconcile with the perpetrator through targets' experienced guilt

Independent Variable	DV = Intention to Reconcile with the Perpetrator			
	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	-0.015	0.012	-0.039	0.009
Gender	0.068	0.288	-0.503	0.639
Race	-0.022	0.077	-0.174	0.130
General affective response to Vignette	0.162	0.149	-0.133	0.458
Non-verification of Worker role Identity	-0.058	0.051	-0.159	0.043
Guilt	0.335***	0.083	0.170	0.500
	-2LL 4132.83			
	Estimate	SE	95% CI	
			Lower Bound	Upper Bound
Indirect Effect Through Mediator				
Within-group indirect effects	0.006	0.007	-0.008	0.022
Between-group indirect effects	0.036	0.021	-0.001	0.083

Note. N = 569. CI = Monte Carlo confidence interval

* $p < .05$. ** $p < .01$. *** $p < .001$.

Study 2 Discussion

The main goal of Study 2 was to provide an initial test of my research hypotheses. Specifically, I examined whether as argued earlier, experienced interpersonal mistreatment activates the three different identity bases (person, social and role) and, in doing so, whether such experiences result in identity threat in the form of the non-verification of identity meanings. Furthermore, in Study Two, I investigated the expected emotional and behavioral outcomes of this experienced identity threat. Presently, research on the relationship between interpersonal mistreatment and identity acknowledges that these experiences threaten identity, resulting in subsequent negative outcomes (Aquino & Douglas, 2003; Douglas et al., 2008; Leary et al., 2006; Lutgen-Sandvik, 2008; Miller, 2001; Tedeschi & Felson, 1994). However, research to date has not tested the actual processes involved in this experienced identity threat given interpersonal mistreatment and how such processes may result in subsequent outcomes. Study 2 extends this line of research, focusing on three main identities: The Self-respect person identity, Team member social identity, and the Worker role identity. Overall, results from this study arguably provide several noteworthy findings.

First, results from the study indicate that interpersonal mistreatment activates each of the three identities examined in the study. That is, the different acts of interpersonal mistreatment described in each of the fifteen vignettes used in the study were associated with the activation of each of the three identities. This finding extends previous research by differentiating between the person, social and role identity bases and showing that interpersonal mistreatment does relate to the three identity bases.

Second, providing support for past research on the interpersonal mistreatment-identity relationship (e.g., Aquino & Douglas, 2003) my results also suggest that interpersonal mistreatment threatens different identities that comprise the target's self-concept. The findings also extend past research, by specifying a yet unexplored identity threat process – the non-verification of identity meanings – that explains the identity threatening effects of interpersonal mistreatment. Across the three identities, there was a statistically significant reduction in identity meanings scores indicating that during the experience of interpersonal mistreatment, individuals perceive themselves in less positive terms (i.e., reflected appraisals) compared to how they view themselves (i.e., their identity meanings standards). This finding supports prior research theorizing (e.g., Petriglieri, 2011) that identity threat may also be experienced as harm or potential harm to the meanings one attaches to his/her identities.

Third, findings from the study also show that non-verification of the Self-respect (person), Team member (social) and Worker (role) identities predicts individuals' general negative emotional response to interpersonal mistreatment. This finding is in line with current research investigating the role of emotions in the experience of interpersonal mistreatment (e.g., Bunk & Magley, 2013; Giumetti et al., 2013; Kabat, 2012; Porath & Pearson, 2012; Sakurai & Jex, 2012). The finding also supports research on identity theory (e.g., Burke & Harrod, 2005; Ellestad & Stets, 1998) indicating that negative emotions result from identity non-verification.

Fourth, I found some support for the predicted mediating role of emotions whereby negative emotional response mediates the relationship between identity non-verification and behavioral responses. I examined three behavioral propensity outcomes:

avoidance, retaliation, and reconciliation. My findings suggest that individuals' general negative emotional response mediate the relationships between the non-verification of the Self-respect person identity and respondents' avoidance, retaliatory, and reconciliatory behaviors. Negative emotional response also was shown to mediate the relationships between the non-verification of the Team member social identity and avoidance and retaliatory behaviors. However, emotional responses did not mediate the relationships between the Team member social identity and targets' reconciliatory behaviors. Finally, I did not find that negative emotional response mediates the relationships between the non-verification of the Worker role identity and any of the three outcome variables. Taken together, the above results from the mediation analyses related to the Self-respect person identity, and the Team member social identity suggest that negative emotional response to non-verification given interpersonal mistreatment may not predict every behavior that the target engages in in response to interpersonal mistreatment.

The results from the Worker role identity mediation analyses are surprising given that they run contrary to what is generally assumed in the literature on interpersonal mistreatment: that negative affect influences a variety of outcomes including behavioral responses to interpersonal mistreatment (e.g., Crossley, 2008; Kabat, 2012). Furthermore, it is not consistent with research on identity threat, and research on identity theory which both indicate that negative emotions resulting from identity threat (in the latter literature, identity threat in the form of non-verification of identity) influence individuals' behaviors (e.g., Mackie et al., 2000; Stets & Burke, 2005b; Stets & Tsushima, 2001).

A couple of possible reasons may account for this result. First, it may be that when it comes to the Worker role identity, behavioral responses may not be a simple pick of one specific behavior that the target may engage in when responding to interpersonal mistreatment. I had measured each behavior using one-item questions. Perhaps, a measure comprising a listing of possible actions that one can take in response to interpersonal mistreatment may yield other results consistent with the literature. Moreover, it is possible that individuals may choose other behaviors in response to identity non-verification (e.g., reporting the perpetrator).

Additionally, it is possible that with the Worker role identity, there are other factors that influence the extent to which identity threat following interpersonal mistreatment affects emotions and subsequent behaviors. For instance, if an identity is of low centrality, the mistreatment target may appraise the situation as inconsequential and may choose simply to ignore the perpetrator and do nothing in response. That is, identity centrality may moderate the degree of negative emotions experienced so that when the identity is of low centrality, the target may not react behaviorally to the non-verification of that identity arising from interpersonal mistreatment. Notwithstanding the findings from the Work role identity mediation analyses, the results indicating that negative emotional responses mediates the relationships between the non-verification of the Self-respect person identity and respondents' avoidance, retaliatory, and reconciliatory behaviors, and the relationships between the non-verification of the Team member social identity and avoidance and retaliatory behaviors generally support the argument that negative emotional response mediates the relationship between identity non-verification (i.e., identity threat) and individuals' subsequent behavioral responses.

Fifth, moving beyond the higher order emotional response, findings from the study further indicate that the non-verification of identity also predicts specific emotions. Of the various possible emotions that may result from identity non-verification, I examined six. Of these six emotions examined, support was found for the hypothesized relationships between identity non-verification and three of them. Specifically, the non-verification of Self-respect person identity predicted experienced feelings of sadness and depression; and the non-verification of the Worker role identity predicted experienced guilt. However, the non-verification of Team member social identity did not predict the expected emotions of embarrassment and shame. Similarly, the non-verification of Worker role identity did not predict feelings of discomfort.

Identity theory posits that the non-verification of social identities will result in feelings of embarrassment and shame, and that the non-verification of role identities will be associated with feelings of discomfort (e.g., Stets & Burke, 2005). Thus, it is interesting that these relationships were not supported. One possible reason for these results is that these three emotions, although related to identity non-verification, may not be relevant in the context of non-verification arising from experienced interpersonal mistreatment. Future research is encouraged to examine other possible discrete emotions that may be predicted by non-verification of the Team member social identity and the Worker role identity resulting from interpersonal mistreatment. Overall, although not all the specified relationships hypothesized in this study were supported, the results provide general support for the argument that identity non-verification does predict specific emotions in targets beyond a general feeling of negative affect resulting from experienced interpersonal mistreatment.

Sixth, identity centrality did not moderate the relationships between identity non-verification of each the identities examined, and each of the discrete emotions investigated. Again, these hypothesized moderating effects are theoretical propositions within identity theory. The consistent null results suggest a number of possible explanations. Firstly, it is possible that the argued moderating effects do not apply to the specific identities examined in this study (i.e., the Self-respect person identity, the Team member social identity, and the Worker role identity). Secondly, and related to the previous point, for those emotions not predicted by non-verification, it is possible that if these emotions are not relevant to the non-verification occurring as a result of interpersonal mistreatment, then the interaction effect may not hold.

The seventh noteworthy finding from this study concerns the predicted relationship between identity non-verification and behaviors through the mediating role of emotions. Although support for the hypothesized effects of identity non-verification on discrete emotions was obtained for only three of the six emotions examined, the possibility of mediated relationships was examined for all six emotions, in keeping with current research (e.g., Zhao et al., 2010) that suggests the possibility of mediation even when statistically non-significant relationships are found between the independent variable and the outcome variable, as well as between the independent variable, and the mediator variable. Results indicate that depression mediated the relationship between the non-verification of the Self-respect person identity and avoidance behavior, and that shame mediated the relationship between the non-verification of Team member social identity and retaliatory behavior. Both effects were positive.

The latter result indicating that shame does play a mediating role in the relationship between the non-verification of Team member social identity and respondents' retaliatory behavior negates the suggestion I had made earlier that shame may not be relevant to identity non-verification occurring in the context of interpersonal mistreatment because identity non-verification did not predict shame, nor did identity centrality moderate the relationship between identity non-verification and shame (as was proposed and tested in H6c and H6d, model 2; see page 133). One plausible explanation for obtaining the result indicating shame's mediating role in the noted relationship, but not a direct relationship between identity non-verification and shame may be that there are other factors that influence whether identity non-verification predicts shame in the context of interpersonal mistreatment. For instance, if the mistreatment target is in a position of power over the perpetrator, and feels shame as a result of the non-verification of his/her Team member social identity, given his/her position, he/she may feel empowered enough to retaliate against the perpetrator.

Aside from the above mentioned relationships, the remaining hypothesized mediation relationships were not supported. There are several possible reasons for these results. First, the items used to measure the behaviors were one items questions that did not expand on the range of actions that the target may enact in response to non-verification given interpersonal mistreatment. Perhaps, a more detailed and varied set of behaviors relating to avoidance, retaliation and reconciliation may yield a different set of results. Future research should consider exploring this option. Second, identity theory indicates that individuals' behaviors in response to non-verification are guided by the desire to align the meanings of their self in the situation with their identity standards.

Perhaps, the three options provided did not provide enough clarity so that respondents could readily see how engaging in these behaviors might ensure the alignment of their reflected appraisals and their identity standards. Future research in teasing-apart the specific behaviors that comprise the three over-arching behaviors studied herein, should investigate whether these relationships hold for behaviors that ensure the theorized congruity between meanings perceived in the social exchange, and meanings held in the mistreatment target's identity standard.

Exploratory analyses

I conducted some exploratory analyses examining whether non-verification of the Team member social identity and embarrassment related to targets' reconciliatory behavior even if not in a mediation relationship (see pages 140-141). The results from the mixed model analyses of these relationships indicate that neither predicted reconciliatory behaviors. This finding is pertinent to the previous discussion above regarding the relevance of embarrassment as an emotion to consider in the experience of identity threat given interpersonal mistreatment. These results suggest that perhaps, embarrassment may not be important in this context. Nonetheless, future research may consider examining this emotion as it relates to the non-verification of other work-related social identities that may be activated by interpersonal mistreatment in the workplace.

Theoretical and Practical implications

This study presents several theoretical implications for research. First, the study's findings support past research indicating that interpersonal mistreatment threatens the identity of targets. The results indicate a statistically significant relationship between interpersonal mistreatment and the non-verification of targets' identity meanings (a form

of identity threat; Petriglieri, 2011). This finding indicates the need for research to continue to consider identity processes in targets' experience of interpersonal mistreatment.

Second, this study extends current research on the interpersonal mistreatment-identity relationship by explicating how interpersonal mistreatment relates to identity threat. Whereas past research has *assumed* identity threat in the form of the devaluing effect of interpersonal mistreatment on identity, this study measured identity threat and found it to be experienced as an actual difference between the meanings targets attached to each activated identity, and how they perceived themselves during the experience of interpersonal mistreatment. To the best of my knowledge, this is the first study to present a more precise measure of identity threat as experienced in interpersonal mistreatment. This further enabled me to examine subsequent emotional and behavioral outcomes resulting from identity threat, which reveals several theoretical and practical implications associated with this form of identity threat (discussed below). In light of this, it is recommended that research continue to investigate identity threat in the context of interpersonal mistreatment as doing so may help further illuminate a phenomenon that has been for a long time, a theoretical black box.

Third, the findings concerning the mediating role negative emotions play in the relationship between identity threat and behaviors provide support and extend research in the area. As noted earlier, this notion has been theorized by research examining the interpersonal mistreatment-identity threat relationship; however, empirical tests of the relationship is lacking in the literature. The current study addressed this research gap and I found some support that negative emotions play a mediating role in the relationship

between identity threat given experienced interpersonal mistreatment, and targets' subsequent behaviors.

In addition to providing support for prior research, findings from this study also extend research in the area by indicating that different identity bases relate to different behavioral responses from targets. Results from the study indicate that i) the non-verification of the Self-respect person identity following experienced interpersonal mistreatment is associated with the three behavioral responses examined, ii) the non-verification of the Team member social identity following experienced interpersonal mistreatment is associated with two of the three behavioral responses, whereas iii) the non-verification of the Worker role identity following experienced interpersonal mistreatment is not associated with any of the three behavioral outcomes. As noted previously, research investigating identity threat resulting from interpersonal mistreatment has yet to explore whether different identity bases relate to different target outcomes. This study's findings provide preliminary support for this notion. Overall, results from this study indicates the need for the consideration of different identity bases in the examination of the effects of identity threat related to experienced interpersonal mistreatment. Furthermore, it indicates the need for continued research examining the role emotions play in this relationship.

Fourth, related to the last point above, the current study builds on previous work by examining discrete emotions resulting from the identity threatening effect of interpersonal mistreatment, and the behavioral outcomes arising from them. Although limited support was provided, the results nevertheless provide initial support that identity threat against different identity bases predict specific emotions in targets, and that these

emotions relate to different target behaviors. Specifically, these results suggest that when the Self-respect person identity is not verified, he/she may experience feelings of depression leading him/her to avoid the perpetrator. Regarding the non-verification of the Team member social identity, the results suggest that the mistreatment target may experience feelings of shame, leading him/her to retaliate against the perpetrator. These findings reinforce the merits of conducting a more precise investigation of specific emotions arising from identity threat - as doing so may help shed light on the extensiveness of the role that identity threat plays following interpersonal mistreatment.

Two key practical implications arise from this research. First, the findings indicate, consistent with the other research, that interpersonal mistreatment is a very harmful workplace phenomenon that needs to be eradicated as much as is possible from the workplace. The current study also reveals that such experiences, in threatening the different identities targets attach to themselves, may result in negative emotions and behaviors in the workplace. Taken together, these findings suggest the need for organizations to continue effort aimed at mitigating the occurrence of interpersonal mistreatment in the workplace.

Second, by explicating the process through which interpersonal mistreatment threatens identities thereby leading to other negative emotional and behavioral outcomes, this study provides organizations with preliminary knowledge concerning strategies that may be implemented to mitigate the noted effects. For instance, organizations may seek ways to verify employees' identities in the workplace so that employees build up personal resources such as self-esteem (an outcome of identity verification; e.g., Stets and Burke, 2014), which may help mitigate the negative outcomes arising in situations when an

employee endures identity non-verification due to interpersonal mistreatment. For example, research indicates that employees who perceive that their organization holds them in positive regard report relatively higher levels of organizational based self-esteem (cf. Pierce & Gardner, 2004). Taking this into consideration, organizations will do well to ensure that their employees feel supported and valued (e.g., through good leadership) as doing so may help employees build personal resources necessary to alleviate the potential negative consequences arising from interpersonal mistreatment interactions that may threaten their identities.

Limitations and Future research

As with all research, there are several limitations to the current study. In this investigation, I tested a number of theoretical propositions from identity theory focusing on the Self-respect identity, Team member identity and Worker identity (presented as representing the 3 identity bases). I argued these identities are relevant in the experience of workplace interpersonal mistreatment. Although some of these propositions were supported, a number of them were not. It is possible that while a strong theoretical case can be made for my choice of these three identities, there may be other relevant identities yielding results that affirm more strongly, the theoretical propositions of identity theory.

Another limitation of this study is that although I acknowledged the notion of multiple identities, I did not examine every possible way that identity threat relates to multiple identities in the context interpersonal mistreatment. For instance, I did not investigate how different identities interact with each other to determine individuals' ensuing responses to identity non-verification. Nevertheless, the findings on multiple

identities activation following interpersonal mistreatment, lays an initial foundation for further research on the topic.

I also note some methodological limitations of the current study. One such limitation is that data were collected from a single source, a methodology often related to the threat of common method bias (e.g., Podsakoff, MacKenzie, Lee & Podsakoff, 2003). Nevertheless, this was deemed the most appropriate approach for testing my research hypotheses as the individual himself/herself is the only realistic source of information concerning perceived threats to identity, and the emotional and behavioral consequences that may follow. Even so, I implemented some recommended procedural remedy (e.g., Podsakoff et al., 2003) to mitigate the possibility of the occurrence of common method bias. For example, I assured respondents that their responses will remain anonymous, and that there are no right or wrong answers (thus encouraging them to answer questions as honestly as possible).

Another methodological limitation relates to a key criticism of vignette-based studies. Specifically, in the bid to enhance internal validity, there is some sacrifice of external validity and generalizability (Aguinis & Bradley, 2014; Argyris, 1975; Scandura & Williams, 2000). Consequently, while the results found in this study demonstrate adequate internal validity, future research would benefit from a test of the study hypothesis in real-world non-simulated situations. For instance, future research may consider using a diary design study in which respondents report on their experiences of interpersonal mistreatment and provide data on their actual emotions and behaviors (rather than just behavioral propensity as I assessed in Study 2). I address this limitation in Study 3.

A further methodological limitation of this study is that I employed one-item measures to assess behavioral intentions. Doing so, may have resulted in a lost opportunity to identify specific behaviors that may be predicted by identity non-verification. This may have contributed to some unsupported hypotheses. Future studies seeking to replicate and/or further test our hypotheses may do well to use measures with a broad range of behaviors.

Measuring the likelihood of targets feeling certain emotions and engaging in the noted behaviors examined may also be considered a limitation of this study. Although my use of measures of individuals' likely emotions and behaviors as proxies for what may obtain in the real world situation is consistent with the approach typically used by research using vignettes (Evans et al., 2015), it is possible that in a real-world situation, actual experienced emotions and behaviors may vary from what is reported in this study. Indeed past research suggests this possibility (e.g., Jenkins, Bloor, Fischer, Berney, & Neale, 2010; Kim, 2012; Ludwick, Wright, Zeller, Dowding, Lauder & Winchell, 2004). As such, future research exploring these relationships in the field is encouraged.

Further methodological limitations of the study include issues of vignette response fatigue and carryover effects (Sniderman & Grob, 1996) given respondents read 15 vignettes and completed related questions in the same order. To address these issues, I used different strategies recommended by research (e.g., Hughes & Huby, 2004; O'Connor & Hirsch, 1999) including placing vignettes at different points in the survey, including breaks in-between vignettes in form of demographic questions and attention checks that required respondents to focus on tasks unrelated to the vignettes.

Furthermore, as noted earlier, predetermining a set completion time allowed Qualtrics to reject responses from respondents who completed the survey quickly, providing further assurance that respondents in the final sample were those who completed the surveys attentively. Even so, I took care to review each response in the final sample in detail to identify and discard responses from respondents who provided clear patterned responses.

Notwithstanding the limitations discussed above, this study presents several opportunities for future research. First, due to the length of the survey, I made use of one item measures to assess targets' behavioral responses. In doing so, I may have sacrificed the opportunity to better tap into specific behaviors that are predicted by non-verification. Future research may benefit from a more nuanced examination of behaviors resulting from non-verification by providing more specific behaviors for respondents to choose from following identity non-verification.

Second, in this study, I focused on a subset of emotions that can potentially arise in the experience of interpersonal mistreatment. Nevertheless, research has shown that there are numerous emotional consequences associated with interpersonal mistreatment and identity threat related to interpersonal mistreatment (e.g., Bies, 1999; Bowling & Beehr, 2006; Bunk & Magley, 2013; Gilligan, 1996; Mackie et al., 2000; Major & O'Brien, 2005; Needham et al., 2005; Ysseldyk et al., 2011; Yzerbyt et al., 2003). Future research is encouraged to examine how other emotions may apply in the relations examined in this study.

Third, I had limited the source of the interpersonal mistreatment to the supervisor. It is possible that interpersonal mistreatment from other sources (e.g., coworkers) may

reveal other effects not found in this study. Future research that is encouraged that examines the various relationships investigated in this dissertation in the context of interpersonal mistreatment from other sources in the workplace.

Conclusion

It is generally assumed in research that interpersonal mistreatment threatens the identity of the mistreatment target. Indeed, this assertion has enjoyed much acceptance such that current research in the area has developed based on this assumption, without the empirical test of precisely how interpersonal mistreatment may threaten the targets' identity. Furthermore, current research examining the role identity processes play in the experience of interpersonal mistreatment has yet to examine whether interpersonal mistreatment impacts on different identity bases (i.e., person, social and role) and if so, to explore the consequences of these effects. The current study addressed these gaps in the literature by investigating the non-verification of identity meanings associated with targets' Self-respect person identity, Team member social identity, and Worker role identity. My findings reveal that interpersonal mistreatment activates each of these three identities (representing the three identity bases: person, social and role), and that when activated, interpersonal mistreatment threatens each of these target identities by not verifying the meanings targets attach to each of these identities. Furthermore, findings from this study indicate that targets' emotional responses sometimes predict specific behaviors that individuals may engage in following the non-verification of their identity meanings. Overall, the findings from this study suggest that identity processes may play an integral part in understanding the targets' experience of interpersonal mistreatment. Thus, as research on interpersonal mistreatment continues to develop, it is important that

the role played by identity processes be considered, as this may help shed further light on this workplace phenomenon.

CHAPTER SIX

Study 3

A Diary Design Study of the Relationships Between Experienced Interpersonal Mistreatment, Target's Identities, Emotions and Behaviour

In Study 2 I conducted a vignette design study to test my research hypotheses. Findings indicated that interpersonal mistreatment activates each of the three identities examined: the Self-respect person identity, Team member social identity, and Worker role identity (representing the three identity bases: person, social and role). Moreover, when activated, interpersonal mistreatment threatens each of these identities by not verifying the meanings targets attach to each of them (i.e., their identity standard). Furthermore, my findings indicated that emotional responses may play a role in determining what kinds of behaviors targets engage in following the non-verification of their identity meanings.

Although Study 2 provides a good initial test of my research hypotheses, the methodology used to assess these hypotheses – vignette-based studies – is not without its limitations. As noted earlier, one notable limitation of vignette studies is the sacrifice of external validity and generalizability while enhancing internal validity, (Aguinis & Bradley, 2014; Argyris, 1975; Scandura & Williams, 2000). As a result, while the results from Study 2 are based on a study that demonstrates good internal validity, a replication of these results in real-world non-simulated situations would help advance the generalizability of the study's findings.

To address the above noted limitation, I conducted a second study examining reactions to interpersonal mistreatment - Study 3 - with the objective of replicating Study

2 using actual/real time experiences. To do this, I used a different research methodology – an experiential sampling method (ESM). ESM is a research method that collects data on the context and content of individuals' everyday experiences (Burke & Stets, 2009). In this method of data collection, as respondents go about their daily activities, they are asked to identify their current situations (i.e., context), and record their thoughts, feelings and behaviors (i.e., content) after they occur. That is, what is measured is the individual's actual responses (behaviors, emotions and thoughts) in the situation. Different forms of media may be used to record the data including a computerized medium such as a personal digital assistant (PDA) or using a paper and pencil method (Burke & Stets, 2009).

In addition to addressing the limitation noted above, using the ESM also afforded me the opportunity to address a methodological challenge previously noted to be facing research on interpersonal mistreatment: how to reduce potential recall biases in the investigation of the nature and effects of interpersonal mistreatment (e.g., Hershcovis, 2011; Jex, Burnfield-Geimer, Clark, Guidroz & Yugo, 2010). ESM allows the researcher access to respondents *in situ* (i.e., in their natural settings), including access to respondents' thoughts, feelings, and perspectives in real time. This benefit to using ESM in the examination of identity processes has also been underscored by various identity theory scholars (e.g., Burke & Stets, 2009; Osborn & Stets, 2007; Stets & Serpe, 2013).

To my knowledge, only one study (Burke & Franzoi, 1988) has adopted this methodology in the investigation of identity processes. In a study in which they used electronic PDAs to investigate how particular meanings of particular identities are selected in a situation, Burke and Franzoi (1988) argue that ESM represents an adequate

alternative technique to retrospective techniques or respondent-observer reports, which is useful for investigating social science variables that are typically difficult to measure.

Method

Respondents and Procedure. The sample in Study 3 was recruited using Mturk. This study was conducted in two Phases. Respondent recruitment occurred in Phase I, whereas the diary study portion occurred in Phase II. An MTurk HIT was used to recruit respondents. The MTurk HIT provided information on the study's diary-based methodology. Respondents were informed in the HIT that their participating in the study would entail completing the initial survey and five diary surveys over the course of 20 business days. Subsequently, in Phase II, respondents recruited in Phase I were contacted using the MTurk Bonus option and invited to complete the daily diary surveys over 20 business days. Every day for 20 business days, respondents were sent a link to an online diary survey to be completed that day. Respondents were asked not to complete the survey for the day if they had not experienced interpersonal mistreatment that day.

The Mturk HIT recruited individuals over the age of 18 years, who were employed fulltime (35 hours or more) and working in a teams¹¹ and residing in the United States. A restriction was built into the survey itself so that a potential respondent who indicated that he/she did not meet these requirements was not allowed to complete the survey. The Mturk HIT was restricted to only respondents with an approval rating of 99% or higher, and who had a HIT approval rating of 5000 HITs or higher. I included an additional qualification that prevented workers who had previously completed any survey

¹¹ The same definition of team used in Study One and the pilot test was used in recruiting panel respondents in Study 2.

related to this program of research from completing the current survey. I also restricted the Qualtrics survey so that only one response per IP address was allowed and all respondents were required to answer each question in the surveys.

One hundred and ninety eight respondents completed the initial survey in Phase I. Of this number, 97 respondents completed at least one daily diary survey. In total, 349 diary entries were submitted in this study. Of these, three were discarded from subsequent analyses as the respondents indicated that none of the three identities were activated for them in regards to the experience they reported¹².

The final sample comprised 55 (56.70%) females and 42 (43.30%) males. The mean age was 35.77 years old (SD=10.142). Seventy four per cent of respondents were Caucasian with other races represented as follows; 8.25% Asians or Asian Americans, 9.28% Blacks or African Americans, 6.19% Hispanics or Latinos, and 2.1% other races. Different industries were represented in the sample including retail (10.31%), services (10.31%), information technology (8.25%), healthcare (7.22%), and manufacturing (6.19%). Respondents held positions in various levels including 49.49% in non-managerial positions, 25.77% in first level supervisory positions, and approximately 24.74% in middle to upper level management positions.

Two main survey questionnaires were administered in Study 3, one design for each phase of the study. Although several survey questionnaires were administered in Phase II, the design and structure was exactly the same at the different times.

¹² In each of these instances the three respondents indicated that the experienced interpersonal mistreatment activated two of the three identities simultaneously.

In Phase I, when respondents clicked on the link, they were directed to the study's informed consent page for that survey. Next respondents were asked to create a unique identifier code which was to be used to match all surveys submitted in Study 3. Data on respondents' identity meanings standards, identity centrality, negative affectivity and self-esteem were also collected in this initial survey. Furthermore, respondents' demographic information was collected in Phase I. The survey included several attention checks. Each respondent who completed the initial recruitment survey in Phase I was compensated \$3.50US.

In Phase II, when respondents clicked on the link provided in the Mturk bonus notification email, they were directed to the study's informed consent page for that survey. Following this, they were required to provide their unique identifier code before proceeding to the daily survey itself. The structure of each diary survey was similar to that of the vignette study except that respondents provided information on the actual experience of interpersonal mistreatment for that day. First, I provided Cortina and Magley's (2003) definition of interpersonal mistreatment. Following this definition, I provided a list of behaviors representing acts of interpersonal mistreatment identified in the literature. Respondents were then asked to describe the interpersonal mistreatment they had experienced that day in which they were the target. They were asked to provide as much information as possible including what happened, who mistreated them (e.g., co-worker, supervisor), how long they had worked with this person, whether this was the first time this person had mistreated them, if this person had mistreated them previously, what kind of mistreatment they had experienced from this person, and any other information they felt would be relevant to shed more light on the experience described in

their diary submission. Not all respondents provided the above information as required, with majority of the respondents simply discussing the experience and nothing more.

Next, respondents' reflected appraisal was assessed, followed by a measure of their overall negative emotional reaction to the experience. Subsequently, their behavioral responses were assessed, followed by measures of the specific emotional responses they experienced in response to the negative interpersonal interaction they had described. Respondents were paid \$3.00US for each daily diary survey completed, for a total \$15.00 if all 5 required surveys were submitted. Once a respondent provided the required total five diary entries and was paid, he/she stopped receiving the daily invitation to participate in the diary study.

Phase I

Measures

Identity Meanings (i.e., identity standards). Respondents' identity meanings standards were measured in Phase I using the three separate 6-item identities meanings scales created in Study 1 to measure the Self-respect, Worker, and Team member identity meanings, respectively. Cronbach's alphas for each identity meanings scale are as follows: Self-respect person identity = .79; Team member social identity = .91, and Worker role identity = .89.

Identity Centrality. This variable was measured using the same scale used in Study 2. Identical to Study 2, all identity centrality measures were grand-mean centred because they are level 2 variables. Cronbach's alpha for Self-respect person identity centrality, the Team member social identity centrality, and the Worker role identity centrality are .88, .95, and .93 respectively.

Control variables. I controlled for the same variables as in Study 2 using the same measures. However, I did not control for general affective response to the event. As the experienced interpersonal mistreatment investigated in the current study is based on actual experiences, I controlled for two individual differences that have been found to play a role in individuals' experience of interpersonal mistreatment: respondents' negative affectivity (NA) and self-esteem.

Research indicates that because of their tendency to focus on the negative characteristics of themselves and their environment (Watson & Clark, 1984), high-NA individuals are more likely to view somewhat negative and/or ambiguous social information as threatening (Aquino & Thau, 2009; Aquino et al., 1999; Shavit & Shouval, 1977). In short, high-NA people are viewed as possessing an amplified sensitivity to threat (Aquino et al., 1999).

Regarding self-esteem, research suggests that individuals with low self-esteem tend to report being targets of interpersonal mistreatment (e.g., Einarsen, Raknes & Matthiesen, 1994; Harvey & Keashly 2003, Matthiesen & Einarsen 2001; for a review see Bowling & Beehr 2006). It is plausible that this tendency in individuals with low self-esteem, and of high NA to perceive themselves as targets of interpersonal mistreatment may lead to a heightened sensitivity to potential risks (Allen & Badcock 2003; Aquino & Thau, 2009) that could result in stronger reactions to perceived interpersonal mistreatment. Consequently, I controlled for such effects.

Negative affectivity was measured using the Watson, Clark and Tellegen (1988) 10-item Negative Affect Scale (PANAS). Sample items include various description of negative emotions including 'irritable' and 'upset'. Cronbach's alpha for the Negative

Affectivity Scale for each of the three subsamples were .95 (Self-respect person identity subsample), .92 (Team member social identity subsample), and .96 (Worker role identity subsample).

Self-esteem was measured using the Rosenberg (1965) self-esteem scale.

Respondents were provided a list of statements dealing with their general feelings about themselves and asked to use a 5-point scale to indicate the extent to which they agreed with each statement. Relevant items were reverse-coded and the respondents' answers summed with a higher score indicating higher self-esteem. Cronbach's alpha for the self-esteem scale for each of the three subsamples were .94 (Self-respect person identity subsample), .95 (Team member social identity subsample), and .91 (Worker role identity subsample).

Given that both the negative affectivity and self-esteem measures are level 2 variables, they were both grand-mean centered prior to including in the various analyses discussed in the subsequent sections.

Phase II

Measures

Experienced Interpersonal Mistreatment. This construct was measured by asking respondents to provide a written summary of their experiences of interpersonal mistreatment on that particular day (over the course of 20 business days). As noted above, respondents were asked to provide the diary entries only if they had experienced mistreatment that day in which they were the target. Participating respondents submitted at least one instance of experienced interpersonal mistreatment. The structure of each diary submission was the same.

Although respondents were asked to provide five diary submissions in total over 20 business days, the actual numbers provided by respondents varied with some providing just one submission, whereas others provide the required five diary submissions. I numbered each diary submission per respondent starting as follows: first diary submission was number “T2”, second as “T3”, third as “T4”, fourth as “T5”, and five as “T6”. The Self-respect person identity subsample consisted of respondents’ diary submissions (and associated responses) at T2, T3, T4, T5, and T6 (reflecting the times this identity was activated for respondents). However, this was not the case for the Team member social identity and Worker role identity subsamples. The Team member social identity subsample comprised respondents’ diary submissions (and associated responses) at T2, T3 and T4 only, whereas the Worker role identity comprised respondents’ diary submissions (and associated responses) at T2, T3, T4 and T5 only.

Identity activation. The same approach used in Study 2 to identity activation, was also used in Study 3. However, respondents were asked the question in the context of the experience they described. Following data collection, only three instances were recorded where respondents indicated none of the three identities had been activated. In each of these cases, the respondents indicated that the reported experiences had activated two of the three identities under investigation simultaneously. Data from these instances were not used in the study analyses.

Reflected Appraisals. The same approach used in Study 2 to identity activation, was also used in Study 3. However, respondents were asked to answer the question with reference to the experience they described. Cronbach’s alphas for each reflected appraisals scale are as follows: reflected appraisal Self-respect person identity = .93;

reflected appraisal Team member social identity = .94, and reflected appraisal Worker role identity = .95.

Identity Non-verification. This construct was measured using the same approach adopted in Study 2. The actual number of times that non-verification was assessed for each respondent varied because the diary submissions provided by respondents varied in number (this ranged from one to five diary submissions per respondent as noted earlier).

Negative Emotional Response to non-verification. Negative emotional responses were measured consistent with the approach in Study 2. However, respondents were asked to indicate how they felt given the experienced they had described in their diary submission. Cronbach's alphas for the Self-respect person identity subsample, the Team member social identity subsample, and the Worker role identity subsample are .81, .74, and .79, respectively.

Behavioral responses to interpersonal mistreatment, and Discrete Emotions. These were all measured using the same approach employed in Study 2. However, instead of indicating how they would feel or behave, respondents were asked to indicate how they felt and behaved in response to the experience they had described.

Analyses

Following the approach used in Study 2, before conducting the analyses discussed below, the diary study sample was split into three subsamples with each subsample comprising all instances wherein a specific identity was reported as activated. Three subsamples were created representing instances in which the Self-respect person identity (n=134), Team member social identity (n=83), and Worker role identity (n=129) were

each activated. Descriptive statistics and correlations among all study variables are shown in Tables 35, 36, and 37.

Given that Study 3 is a replication of Study 2, albeit from an experiential perspective, all analyses in Study 3 were conducted similar to Study 2. In Study 3 all analyses were conducted using SPSS 24. I conducted mixed model analyses to test H3a, H3b and H3c; H5a, H5b, H5c, H5d; H6a, H6b, H6c and H6d; and H7a, H7b, H7c and H7d. I used a full maximum-likelihood method, with a first-order auto-regressive residual covariance matrix fitted (e.g., Hox, 2010). The mediation analyses were conducted using the MLMed statistical program in SPSS. In its present form, MLMed, can accommodate a maximum of three level-2 covariates in the analyses. Thus, I included only the three demographic variables as covariates in my mediation analyses.

Prior to testing my research hypotheses, I tested the “null” models that respondents did not differ from each other, on average, on their reported non-verification. The results from these models indicate statistically significant between-respondents differences in identity non-verification (for each of the Self-respect person identity, Team member social identity, and Worker role identity). Consequently, I proceeded to conduct the different analyses allowing me to test the various study hypotheses.

Investigating the “null models”. I examined three separate models (i.e., Self-respect Person identity model, Team member Social identity model, and the Worker Role identity model). In each of these models, respondents were entered in the analysis as random. The null hypotheses were assessed by calculating each model’s intraclass correlation (ICC). Tables 38, 39 and 40 detail the results from these analyses. For the Self-respect person identity model, the ICC is .82 or 82%. The intercepts vary statistically

significantly across respondents (Wald $Z = 4.709$, $p < .001$), and so the null model was rejected. For the Team member social identity model, the ICC is .64 or 64%. The intercepts vary statistically significantly across respondents (Wald $Z = 3.435$, $p < .001$). Thus, the null model was rejected. Finally, for the Worker role identity model, the ICC is .71%. The intercepts varied statistically significantly across respondents (Wald $Z = 4.458$, $p < .001$). Therefore, the null model was rejected. Given these results, I proceeded with the tests of the various hypothesized relationships.

Table 35. Means, standard deviations and correlations of study variables - Self-respect person identity subsample (Study 3)

	Mean	SD	1	2	3	4	5	6	7	8	9	10	11	12
1 Gender														
2 Race			.24**											
3 Age	36.91	10.40	.02	.27**										
4 Negative affectivity	1.63	0.80	-.04	-.04	.02									
5 Self-esteem	30.84	7.37	.04	.09	.07	-.75**								
6 Negative emotional response to non-verification	3.15	1.35	.14	.05	.14	.28**	-.01							
7 Sadness	3.46	2.16	.06	.10	.16	.22*	-.02	.69**						
8 Depression	2.87	2.08	.13	.06	.13	.36**	-.18*	.60**	.64**					
9 Identity Centrality	5.24	1.31	.36**	.04	.20*	-.16	.18*	.19*	.21*	.28**				
10 Non-verification of Self-respect person Identity	1.86	2.68	.09	-.13	-.13	.01	.02	.34**	.23**	.29**	.17*			
11 Avoidance	4.51	2.29	.03	-.08	.02	.19*	-.18*	.19*	.17	.21*	-.03	.09		
12 Retaliation	1.96	1.67	-.12	-.22*	-.23**	.13	-.03	.12	-.02	.01	-.17	-.05	-.05	
13 Reconciliation	2.32	1.86	-.10	-.05	0.03	.00	.02	-.20*	-.10	.19*	.00	.00	-.21*	.22*

Note. N = 134

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Table 36. Means, standard deviations and correlations of study variables - Team member social identity subsample (Study 2)

	Mean	SD	1	2	3	4	5	6	7	8	9	10	11	12
1 Gender														
2 Race			-.03											
3 Age	34.93	10.72	.14	.11										
4 Negative affectivity	1.47	0.54	.04	-.11	.05									
5 Self-esteem	32.39	6.98	-.04	-.13	.01	-.64**								
6 Negative emotional response to non-verification	3.08	1.27	-.17	-.32*	.15	.12	.04							
7 Embarrassment	3.29	2.05	-.07	-.26*	.18	.05	-.03	.51**						
8 Shame	2.37	1.89	-.15	-.29**	.00	.01	.00	.54**	.73**					
9 Identity Centrality	4.33	1.79	-.17	-.21	-.04	-.19	.38**	.33**	.24*	.22*				
10 Non-verification of Team member social Identity	2.05	3.00	-.29**	-.18	-.32**	-.01	.00	.20	.06	.16	-.04			
11 Avoidance	4.24	2.28	.16	-.06	.09	.11	-.26*	.27*	.10	.12	-.01	-.05		
12 Retaliation	1.66	1.36	.03	-.16	-.12	.04	-.08	.14	-.09	-.01	.01	.14	.19	
13 Reconciliation	2.07	1.70	-.04	-.02	-.13	.01	.08	-.26*	-.14	-.16	.05	.05	-.29**	0.19

Note. N = 83

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Table 37. Means, standard deviations and correlations of study variables - Worker role identity subsample (Study 3)

	Mean	SD	1	2	3	4	5	6	7	8	9	10	11	12
1 Gender														
2 Race			.06											
3 Age	36.29	10.96	.13	.29**										
4 Negative affectivity	1.58	0.82	-.04	-.37**	-.13									
5 Self-esteem	32.54	6.19	.02	.32**	.21*	-.67**								
6 Negative emotional response to non-verification	3.21	1.47	.08	-.14	.06	.28**	-.08							
7 Discomfort	4.49	2.12	.00	.00	-.01	.19*	-.10	.58**						
8 Guilt	2.15	1.68	-.01	-.31**	-.11	.29**	-.11	.60**	.34**					
9 Identity Centrality	5.02	1.46	.17	.15	.06	-.25**	.25**	.23**	.23**	.09				
10 Non-verification of Worker role identity	2.18	2.67	.05	-.28**	-.05	.13	-.14	.13	.10	.13	.06			
11 Avoidance	3.96	2.25	.14	-.21*	-.06	.12	-.16	.16	.26**	.24**	.04	.02		
12 Retaliation	2.19	1.83	-.06	-.26**	-.10	.35**	-.19*	.20*	.05	.24**	-.09	.01	.25**	
13 Reconciliation	2.36	1.79	.02	-.39**	-.10	.32**	-.22*	-.12	-.14	.14	-.15	.11	.01	.30**

Note. N = 129

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Table 38. Parameter Estimates for the null/baseline model examining respondent differences on reported non-verification of the Self-respect Person Identity

Self-respect Person Identity				
	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Fixed components				
Intercept	2.18	0.37	1.444	2.921
Variance of random components				
Residual	1.70	0.30	1.199	2.406
Intercept Variance (Respondents)	7.78	1.65	5.132	11.798
(- 2LL) 595.716				

Note. N = 134.

* $p < .05$. ** $p < .01$. *** $p < .001$.

Table 39. Parameter Estimates for the null/baseline model examining respondent differences on reported non-verification of the Team member Social Identity

Team member Social Identity				
	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Fixed components				
Intercept	2.05***	0.39	1.270	2.835
Variance of random components				
Residual	3.16***	0.79	1.932	5.155
Intercept Variance (Respondents)	5.60***	1.63	3.162	9.900
(- 2LL) 397.647				

Note. N = 83.

* $p < .05$. ** $p < .01$. *** $p < .001$.

Table 40. Parameter Estimates for the null/baseline model examining respondent differences on reported non-verification of the Team member Social Identity

Worker Role Identity				
	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Fixed components				
Intercept	2.10***	0.310	1.485	2.724
Variance of random components				
Residual	1.99***	0.346	1.412	2.795
Intercept Variance (Respondents)	4.90***	1.099	3.157	7.605
(- 2LL) 562.417				

Note. N = 129.

* $p < .05$. ** $p < .01$. *** $p < .001$.

Results

H1a, H1b and H1c, respectively, predict that interpersonal mistreatment will be associated with the activation of the target's person, social and role identities. Similar to the approach followed in Study 2, I tested *H1a, H1b and H1c* by conducting a series of Chi-square tests comparing the observed number of times each identity was activated against the expected frequency. Specifically, for each sub-sample analyzed, I tested whether the Self-respect person Identity, Team member social identity, and the Worker role identity were each activated for a statistically significantly large proportion of respondents in the study. As the results reported in Table 41 illustrate, across each sub-sample, I rejected the null hypothesis in the first set analyses because the results indicate a statistically significant difference between those for whom the relevant identity was activated compared to those for whom it was not activated. Therefore, H1a, H1b and H1c were supported.

Table 41. Summary of results on Chi-square tests of significance of identity activation

	Identity not activated	Identity activated	χ^2	<i>p</i>-value
<u>Activation of Self-respect person identity</u>				
Expected frequency (50%)	67	67	134	<i>p</i> = 0.00
Observed Frequency (50%)	0	134		
<u>Activation of Team member social identity</u>				
Expected frequency (50%)	41.5	41.5	83	<i>p</i> = 0.00
Observed Frequency (50%)	0	83		
<u>Activation of Worker role identity</u>				
Expected frequency (50%)	64.5	64.5	129	<i>p</i> = 0.00
Observed Frequency (50%)	0	129		

H2a, *H2b* and *H2c*, respectively, predict that interpersonal mistreatment will be positively associated with the non-verification of the person, social and role identities. To test these hypotheses, I conducted paired-samples t-tests comparing respondents' identity standard reported at T1 (Day 1 of the diary study) and their reported reflected appraisals given each experience they described in their subsequent online diary submissions (i.e., T2, T3, T4, T5 and T6). As in Study 2, I expected that there would be a statistically significant difference between respondents' identity standard measured at T1, and their reflected appraisals (also measured using the same identity meanings scale) at T2, T3, T4, T5 and T6. Three separate sets of analyses were conducted on each of the three sub-samples.

Tables 42, 43 and 44 provide summaries of the results of the paired-samples t-tests, categorized by sub-sample used. As the results indicate, across all sub-samples,

there was a statistically significant difference between how respondents saw themselves at T1 (i.e., their identity standard) and how they saw themselves reflected during each experience they reported on (i.e., at T2, T3, T4, T5 and T6). In each case, there was a decrease in the mean scores of their identity meanings. Moreover, the Eta squared statistics reported for daily diary submissions at each time point indicate a large effect size. Overall, these results show that respondents' Self-respect, Team member, and Worker identities were not verified represented by a decrease in how positive they saw themselves following the experience described in their diary submission.

Table 42. Results of the Paired-samples t-test of non-verification scores - Self-respect Person Identity

SUBMISSION	PAIRS	N	MEAN	SD	t	df	p	Eta squared
1	Self-respect Person Identity meanings score (Identity standard) - T1	65	37.35	4.21	11.112	64	0.000	0.66
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	65	22.60	9.58				
2	Self-respect Person Identity meanings score (Identity standard) - T1	37	37.22	3.78	11.411	36	0.000	0.78
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	37	20.14	8.41				
3	Self-respect Person Identity meanings score (Identity standard) - T1	20	36.70	3.94	7.94	19	0.000	0.77
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	20	20.45	9.23				
4	Self-respect Person Identity meanings score (Identity standard) - T1	9	35.11	4.43	6.455	8	0.000	0.84
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	9	18.22	8.89				
5	Self-respect Person Identity meanings score (Identity standard) - T1	3	37.00	5.00	11.674	2	0.007	0.99
	Self-respect Person Identity meanings score (Reflected Appraisal) - T2	3	15.33	5.51				

Table 43. Results of the Paired-samples t-test of non-verification scores - Team Member Social Identity

SUBMISSION	PAIRS	N	MEAN	SD	t	df	p	Eta squared
1	Team Member Social Identity meanings score (Identity standard) - T1	52	37.19	5.06	10.94	51.00	0.00	0.70
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	52	20.04	10.32				
2	Team Member Social Identity meanings score (Identity standard) - T1	21	36.57	4.76	9.70	20.00	0.00	0.82
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	21	16.95	8.00				
3	Team Member Social Identity meanings score (Identity standard) - T1	10	35.50	5.89	3.90	9.00	0.00	0.63
	Team Member Social Identity meanings score (Reflected Appraisal) - T2	10	18.50	9.13				
4	Team Member Social Identity meanings score (Identity standard) - T1							
	Team Member Social Identity meanings score (Reflected Appraisal) - T2							
5	Team Member Social Identity meanings score (Identity standard) - T1							
	Team Member Social Identity meanings score (Reflected Appraisal) - T2							

Table 44. Results of the Paired-samples t-test of non-verification scores - Worker Role Identity								
SUBMISSION	PAIRS	N	MEAN	SD	t	df	p	Eta squared
1	Worker Role Identity meanings score (Identity standard) - T1	63	37.63	4.43	12.555	62	0.000	0.72
	Worker Role Identity meanings score (Reflected Appraisal) - T2	63	19.78	9.88				
2	Worker Role Identity meanings score (Identity standard) - T1	36	37.81	4.80	6.774	35	0.000	0.57
	Worker Role Identity meanings score (Reflected Appraisal) - T2	36	23.19	11.45				
3	Worker Role Identity meanings score (Identity standard) - T1	19	38.37	5.21	8.707	18	0.000	0.81
	Worker Role Identity meanings score (Reflected Appraisal) - T2	19	16.79	10.04				
4	Worker Role Identity meanings score (Identity standard) - T1	11	38.36	5.41	6.9	10	0.000	0.83
	Worker Role Identity meanings score (Reflected Appraisal) - T2	11	16.09	8.08				
5	Worker Role Identity meanings score (Identity standard) - T1							
	Worker Role Identity meanings score (Reflected Appraisal) - T2							

H3a, H3b and H3c predict, respectively, that the non-verification of the target's person, social and role identities given the experience of interpersonal mistreatment will be positively associated with targets' negative affective response. I followed the same approach as in Study 2, to analyze three models in my test of H3a, H3b and H3c. All variables were entered as fixed except respondents who were entered as random. In support of H3a, results show that the non-verification of the Self-respect person Identity $F(1, 109.83) = 15.22, p = 0.001$, is statistically significantly and positively related to negative emotional response. The pseudo R^2 (Peugh, 2010) for this model is $([.888]^2 = .7885)$ indicating that the non-verification of respondents' Self-respect person identity, and respondents' gender, age, race, negative affectivity, and self-esteem accounts for 78.85% of the variation in respondents' negative affective response. ICC for this model is .50. Similarly, in support of H3b, results show that the non-verification of the Team member social identity $F(1, 67.644) = 4.08, p < .05$, is statistically significantly and positively related to negative emotional response. The pseudo R^2 for this model is $([.843]^2 = .7107)$ which indicates that the non-verification of respondents' Team member social identity, and respondents' gender, age, race, negative affectivity, and self-esteem accounts for 71.07% of the variance in respondents' negative affective response. ICC for this model is .37.

However, contrary to H3c, the non-verification of the Worker role identity $F(1, 82.74) = 159.74, n.s$ is not statistically significantly related targets' negative emotional response. ICC for this model was .44. See Tables 45, 46, and 47 below for a summary of these results and the estimates from each model.

Table 45. Estimates of fixed effects of non-verification of Self-respect person identity on negative emotional responses to non-verification

Variable	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Age	0.008	0.012	-0.0172	0.0325
Gender	-0.377	0.246	-0.8708	0.1159
Race				
Asian or Asian American	0.460	1.169	-1.8654	2.7845
Black or African American	1.428	1.148	-0.8544	3.7097
Hispanic or Latino	0.806	1.168	-1.5169	3.1295
Caucasian	1.256	1.103	-0.9358	3.4476
Other - Mixed	-0.970	1.083	-3.1501	1.2095
Negative affectivity	1.049***	0.224	0.5993	1.4978
Self-esteem	0.075**	0.024	0.0273	0.1228
Non-verification of the Self-respect person Identity	0.146***	0.037	0.0718	0.2200
Pseudo R ² = 0.7885				

Note. N = 129.

* $p < .05$. ** $p < .01$. *** $p < .001$.

Table 46. Estimates of fixed effects of non-verification of Team member social identity negative emotional responses to non-verification

Variable	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Age	0.035*	0.014	0.0073	0.0627
Gender	-0.349	0.307	-0.9507	0.2519
Race				
Asian or Asian American	2.012	1.232	-0.4504	4.4753
Black or African American	2.766*	1.194	0.3833	5.1490
Hispanic or Latino	1.602	1.224	-0.8424	4.0466
Caucasian	1.349	1.124	-0.8928	3.5909
Other - Mixed	1.152	1.660	-2.1633	4.4668
Negative affectivity	0.322	0.355	-0.3725	1.0174
Self-esteem	0.021	0.029	-0.0357	0.0772
Non-verification of the Team member social Identity	0.097*	4.421	0.0029	0.1919
Pseudo R ² = 0.7107				

Note. N = 83

* $p < .05$. ** $p < .01$. *** $p < .001$.

Table 47. Estimates of fixed effects of non-verification of Worker role identity on negative emotional responses to non-verification

Variable	Estimate	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Age	0.018	0.016	-0.0136	0.0496
Gender	-0.237	0.328	-0.8936	0.4196
Race				
Asian or Asian American	0.245	0.482	-0.7121	1.2023
Black or African American	0.848	0.579	-0.3078	2.0034
Hispanic or Latino	-0.065	0.671	-1.4070	1.2771
Negative affectivity	0.599*	0.280	0.0431	1.1540
Self-esteem	0.021	0.033	-0.0456	0.0869
Non-verification of the Worker role Identity	0.008	0.048	-0.0879	0.1034
-2LL	977.108			

Note. N = 129

* $p < .05$. ** $p < .01$. *** $p < .001$.

H4a, H4b and H4c considers whether negative emotional response due to non-verification of the person, social and role identities will be associated with target's behavioral responses. As with Study 2, my focus in Study 3 was on three key behavioral outcome variables – avoidance, retaliation, and reconciliation – that are relevant to my research hypotheses. Because earlier results indicate a statistically non-significant relationship between non-verification of the Worker role identity and negative emotional response to non-verification, I conducted only two separate mediation analyses to test whether negative emotional response mediates the relationships between the non-verification of the Self-respect person identity and the Team member social identity and targets' behavioral responses. For each of these identity subsamples, I examined avoidance, retaliation, and reconciliation as outcome variables. A total of six mediation relationships were examined. Tables 48 and 49 report on the results and related estimates

from the various mediation analyses conducted for the Self-respect person identity and the Team member identity subsamples.

In partial support of H4a, the between-group indirect effects results demonstrate that negative emotional response to non-verification of the self-respect person identity mediate the relationships between non-verification and retaliation ($\beta = .076, p < .05$); however, it does not mediate the relationships with avoidance ($\beta = .058, n.s$), and reconciliatory ($\beta = -0.039, n.s$) behaviors. Results on the within-group indirect effects also indicate statistically non-significant relationships between non-verification and avoidance ($\beta = 0.002, n.s$), retaliatory ($\beta = .003, n.s$), and reconciliatory ($\beta = -.002, n.s$) behaviors.

For the Team member social identity, in partial support of H4b, the between-group indirect effects results show that negative emotional response to non-verification of the Team member social identity mediates the relationships between non verification and targets' reconciliatory ($\beta = -.055, p^{13} = .12$) behavior. However, negative emotional response to non-verification of the Team member social identity does not mediate the relationship between non-verification and avoidance behaviors ($\beta = 0.070, n.s$); although it does predict avoidance behaviors ($\beta = .612, p < .05$).

Regarding the hypothesized mediation relationship with targets' retaliatory behavior as the outcome variable, I was unable to assess the indirect relationship using MLmed because the variance for this outcome variable was very close to zero. Consequently, MLmed was unable to provide estimates for this relationship. This possibility is recognized in the MLmed program, which suggests setting the random

¹³ See previous discussion on the preference for Monte Carlo confidence intervals versus *p*-values.

intercept of the variable with close to zero variance as fixed to facilitate convergence. However, even this remedy failed to resolve this issue. Consequently, I conducted a test recommended in the literature to demonstrate mediation (i.e., I assessed the significance of the $a \times b$ relationship of the mediation model; e.g., Zhao et al., 2010).

Results from these analyses show a statistically non-significant relationship (MCCI= -0.0047 to 0.0501), indicating a lack of support for the hypothesized indirect effect of identity non-verification on retaliatory behavior through negative emotional responses. I then explored whether non-verification of the Team member social identity, and negative emotional response predict behavioral reactions. Results indicate that non-verification of the targets' Team member social identity does not predict targets' retaliatory behavior ($\beta = .0473$, *n.s.*), but that negative emotional response predicts targets' retaliatory behavior ($\beta = .280$, $p = .50$).

Results from my test of **H3c** (see page 183-84) indicate that non-verification of the Worker role identity does not predict negative emotional response. Moreover, a test of the indirect $a \times b$ relationships indicates statistically non-significant relationships for each behavioral reaction: avoidance (MCCI= -0.0227 to 0.0277; retaliation (MCCI= -0.0206 to 0.0244) and reconciliation (MCCI= -0.0356 to 0.0306). Consequently, I did not test negative emotional response to non-verification as a mediator between identity non-verification and targets' behavioral responses. However, I conducted some exploratory analyses by testing whether non-verification of the Worker role identity and negative emotional response predicts targets' behaviors. I analyzed three separate models, one for each of the three outcome variables: Model 1 has avoidance as the outcome variable, Model 2 has retaliation as the outcome variable, and Model 3 has reconciliation as the

outcome variable. Results indicate that the non-verification of the Worker role identity does not predict avoidance $F(1, 101.90) = 2.259, n.s.$, retaliatory $F(1, 104.05) = 2.235, n.s.$, and reconciliatory $F(1, 74.39) = 0.217, n.s.$ behaviors. Similarly, negative affective response does not predict avoidance $F(1, 101.23) = 1.549, n.s.$ and retaliatory behaviors $F(1, 108.44) = 2.137, n.s.$; however, it was statistically significantly negatively related to reconciliatory behaviors $F(1, 83.10) = 11.599, p < .01$. The pseudo R^2 for this model is $(.674)^2 = .4543$ indicating that the non-verification of respondents' Worker role identity, and respondents' gender, age, race, negative affectivity, and self-esteem account for 45.43% of the variance in respondents' reconciliatory behavior can be explained by The ICC for each respective model was .20, .45, and .17. See Table 50 for further details on the various models analyzed.

Table 48. Estimates of Indirect effects of non-verification of Self-respect person Identity on targets' behavioral responses through negative emotional response

Independent variable	DV = Avoidance				DV = Retaliation				DV = Reconciliation			
	β	SE	95% CI		β	SE	95% CI		β	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Age	0.005	0.025	-0.045	0.055	-0.039*	0.018	-0.076	-0.002	0.027	0.020	-0.012	0.067
Gender	0.317	0.514	-0.711	1.346	-0.375	0.381	-1.137	0.387	-0.029	0.405	-0.837	0.778
Race	-0.110	0.130	-0.370	0.150	-0.067	0.096	-0.258	0.123	-0.148	0.102	-0.351	0.056
Non-verification of Self-respect person Identity	0.028	0.098	-0.166	0.222	-0.103	0.070	-0.243	0.037	0.026	0.076	-0.125	0.176
Negative emotional response to non-verification	0.308	0.213	-0.117	0.732	0.412*	0.155	0.102	0.722	-0.209	0.166	-0.540	0.122
	-2LL				-2LL				-2LL			
	977.108				861.450				897.907			
	Estimate	SE	95% CI		Estimate	SE	95% CI		Estimate	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Indirect Effect Through Mediator												
Within-group indirect effects	0.005	0.033	-0.063	0.081	0.003	0.019	-0.035	0.045	-0.002	0.016	-0.039	0.030
Between-group indirect effects	0.058	0.044	-0.020	0.157	0.077	0.037	0.015	0.158	-0.039	0.034	-0.113	0.021

Note. N = 134. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Table 49. Estimates of Indirect effects of non-verification of Team member social Identity on targets' behavioral responses through negative emotional response

Independent variable	DV = Avoidance				DV = Retaliation				DV = Reconciliation			
	β	SE	95% CI		β	SE	95% CI		β	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Age	-0.003	0.028	-0.059	0.053	-0.018	0.015	-0.047	0.011	0.000	0.018	-0.037	0.037
Gender	0.659	0.526	-0.397	1.715	0.312	0.289	-0.262	0.886	-0.129	0.354	-0.840	0.583
Race	0.069	0.146	-0.226	0.364	-0.026	0.078	-0.181	0.128	-0.083	0.095	-0.275	0.110
Non-verification of Team member social Identity	-0.075	0.108	-0.292	0.143	0.047	0.058	-0.067	0.162	0.113	0.071	-0.030	0.256
Negative emotional response to non-verification	0.612*	0.25	0.104	1.119	0.280	0.141	0.000	0.560	-0.477	0.173	-0.823	-0.132
	-2LL								-2LL			
	608.5944								558.0267			
			95% CI				95% CI				95% CI	
	Estimate	SE	Lower Bound	Upper Bound	Estimate	SE	Lower Bound	Upper Bound	Estimate	SE	Lower Bound	Upper Bound
Indirect Effect Through Mediator												
Within-group indirect effects	0.009	0.050	-0.087	0.122					-0.008	0.043	-0.109	0.078
Between-group indirect effects	0.070	0.047	-0.001	0.176					-0.055*	0.035	-0.136	0.000

Note. N = 83. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Table 50. Estimates of fixed effects of non-verification of Worker role identity, and negative emotional response to non-verification on targets' behavioral responses

MODEL	DV = AVOIDANCE			
	β	SE	95% CI Lower Bound	Upper Bound
MODEL 1				
Age	0.010	0.022	-0.0339	0.0545
Gender	-0.573	0.455	-1.4881	0.3429
Race				
Asian or Asian American	1.163	0.740	-0.3096	2.6360
Black or African American	1.074	0.832	-0.5900	2.7389
Hispanic or Latino	1.056	0.924	-0.8034	2.9163
Negative affectivity	-0.250	0.395	-1.0445	0.5444
Self-esteem	-0.058	0.048	-0.1541	0.0381
Non-verification of Worker role Identity	-0.124	0.083	-0.2880	0.0397
Negative emotional responses to non-verification of the Worker role Identity	0.186	0.149	-0.1101	0.4812
2LL = 555.204				
DV = RETALIATION				
	β	SE	95% CI Lower Bound	Upper Bound
MODEL 2:				
Age	-0.012	0.018	-0.0482	0.0243
Gender	0.096	0.375	-0.6579	0.8491
Race				
Asian or Asian American	0.717	0.585	-0.4485	1.8835
Black or African American	0.015	0.678	-1.3437	1.3738
Hispanic or Latino	0.952	0.759	-0.5752	2.4792
Negative affectivity	0.666*	0.326	0.0119	1.3206
Self-esteem	0.031	0.039	-0.0467	0.1095
Non-verification of Worker role Identity	-0.099	0.066	-0.2306	0.0324
Negative emotional responses to non-verification of the Worker role Identity	0.170	0.116	-0.0604	0.3998
2LL = 489.560				

	DV = RECONCILIATION			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 3:				
Age	0.003	0.013	-0.0229	0.0289
Gender	-0.278	0.270	-0.8232	0.2665
Race				
Asian or Asian American	1.901	0.453	0.9974	2.8050
Black or African American	0.649	0.507	-0.3695	1.6667
Hispanic or Latino	1.638	0.541	0.5455	2.7298
Negative affectivity	0.750**	0.237	0.2717	1.2280
Self-esteem	0.034	0.030	-0.0267	0.0940
Non-verification of Worker role Identity	-0.026	0.055	-0.1345	0.0835
Negative emotional responses to non-verification of the Worker role Identity	-0.326**	0.096	-0.5161	-0.1355
2LL = 471.300				
Pseudo R ² =0.4543				
N=129				
*p < .05. **p < .01. ***p < .001.				

H5a and H5b predict, respectively, that the non-verification of a person identity would be associated with feelings of sadness, and that this relationship would be stronger when the identity is of low centrality. *H5c and H5d* predict, respectively, that the non-verification of a person identity would be associated with feelings depression, and that this relationship would be stronger when the identity is of high centrality. I analyzed 2 separate mixed models in my tests of these sets of hypotheses. In Model 1 I assessed the relationship between the non-verification of the Self-respect person identity and sadness, and the moderating effect of identity centrality in this relationship. In Model 2, I assessed similar relationships with experienced depression as the outcome variable. In addition to

the predictor and criterion variables, I also included the five control variables as covariates in the model. Furthermore, I included the Self-respect person identity centrality measure as a moderator in both models. All variables were entered as fixed variables and respondents were entered as a random variable. Providing support for H5a but not for H5b, results from the mixed model analyses of Model 1 indicates that the non-verification of the Self-respect person identity is statistically significantly and positively associated with experienced sadness $F(1, 116.63) = 7.76, p < 0.01$; however, the interaction of non-verification and identity centrality is not statistically significantly related to sadness $F(1, 130.38) = 0.622, n.s.$ The pseudo R^2 for this model is $(.521)^2 = .2714$ which indicates that 24.14% of the variation in respondents' feelings of sadness can be explained by the non-verification of respondents' Self-respect person identity, and respondents' gender, age, race, negative affectivity, and self-esteem. ICC for Model 1 was .50. Results from the mixed model analyses of Model 2 provide support for H5c and H5d. Specifically, the non-verification of the Self-respect person identity is statistically significantly and positively associated with experienced depression $F(1, 120.57) = 9.83, p < 0.01$. Furthermore, the interaction of non-verification and identity centrality is statistically significantly related to depression $F(1, 133.061) = 8.40, p < 0.01$. The pseudo R^2 for this model is $(.909)^2 = .8263$ indicating that the non-verification of respondents' Self-respect person identity, and respondents' gender, age, race, negative affectivity, and self-esteem accounts for 82.63% of the variance in respondents' feelings of depression. The ICC for Model 2 is .43.

To facilitate interpretation of the interaction, a graph was produced as recommended by research (Aiken & West, 1991). The graph below (see Figure 3) illustrates the moderation effect of identity centrality. As the graph shows, the relationship between non-verification and the extent to which respondents' experience depression depends on the extent to which the self-respect identity is central to the target. Specifically, when the Self-respect identity is of high centrality, targets reported feeling more depressed under conditions of high non-verification. Table 51 provides further details on the various analyses above including related estimates.

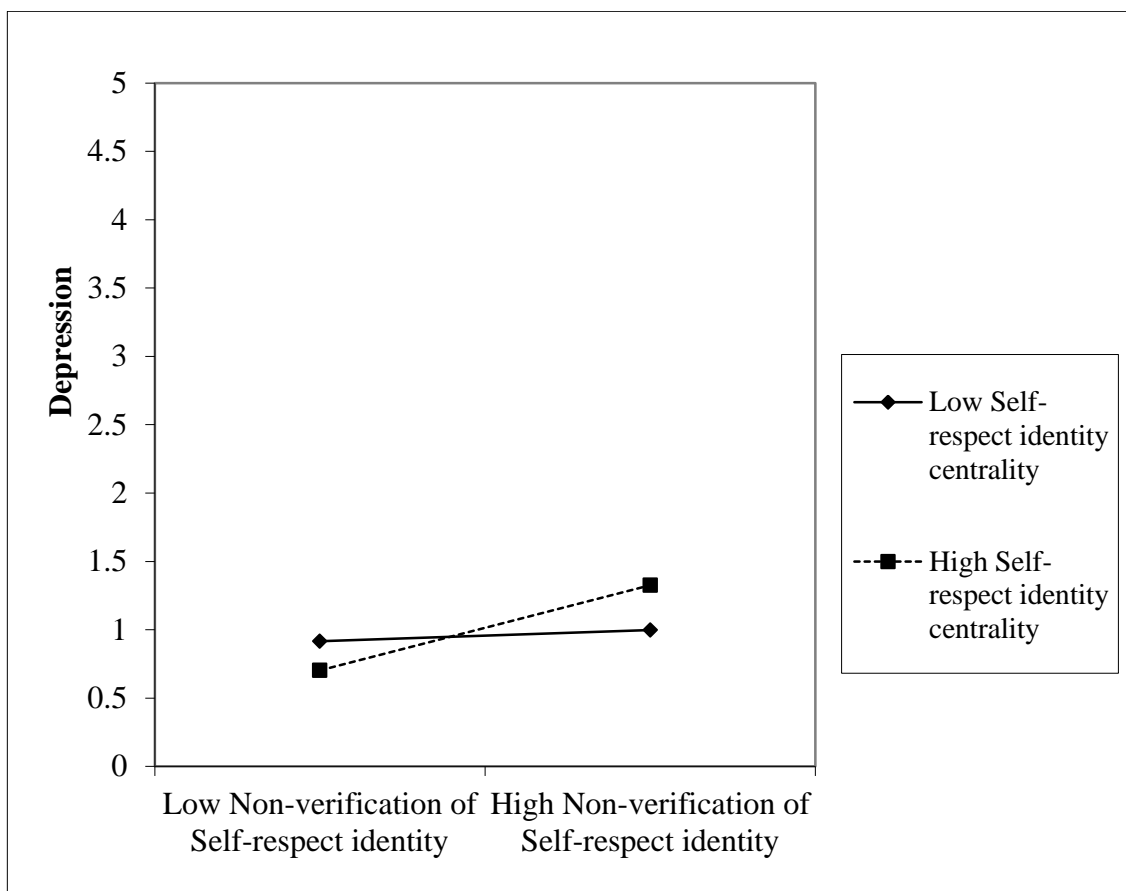


Figure 3. Two-way interaction effects of non-verification of Self-respect person identity and Self-respect person identity centrality on targets' experienced depression

Table 51. Estimates of fixed effects of non-verification of Self-respect person identity and Self-respect person identity centrality on targets' experienced sadness and depression

MODEL	DV = SADNESS			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 1				
Age	-0.005	0.023	-0.0521	0.0417
Gender	-0.128	0.461	-1.0526	0.7956
Race				
Asian or Asian American	1.983	2.055	-2.1019	6.0686
Black or African American	1.471	2.058	-2.6185	5.5604
Hispanic or Latino	1.492	2.095	-2.6748	5.6587
Caucasian	2.655	1.947	-1.2116	6.5223
Other - Mixed	-0.385	2.465	-5.2634	4.4929
Negative affectivity	1.197**	0.388	0.4200	1.9743
Self-esteem	0.079	0.042	-0.0054	0.1624
Self-respect person identity centrality	0.152	0.241	-0.3304	0.6337
Non-verification of Self-respect person Identity	0.177**	0.067	0.0451	0.3086
Non-verification*Self-respect person identity centrality	0.050	0.057	-0.0614	0.1621
Pseudo R ² =0.2714				
	DV = DEPRESSION			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 2:				
Age	0.004	0.021	-0.0382	0.0464
Gender	-0.369	0.417	-1.2016	0.4631
Race				
Asian or Asian American	1.062	1.788	-2.4949	4.6180
Black or African American	1.618	1.785	-1.9326	5.1680
Hispanic or Latino	1.813	1.825	-1.8184	5.4446
Caucasian	2.201	1.682	-1.1425	5.5439
Other - Mixed	-0.277	1.606	-3.6055	3.0521
Negative affectivity	1.242	0.352**	0.5379	1.9455
Self-esteem	0.021	0.038	-0.0547	0.0965
Self-respect person identity centrality	0.029	0.218	-0.4054	0.4631
Non-verification of Self-respect person Identity	0.176	0.056**	0.0650	0.2877
Non-verification*Self-respect person identity centrality	0.135	0.047**	0.0429	0.2274
Pseudo R ² =0.8263				

N=134

*p < .05. **p < .01. ***p < .001.

H6a and H6b predict, respectively, that the non-verification of a social identity would be associated with feelings of embarrassment, with the relationship being stronger when the identity is of low centrality. *H6c and H6d* predict, respectively, that the non-verification of a role identity would be associated with feelings of shame, and that the relationship being stronger when the identity is of high centrality. To test these hypotheses, I analyzed 2 models. Model 1, examines the relationship between non-verification of the Team member social identity and experienced embarrassment, whereas Model 2 investigates the same relationship with experienced shame as the criterion variable. In addition to the predictor and criterion variables, I also included the five study control variables as covariates in the analyses. I also included the Team member social identity centrality measure as a moderator in the two models. All variables in the 2 separate models were entered as fixed variables except for respondents who were entered as a random variable. Contrary to both H6a and H6b, results from Model 1 show that neither the non-verification of the Team member social identity $F(1, 67.97) = 2.661, n.s.$ nor its interaction with Team member social identity centrality $F(1, 50.62) = 1.744, n.s.$ are statistically significantly related to experienced embarrassment. The ICC for Model 1 was .91. However, in support of H6c and H6d, results from Model 2, reveal that non-verification of the team member social identity statistically significantly predicts experienced shame $F(1, 69.958) = 6.8091, p < .05$, and that the interaction of non-verification and identity centrality statistically significantly predicts experienced shame $F(1, 59.754) = 7.095, p < 0.01$. The pseudo R^2 for model 2 is $(.0.662)^2 = .4384$ which indicates that 43.84% of the variation in respondents' feelings of shame may be

accounted for by the non-verification of respondents' Team member social identity, and respondents' gender, age, race, negative affectivity, and self-esteem. The ICC for Model 2 is .52.

Figure 4 displays the interaction. As the graph in Figure 4 shows, the relationship between non-verification and the degree to which targets' experienced shame depends on the extent to which the Team member social identity is central to the target. Specifically, when the Team member social identity is of high centrality, targets report more experienced shame under conditions of high non-verification. I discuss these findings subsequently. Table 52 provides further details on the various analyses above including related estimates.

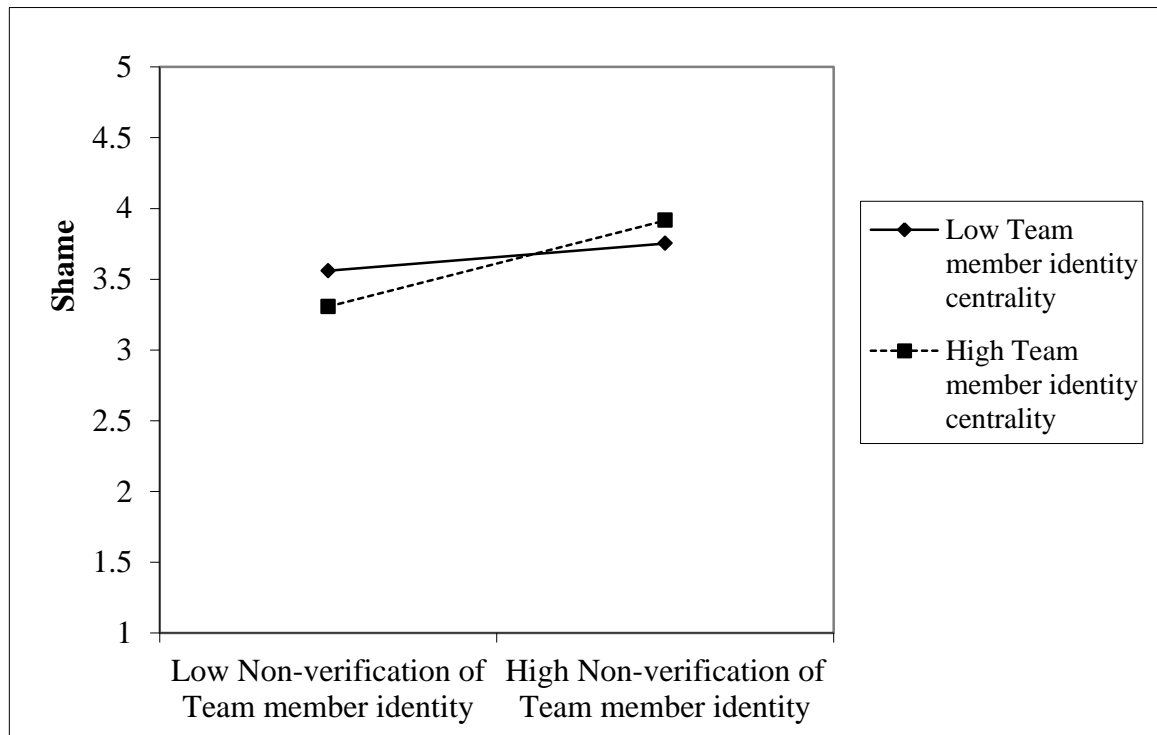


Figure 4. Two-way interaction effects of non-verification of Team member social identity and Team member social identity centrality on targets' experienced shame

Table 52. Estimates of fixed effects of non-verification of Team member social identity and Team member social identity centrality on targets' experienced embarrassment and shame

MODEL	EMBARRASSMENT			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 1				
Age	0.051*	0.022	0.0089	0.0937
Gender				
Male	0.100	1.817	-3.5157	3.7156
Female	0.119	1.827	-3.5165	3.7540
Race				
Asian or Asian American	2.187	1.968	-1.7321	6.1064
Black or African American	1.400	1.944	-2.4684	5.2682
Hispanic or Latino	3.826	1.945	-0.0462	7.6985
Caucasian	1.434	1.821	-2.1890	5.0566
Other - Mixed	-0.589	2.640	-5.8428	4.6650
Negative affectivity	-0.472	0.545	-1.5394	0.5954
Self-esteem	-0.081	0.046	-0.1717	0.0093
Team member social identity centrality	0.188	0.171	-0.1462	0.5225
Non-verification of Team member social identity	0.122	0.086	-0.0463	0.2908
Non-verification*Team member social identity centrality	0.043	0.045	-0.0445	0.1303
2LL = -166.0				
	SHAME			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 2:				
Age	0.019	0.019	-0.0173	0.0552
Gender				
Male	0.684	1.625	-2.5468	3.9154
Female	0.514	1.633	-2.7349	3.7625
Race				
Asian or Asian American	1.286	1.747	-2.1888	4.7616
Black or African American	0.781	1.734	-2.6672	4.2301
Hispanic or Latino	3.151	1.728	-0.2876	6.5890
Caucasian	0.532	1.628	-2.7061	3.7711
Other - Mixed	-0.362	2.355	-5.0454	4.3222
Negative affectivity	-0.324	0.471	-1.2466	0.5992
Self-esteem	-0.045	0.039	-0.1218	0.0314
Team member social identity centrality	-0.023	0.146	-0.3083	0.2630
Non-verification of Team member social identity	0.201*	0.077	0.0500	0.3515
Non-verification*Team member social identity centrality	0.104**	0.039	0.0274	0.1803
Pseudo R ² =0.4384				

N=83

*p < .05. **p < .01. ***p < .001.

H7a and H7b respectively predict that the non-verification of a role identity would be associated with feelings of discomfort, and that this relationship will be stronger when the identity is of low centrality. Alternately, *H7c and H7d* predict, respectively, that the non-verification of a role identity would be associated with feelings of guilt, with the relationship being stronger when the identity is of high centrality. To test these sets of hypotheses, I analyzed 2 mixed models. Model 1 assessed whether identity centrality moderated the relationship between identity non-verification and respondents' feelings of discomfort, whereas Model 2 tested the same relationship, with respondents' experienced guilt as the criterion variable. In addition to the predictor and criterion variables, I also included the six study control variables. Furthermore, Worker role identity centrality measure was included as a moderator in each model. Except for respondents who were entered as a random variable, all variables in the 2 models were entered as fixed variables. Results from Model 1 indicate that the non-verification of the Worker role identity does not predict experienced discomfort $F(1, 109.03) = 2.997, n.s.$ However, results show that non-verification interacts with identity centrality to predict discomfort $F(1, 109.25) = 4.573, p < .05$. The pseudo R^2 for model 1 is $(.712)^2 = .5069$ which indicates that the non-verification of respondents' Worker role identity, and respondents' gender, age, race, negative affectivity, and self-esteem accounts for 50.69% of the variance in respondents' feelings of discomfort. The ICC for Model 1 is .21.

As Figure 5 illustrates (see Figure 5 below) the relationship between non-verification and the degree to which respondents experienced discomfort depends on the extent to which the Worker role identity is central to the target. In particular, when the

identity is of high centrality targets report feeling more discomfort in conditions of high non-verification. This finding supports what was hypothesized in that identity centrality was found to interact with identity non-verification to predict respondents' discomfort. However, the results indicate a contrasting influence whereby discomfort is predicted when identity centrality is high and not low as hypothesized. These findings are discussed subsequently.

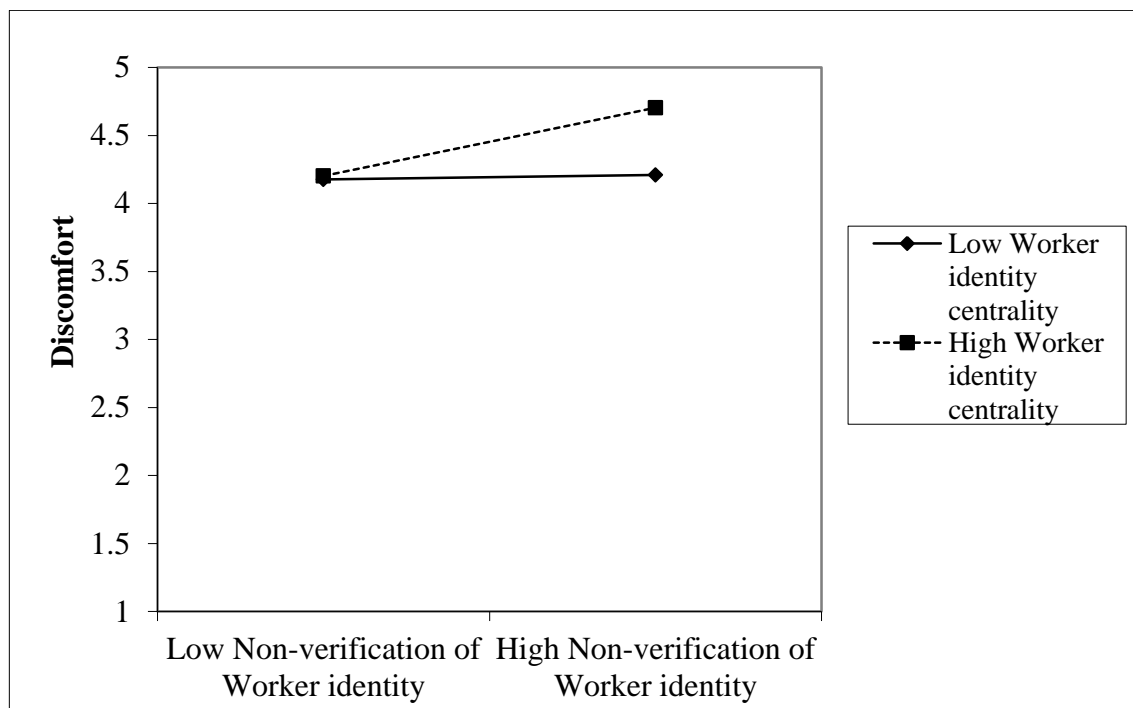


Figure 5. Two-way interaction effects of non-verification of Worker role identity and Worker role identity centrality on targets' experienced discomfort

With respect to Model 2, neither the non-verification of the Worker role identity $F(1, 7.101) = .876, n.s.$, nor the interaction of non-verification and identity centrality $F(1, 10.280) = 1.425, n.s.$, are statistically significantly related to the experience of guilt. The ICC for Model 2 was .38. Results from the two models including estimates can be found in table 53.

Table 53. Estimates of fixed effects of non-verification of Worker role identity and Worker role identity centrality on targets' experienced discomfort and guilt

MODEL	DV = DISCOMFORT			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 1				
Age	0.009	0.019	-0.0299	0.0477
Gender	0.010	0.411	-0.8123	0.8320
Race				
Asian or Asian American	-0.541	0.657	-1.8464	0.7639
Black or African American	0.314	0.734	-1.1508	1.7798
Hispanic or Latino	-1.224	0.839	-2.9041	0.4553
Negative affectivity	0.700*	0.346	0.0076	1.3914
Self-esteem	-0.003	0.043	-0.0874	0.0823
Worker role identity centrality	0.130	0.185	-0.2368	0.4974
Non-verification of Worker role identity	0.134	0.078	-0.0212	0.2884
Non-verification*Worker role identity centrality	0.117*	0.055	0.0086	0.2254
Pseudo R ² =0.5069				
	DV = GUILT			
	β	SE	95% CI	
			Lower Bound	Upper Bound
MODEL 2				
Age	0.005	0.016	-0.0291	0.0383
Gender	-0.192	0.356	-0.9191	0.5347
Race				
Asian or Asian American	0.592	0.569	-0.5470	1.7316
Black or African American	-0.324	0.616	-1.5778	0.9308
Hispanic or Latino	0.809	0.756	-0.7306	2.3477
Negative affectivity	0.839**	0.290	0.2378	1.4394
Self-esteem	0.020	0.036	-0.0524	0.0933
Worker role identity centrality	0.122	0.149	-0.1790	0.4222
Non-verification of Worker role identity	-0.284	0.303	-0.9980	0.4309
Non-verification*Worker role identity centrality	0.073	0.061	-0.0630	0.2096
2LL = 525.474				

N=129

*p < .05. **p < .01. ***p < .001.

To test whether the experience of sadness and depression following the non-verification of targets' person identities is positively related to targets' avoidance behaviors as predicted in *H8a and H8b*, I conducted 2 separate mediation analyses whereby I examined sadness and depression as mediators of the relationship between non-verification of the Self-respect person identity, and targets' avoidance behaviors. Contrary to H8a and H8b, neither sadness ($\beta = 0.024, n.s$) nor depression ($\beta = 0.253, n.s$) mediates the relationships between the non-verification of the Self-respect person identity, and targets' avoidance behaviors. Furthermore, within-group indirect effects for sadness ($\beta = 0.007, n.s$) and depression ($\beta = 0.016, n.s$) indicate that neither emotions mediate the relationship between non-verification and targets' avoidance behaviors. Table 54 and 55 provides a summary of estimates from each of these mediation analyses.

Table 54. Estimates of indirect effects of non-verification of targets' Self-respect person identity on targets' avoidance behavior through experienced sadness

Independent Variables	DV = AVOIDANCE			
	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	0.007	0.025	-0.043	0.058
Gender	0.449	0.513	-0.577	1.475
Race	-0.109	0.131	-0.371	0.154
Non-verification of Self-respect person Identity	0.062	0.095	-0.127	0.251
Sadness	0.114	0.148	-0.182	0.410
-2LL 1107.166				
	Estimate	SE	95% CI	
			Lower Bound	Upper Bound
Indirect Effect Through Mediator				
Within-group indirect effects	0.007	0.026	-0.039	0.070
Between-group indirect effects	0.024	0.034	-0.038	0.097

Table 55. Estimates of indirect effects of non-verification of targets' Self-respect person identity on targets' avoidance behavior through experienced depression

	β	SE	95% CI	
			Lower Bound	Upper Bound
Age	0.004	0.025	-0.045	0.053
Gender	0.300	0.507	-0.714	1.313
Race	-0.112	0.129	-0.369	0.145
Non-verification of Self-respect person Identity	0.031	0.093	-0.155	0.216
Depression	0.253	0.137	-0.022	0.528
-2LL 6353.652				
	Estimate	SE	95% CI	
			Lower Bound	Upper Bound
Indirect Effect Through Mediator				
Within-group indirect effects	0.016	0.036	-0.048	0.103
Between-group indirect effects	0.053	0.036	-0.004	0.134

Note. N = 134. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Hypothesis 9. The results from the test of H6a (see page 196) indicate that non-verification is not related to targets' experience of embarrassment. Moreover, the requirement to test a mediation relationship was not met (MCCI= -0.0128 to 0.0180). Thus, it was inappropriate to test the hypothesized mediation relationship in **H9**. Notwithstanding these results, I investigated the possibility that both embarrassment and the non-verification of targets' team member social identity may predict targets' reconciliatory behaviors. I analyzed a model in which I entered experienced embarrassment and non-verification as predictors of reconciliatory behaviors. Results from this model show that neither embarrassment $F(1, 75.91) = 1.13, n.s$ nor non-verification $F(1, 59.514) = 0.000, n.s$, are related to targets' reconciliatory behaviors

(ICC= .05). See Table 56 for more information on the results of this model. Taken together with the previous findings (i.e., H6a), the results from the above analyses suggest a general lack of support for H9.

Table 56. Mixed Model Analyses Examining the relationships between Embarrassment and non-verification of Team member social identity, and targets' reconciliatory behaviors

MODEL	RECONCILIATION			
	β	SE	95% CI Lower Bound	Upper Bound
MODEL 1				
Age	-1.918	1.886	-0.0561	0.0178
Gender				
Male	-0.011	0.061	-0.1342	0.1131
Female	0.019	0.050	-0.0810	0.1198
Race				
Asian or Asian American	-0.277	1.803	-3.8679	3.3136
Black or African American	-0.581	1.760	-4.0835	2.9219
Hispanic or Latino	-1.189	1.804	-4.7785	2.4006
Caucasian	-0.532	1.660	-3.8336	2.7698
Other - Mixed	-1.921	2.443	-6.7827	2.9406
Negative affectivity	4.358	4.664	-0.4784	1.3501
Self-esteem	4.038	3.630	-0.0308	0.1115
Non-verification of Team member social identity	3.854	6.813	-0.1335	0.1336
Embarrassment	-9.999	9.415	-0.2845	0.0846
2LL =-159.0				

Note. N = 83

*p < .05. **p < .01. ***p < .001.

Hypothesis 10a and H10b. H10a predicts that the experience of shame following the non-verification of targets' social identities will be positively associated with targets' avoidance behaviors. H10b predicts that such feelings of shame will be positively associated with targets' retaliatory behaviors. I conducted 2 separate mediation analyses whereby I examined shame as a mediator of the relationships between non-verification of

Team member social identity and targets' avoidance and retaliatory behaviors. Findings on the between-group indirect effects show that shame did not mediate the relationship between non-verification and target's avoidance ($\beta = .0702, n.s$). Similarly, the within-group indirect effects indicate statistically non-significant results of shame as a mediator of the relationships between non-verification and targets' avoidance ($\beta = .0134, n.s$) and retaliatory ($\beta = .0702, n.s$) behaviors.

Regarding the hypothesized mediating relationship with targets' retaliatory behavior as an outcome, I encountered the same issue as in H4b above: I was unable to assess the indirect relationship because the variance for the retaliation variable was very close to zero. As such, I followed the same approach used to test H4b above. Results indicate a statistically non-significant $a \times b$ relationship (MCCI= -0.0130 to 0.02664). Thus, I concluded non-mediation relationship, indicating a lack of support for H10b. See Table 57 for more information on the above results.

Table 57. Estimates of indirect effects of non-verification of targets' Team member social identity on targets' avoidance and retaliatory behaviors through experienced shame

Independent Variables	DV = AVOIDANCE				DV = RETALIATION			
	β	SE	95% CI		β	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Age	0.013	0.027	-0.0421	0.0673	-0.01	0.01	-0.04	0.02
Gender	0.610	0.536	-0.4668	1.6858	0.25	0.29	-0.32	0.82
Race	0.039	0.147	-0.2583	0.3358	-0.06	0.08	-0.21	0.09
Non-verification of Self-respect person Identity	-0.051	0.109	-0.2698	0.1679	0.06	0.06	-0.05	0.18
Shame	0.367	0.187	-0.0103	0.7444	0.09	0.10	-0.11	0.28
	-2LL 687.43							
	Estimate	SE	95% CI		Estimate	SE	95% CI	
			Lower Bound	Upper Bound			Lower Bound	Upper Bound
Indirect Effect Through Mediator								
Within-group indirect effects	0.013	0.045	-0.067	0.120				
Between-group indirect effects	0.041	0.040	-0.021	0.135				

Note. N = 83. CI = Monte Carlo confidence interval.

*p < .05. **p < .01. ***p < .001.

Hypothesis 11. Given that a test of H7b (see pages 200-201) showed that non-verification was not related to targets' experience of guilt, and that the requirement to test a mediated relationship was not met (MCCI = -0.0139 to 0.0162), it was inappropriate to test **H11**, which hypothesized that this guilt would mediate the relationship between the non-verification of the Worker role identity, and targets' reconciliatory behaviors. However, I investigated the possibility that both guilt and the non-verification of targets' team member social identity predict targets' reconciliatory behaviors even if not in a mediated relationship. I analyzed a model in which I entered experienced shame and non-verification as predictors of targets' reconciliatory behaviors. Results from this model reveal that non-verification $F(1, 80.652) = .197, n.s$, did not predict targets' reconciliatory behavior; however the effect of guilt on targets' reconciliatory behavior is statistically significant $F(1, 104.37) = 3.92, p = 0.05$. ICC for this model is .26. See Table 58 for more information on the results of this model.

Table 58. Estimates of fixed effects of experienced guilt and non-verification of Worker role identity, on targets' reconciliatory behavior

MODEL	DV = RECONCILIATION			
	β	SE	95% CI Lower Bound	Upper Bound
Age	-0.002	0.014	-0.0290	0.0256
Gender	-0.200	0.284	-0.7730	0.3729
Race				
Asian or Asian American	1.935	0.478	0.9823	2.8884
Black or African American	0.334	0.525	-0.7197	1.3884
Hispanic or Latino	1.782	0.571	0.6291	2.9354
Negative affectivity	0.681**	0.252	0.1745	1.1880
Self-esteem	0.030	0.032	-0.0328	0.0938
Non-verification of Team member social identity	-0.026	0.058	-0.1405	0.0892
Guilt	-0.165	0.083	-0.3296	0.0003
2LL = 477.89				

Note. N = 129

*p < .05. **p < .01. ***p < .001.

Study 3 Discussion

In Study 3, I conducted a diary study in which I examined reactions to interpersonal mistreatment. My objective in this study was to replicate Study 2 using actual/real time experiences of interpersonal mistreatment. In this method of data collection, as respondents go about their daily activities, they are asked to identify their current situations (i.e., context), and record their thoughts, feelings and behaviors (i.e., content) after they occur.

The results of Study 3 reveal several research findings. First, I found that interpersonal mistreatment activated the three different identities investigated. This finding goes beyond the current literature on the interpersonal mistreatment-identity relationship which has hitherto failed to examine the different identity bases in its investigation of the impacts of interpersonal mistreatment on targets' identities. This

finding suggests a more complex relationship that requires consideration of the different identities the target may hold and implications interpersonal mistreatment poses for each one. The subsequent discussion examines some of these implications.

Second, the results suggest that interpersonal mistreatment threatens each of the identities activated in the form of the non-verification of the meanings that the target attaches to them. Specifically, I found that targets reported having a less positive view of themselves during, compared to prior to, the experience of interpersonal mistreatment. This finding suggests that there may be a direct link between such experiences, and the non-verification of targets' activated identities.

Third, findings from this study indicate that identity non-verification of the Self-respect person identity, and the Team member social identity predict targets' negative emotional response. These findings which are consistent with the results from Study 2, provide support for past research.

However, contrary to predictions (i.e., H3c), the non-verification of the Worker role identity did not predict targets' negative emotional response. This finding is noteworthy as it goes against what is theorized and has been empirically established in the literatures on identity threat (e.g., Mackie et al., 2000; Major & O'Brien, 2005; Ysseldyk et al., 2011; Yzerbyt et al., 2003) and identity theory (e.g., Stets & Burke, 2005b; Stets & Tsushima, 2001). Furthermore, it differs from the Study 2 findings where I found a statistically significant positive relationship between non-verification of the Worker role identity, and targets' negative emotional response.

Several potential factors may have contributed to the above inconsistent result regarding the relationship between identity non-verification of the Worker role identity,

and the individuals' negative emotional response. Firstly, regarding the conflicting results with Study 2 findings, it is possible that the experiences that activated the Worker role identity in the field diary study may have been milder compared to the experiences described in the vignettes in Study 2. Thus, they may not have evoked as strong emotional reactions compared to the experiences described in the Study 2 vignettes. Secondly, although it is generally accepted that identity threat/identity non-verification leads to negative emotions, perhaps in focusing more specifically on identity threat processes in the context of interpersonal mistreatment as they relate to different identity bases, the Study 3 findings may have revealed that this generally accepted relationship is not as direct as expected -but may be subject to some boundary conditions. For example, earlier, in discussing the results from Study 2, I suggested that identity centrality may play a moderating role in this relationship such that in situations wherein the non-verified identity is of low centrality, the milder the negative emotions experienced. Future research is encouraged to investigate this possibility.

Fourth, I found that negative emotional response to the non-verification of the Self-respect person identity positively predicts retaliatory behavior, whereas the negative emotional response to the non-verification of the Team member social identity is negatively related to reconciliatory behavior. These findings are generally in line with Study 2 findings that negative emotional response to the non-verification of the Self-respect person identity, and the Team member social identity predict emotional responses which in turn predict behavior. However, unlike results from Study 2 which indicated a broader range of behaviors predicted by targets' negative emotional response to identity non-verification, Study 3 illustrated that negative emotional response predict a narrower

array of target behaviors. This finding may be a demonstration of the difference between what one would like to think he/she would do when faced with interpersonal mistreatment, versus what one actually does when he/she experiences it. Moreover, given that the experiences described in the vignettes that activated the different identities may differ from the experience reported by respondents in the diary study, it may be that different acts of interpersonal mistreatment, though activating the same identity, may lead to different behavioral outcomes.

Fifth, I found general support for the argument that the non-verification of identities predicts certain target emotions. Specifically, the non-verification of the Self-respect person identity was found to predict sadness and depression. However, the non-verification of the Worker role identity does not predict guilt. This lack of support for the predicted effects of non-verification of targets' Worker role identity on guilt, may be linked back to my previous discussion regarding the differences in the nature of the experiences that activated the Worker role identity for respondents across the two studies. I had suggested that perhaps the experiences described in the vignettes may have evoked stronger emotions and this may at least partially account for the discrepancy in findings across studies.

In Study 3 I also obtained findings and support for predictions previously unsupported in Study 2. First, the non-verification of the Self-respect person identity was found to interact with the centrality of that identity to predict targets' experience of depression. Second, the non-verification of the Team member social identity was found to predict targets' shame. Third, the centrality of the Team member social identity was also found to moderate the relationship between identity non-verification and targets

experience of shame. Finally, the centrality of the Worker role identity was found to moderate the relationship between non-verification of targets' Worker role identity and targets' experience of discomfort. Specifically, for each of these relationships, I found that the extent to which the Self-respect person identity, Team member social identity, and Worker role identity were central to targets, predicted whether, and how much of these emotions targets experienced.

Earlier in my discussion of Study 2 results I had suggested that the lack of support for non-verification effects on shame and discomfort may have emerged because these emotions may not be relevant in the context of identity non-verification arising from interpersonal mistreatment. However, aside from the emotion of embarrassment where the findings are comparable across studies it appears that shame and discomfort may indeed be pertinent to understanding identity non-verification (i.e., identity threat) in this context. These results suggest, however, that identity centrality may play a role in determining the relevance of shame and discomfort in the face of identity non-verification. That is, targets' experience of shame and discomfort may depend on how central the non-verified identity is to the target.

Sixth, results from Study 3 fail to provide support for the mediating role played by specific emotions in the relationships between identity non-verification and targets' behavioral responses. In Study 2 I found that depression mediates the relationship between the non-verification of the Self-respect person identity and targets' avoidance behavior. However, this finding was not supported in Study 3. This conflicting result may come down to simply the basic difference between what one may think he/she would do in an ideal situation versus what one has to do in reality. That is, in a controlled

hypothetical situation, it may be easier for targets to believe that if such a situation was to arise leading to feelings of depression that they would more than likely avoid the perpetrator. However, in the real-world situation when faced with such experiences, various factors may influence whether the target is able to avoid the perpetrator. For instance, it may be a requirement of the job to maintain continuous interaction with the perpetrator. In this case, the target may choose to engage in other behaviors that allow him/her to cope with the experience. Future research should consider examining other possible behavioral responses to depression following identity non-verification.

Similarly, I did not replicate the results from Study 2 where shame was found to play a mediating role in the relationship between non-verification of the Team member social identity and targets' actual retaliatory behavior. Moreover, I did not find support for shame as a mediator of the relationship between non-verification of the Team member social identity and targets' actual avoidance behavior.

Perhaps, other factors in the situation influenced whether targets engaged in either of these behaviors. For instance, as noted above, the target may be unable to avoid the perpetrator in the workplace due to the nature of the position he or she occupies relative to the perpetrator that requires continued interaction. Moreover, perhaps, retaliation may not have been the ideal action to take because the perpetrator is in a higher position compared to the target. Fear of reprisal may influence whether the target chooses to retaliate against the perpetrator, or seek other options for addressing the experienced mistreatment (e.g., reporting the perpetrator).

Because neither guilt nor embarrassment were predicted by identity non-verification, and given the statistically non-significant $a \times b$ relationships (needed to show

mediation; Zhao et al., 2010) I did not examine the hypothesized mediation relations. However, I conducted analyses to test other potentially relevant relationships. These findings are discussed subsequently.

Theoretical implications

The results from this study provide support for several propositions and findings within the literatures on interpersonal mistreatment and ICT. With respect to the former, I found support for past research findings (e.g., Aquino & Douglas, 2003) indicating that interpersonal mistreatment threatens the identity of targets. With regards to the latter, I found, in line with prior research (e.g., Carter, 2013; Stets & Carter, 2011) that situational cues in a social context may activate a specific identity. I also found, consistent with research in both literatures (e.g., Andersson & Pearson, 1999; Bunk & Magley, 2013; Burke & Harrod, 2005; Leiter, 2013; Porath & Pearson, 2012; Stets & Tsushima, 2001), that identity threat is associated with negative emotional responses (both higher order general negative emotions and specific discrete emotions) that can prompt behavioral responses. Taken together, these findings reiterate theoretical implications noted in Study 2 regarding the need for more precise investigations of identity threat in the experience of interpersonal mistreatment and the consideration of the role of specific emotions in this context.

More specific to research on identity theory, I found, consistent with propositions from identity theory (e.g., Stets & Burke, 2005b), that identity centrality plays a role in determining the extent to which individuals experience certain emotions. Specifically, the more central a non-verified identity is to the individual, the more intense the negative emotion experienced by the target. Current research on the interpersonal mistreatment-

identity threat relationship has yet to consider how individual differences with respect to characteristics of targets' identities influence the experience of interpersonal mistreatment. This finding suggests that accounting for properties of the threatened identity when investigating this consequence of interpersonal mistreatment, can help better explain some of the effects found to be associated with identity threat.

Although findings from this study provide support for past research, I also found that some results do not support, or at least provide limited support for other findings from previous research. For instance, the results on the effects of non-verification of the Worker role identity on targets' negative emotions (both general negative emotions, and discrete emotions) run contrary to what is theorized in the literatures on identity theory and identity threat (e.g., (e.g., Mackie et al., 2000; Major & O'Brien, 2005; Stets & Burke, 2005b; Stets & Tsushima, 2001; Ysseldyk et al., 2011; Yzerbyt et al., 2003).

Furthermore, contrary to what is theorized by research on the interpersonal mistreatment-target's identity relationship (e.g., Andersson & Pearson, 1999), and has been found by research on identity theory (e.g., Stets & Burke, 2005a; Stets & Serpe, 2013; Stets & Tsushima, 2001) I found limited support that negative emotional responses mediate the relationship between identity threat (i.e., identity non-verification in the latter literature) and individuals' behavioral reactions. These results also are not consistent with findings from Study 2.

Of course, a simple explanation for the differences in findings between these two studies may at least be partially attributable to the methodological differences between the studies (i.e., the use of hypothetical situations in Study 2's vignette-design study versus Study 3's diary study conducted in the field). Additionally, individual and

environmental/organizational factors may have influenced relationships examined in Study 3. This is pertinent when one considers that Study 3 was conducted in the field where there was minimal control of these possible factors compared to Study 2 which afforded control over such possible external influencing factors. Notwithstanding these explanations, it is clear that further research is needed examining the relationships between identity non-verification, emotions and targets' behaviors.

Limitations and Future research

Study 3 was designed to replicate my vignette study using a sample of employees who reported on their actual experiences. By using a diary design, this study overcomes the issue of limited external validity often associated with vignette studies. Nonetheless, this study is not without its limitations.

First, results are based on data collected from a single source. Consequently, there is the risk of common method bias influencing study results. Having said that, this was deemed the most suitable methodology for testing my research hypotheses given that the only source of information on perceived threats to the individual's identity, and the emotional and behavioral consequences of such events is the individual himself/herself. Even so, I implemented certain recommended strategies for controlling common method bias (e.g., Podsakoff et al., 2003) including allowing respondents' answers to be anonymous and informing respondents of this, and assuring respondents that there are no right or wrong answers, thereby encouraging respondents to answer questions honestly. Further to these strategies, given the interaction effects that were hypothesized and found in the study, it is less probable that common method variance influenced the results (Evans, 1985; Totterdell et al., 2012; Wall, Jackson, Mullarkey, & Parker, 1996).

Second, the sample was drawn from Mturk, which as noted earlier, is a service that has been criticized for comprising individuals that are considered professional survey takers and who as such, tend to pay limited attention to surveys during completion (Goodman et al., 2013). The potential for reduced survey attention was more likely to have occurred when respondents completed the initial recruitment survey which was longer and more detailed (i.e., Survey one) and which was administered prior to the shorter daily diary surveys. To mitigate this risk attention checks were included throughout the survey. Respondents who failed these were prevented from continuing on in the survey. Additionally, the Qualtrics survey was restricted so that only one response per IP address was allowed. Consequently, a respondent who failed an attention check was precluded from re-taking the survey. Furthermore, in Survey one only, I incorporated jokes in-between questions to create a break for respondents when completing the survey. Future research testing these hypotheses in the field using a sample not perceived by some to be professional survey takers (e.g., an organizational sample) is encouraged.

Third, as with Study 2, I made use of one item measures to assess behavioral responses to interpersonal mistreatment. This may have resulted in the limited support found for the predictability of discrete emotions on targets' behaviors. Future research is encouraged to consider other measures of these behaviors that will allow for a more precise examination of targets behaviors following identity threat due to interpersonal mistreatment. Fourth, given that this was a replication study, I examined the same subset of discrete emotions as in Study 2. Thus, other emotions that may possibly be relevant to identity threat in the experience of interpersonal mistreatment remained unexamined. This is a rich area for future research exploration. Future research may also examine the

effects of other moderating factors on the relationships between identity non-verification and targets' emotions. For instance, future research may investigate whether the source of the interpersonal mistreatment influences this relationship.

Practical implications

Whereas Study 2 investigated individuals' likely emotional and behavioral responses to identity non-verification given interpersonal mistreatment, Study 3 investigated respondents' actual emotions and behaviors in response to identity non-verification. A key practical implication of this finding is that it provides organizations with further knowledge about what may cause individuals to engage in negative behaviors (e.g., avoidance and retaliatory behaviors) in the workplace. In explicating the identity non-verification as an antecedent to these behaviors, this finding suggests opportunities for organizations to seek ways to reduce such behaviors in the workplace. For one thing, this finding reiterates the need for organizations to eliminate interpersonal mistreatment in the workplace as doing so may contribute to the reduction of such negative workplace behaviors.

Further to the above, the above finding on identity non-verification's effects on individuals' negative workplace behaviors suggests implicitly, that the *verification* of individuals' identities may have an opposite effect on negative behaviors. A practical implication of this notion is that organizational efforts aimed at the verification of employees' Self-respect person identity, Team member social identity and Worker role identity may aid in the reduction of or even the elimination of such behaviors in the workplace. For instance, acknowledging employees' contributions to the organization through an organizational recognition program may serve as an avenue through which

organizations can verify the meanings employees attach to these identities. Verifying employees' identity meanings in this way may in turn, help mitigate the effects of non-verification arising from other sources such as negative social interactions.

Exploratory analyses

Several hypotheses that were not supported were the foundation for other subsequent exploratory hypotheses. The first exploratory analyses examined whether the emotional response to the non-verification of the Worker role identity predicts targets' behaviors. I found that it did not predict targets' avoidance and retaliatory behaviors; however, it did negatively predict targets' reconciliatory behavior suggesting that targets for whom interpersonal mistreatment activated their Worker identity and who experienced negative emotions are more likely not to seek reconciliation with the perpetrator.

The second exploratory analyses I conducted tested whether the experience of embarrassment following the non-verification of targets' Team member social identity predicts targets' reconciliatory behaviors. Results show that embarrassment did not predict this behavior. This finding provides further rationale for the need to assess the relevance of the emotion embarrassment to our understanding of identity threat given interpersonal mistreatment. Nevertheless, further examination of this relationship is needed. Alternatively, other possible behavioral outcomes of embarrassment may be examined for better understanding of the role this emotion plays in the interpersonal mistreatment-identity threat-behavioral response relationship.

The third exploratory analyses examined whether guilt and non-verification of targets' Worker role identity predicts targets' reconciliatory behavior. Findings indicate

that guilt does not. Again, future research is encouraged to further examine these effects for a better understanding of the role guilt plays in the noted outcome and others.

Conclusion

Study 3 provides support for several specific findings from Study 2. Furthermore, it provides support for the general finding that interpersonal mistreatment predicts identity threat in the form of the non-verification of the meanings targets attach to their identities and that in doing so, presents other far-reaching implications. Overall, findings from this study suggest the need for the continued investigation of interpersonal mistreatment-identity relationship, particularly in terms of the three identity bases, as doing so will facilitate a better understanding of the role of individuals' identities play in their experience of interpersonal mistreatment.

CHAPTER SEVEN

General Discussion

Due to the growing awareness of both the prevalence of interpersonal mistreatment in the workplace, and its associated costs to individuals and organizations there has been an increase in research investigating the occurrence of this phenomenon (Peterson, 2002). Interpersonal mistreatment has been linked to a variety of negative outcomes for employees and ultimately their organizations (for reviews see Bowling & Beehr, 2006; Hershcovis, 2011; Keashly & Harvey, 2005; O'Leary-Kelly et al., 2009).

Thus far, a myriad of factors influencing the experience of interpersonal mistreatment and the mechanisms through which these factors impact on the target's experience have been identified in the literature (for reviews see Bowling & Beehr, 2006; Hershcovis, 2011). Nevertheless unanswered research questions remain. In particular, much remains to be understood about the relationship between the experience of interpersonal mistreatment and identity. Although there has been much theorizing about the important role targets' identities play in their experiences of interpersonal mistreatment (e.g., Andersson & Pearson, 1999; Aquino & Douglas, 2003; Bies et al., 1997; Caza & Cortina, 2007; Douglas et al., 2008; Leary et al., 2006; Leiter, 2013; Lutgen-Sandvik, 2008; Miller, 2001; Tedeschi & Felson, 1994; Thau et al., 2007), very few empirical studies have been conducted assessing the precise characteristics of this relationship. Consequently, our understanding of the interpersonal mistreatment-target's identity relationship is limited.

In this dissertation, I have aimed to address this limitation in the literature by investigating some fundamental facets of the interpersonal mistreatment-target's identity

relationship. To do this, I conducted two separate studies where I examined the concept of identity in terms of the three identity bases – person, social and role identities (Burke & Stets, 2009) – and explored the links between experienced interpersonal mistreatment and these bases of identity, and the implications such effects have in predicting other target outcomes. First, I conducted a separate study (Study 1) to develop the three scales used in my subsequent studies. In this study, I followed research recommendations for best practices in the development of research scales (e.g., Hinkin, 1995, 1998). As a first step, I used an inductive approach in generating items for the three separate scales. Next, I conducted EFA using three different samples. Results from these analyses yielded three six-items scales. These three scales were then subsequently subjected to further scale validation analyses including CFA, and the assessment of each scale's criterion related validity. The CFA's provided further support for the three six-item scales with results indicating three separate factors comprising six items each. Furthermore, the initial test of the scales criterion related validity provided further support for each scale.

Following the development of these scales, I proceeded to test my research hypotheses by conducting two separate Studies using two different methodologies. First, I conducted Study 2 which used a vignette design to examine the noted relationships. Next, I conducted a third study – Study 3 – which used a diary design to replicate and extend upon Study 2. In particular, Study 3 included reports of actual mistreatment and subsequent reactions – including actual behavioral reactions as opposed to behavioral intentions (which was assessed in Study 2).

In both Studies 2 and 3 I investigated whether experiences of interpersonal mistreatment resulted in the activation of, and non-verification of each of these identities.

Furthermore, I examined whether these effects were associated with the targets' emotional and behavioral outcomes. Additionally, I explored the moderating role played by a property of the identities investigated – the centrality of the identity – and investigated whether it predicted the extent to which targets experienced certain discrete emotions. I examined six discrete emotions: sadness, depression, shame, embarrassment, guilt, and discomfort. With respect to behavioral outcomes, I investigated three main behavioral responses avoidance, retaliation and reconciliation. I used two different study designs to investigate these relationships. Table 59 provides an overview of the results of the tests of each hypothesis investigated in Studies 2 and 3.

Results from Studies 2 and 3 arguably provide several noteworthy findings. First, across the two studies I found that interpersonal mistreatment activates targets' person, social and role identities. This finding extends prior research (e.g., Aquino & Douglas, 2003) by differentiating between the person, social and role identity bases and showing that interpersonal mistreatment does relate each of them. Although identity is conceptualized as comprising three main identity bases (i.e., the person, social, and role identities) research to date (e.g., Andersson & Pearson, 1999; Aquino & Douglas, 2003; Chen et al, 2013; Leiter, 2013; Lutgen-Sandvik, 2008) has failed to investigate how interpersonal mistreatment relates to each of these identity bases – with an aim to understanding whether its impact on each identity bases results in differential emotional and behavioral outcomes for the target.

Second, across both studies, I found that these identities when activated are threatened by experienced interpersonal mistreatment in the form of a yet unexplored identity threat process: the non-verification of identity meanings. For each of the 3

identities investigated (i.e., the Self-respect person identity, Team member social identity, and Worker role identity), respondents reported a statistically significant decrease in their identity meanings scores after experiencing interpersonal mistreatment.

This finding indicating that targets perceived themselves less positively when they experienced interpersonal mistreatment compared to how they view themselves, supports research theorizing (e.g., Petriglieri, 2011) that identity threat may also take the form of harm or potential harm to the identity meanings. Furthermore, this finding extends current research on the relationship between interpersonal mistreatment and individuals' identities which has hitherto focused mainly on the identity devaluing effects of interpersonal mistreatment (e.g., Aquino & Douglas, 2003; Lutgen-Sandvik, 2008).

Third, I found that negative emotional responses may result from the non-verification of the target's identity. In both Studies 2 and 3, I found that the identity non-verification of the Self-respect identity and Team member identity was associated with negative emotional responses. However, the results for the Worker role identity were mixed. In Study 2, I found that the non-verification of the Worker role identity was associated with respondents' negative emotional responses; however, this was not supported in Study 3.

This divergent finding although unexpected, may be explained by different factors. First, perhaps the experiences that activated the Worker role identity in the diary study may have been milder compared to the experiences described in the vignettes – resulting in attenuated negative emotional response from the target. Second, it is possible that there may be some boundary conditions to the generally accepted direct relationship between identity threat and emotions. For example, characteristics of the identity itself

may determine whether the target experiences strong general negative emotions to the identity threat arising from interpersonal mistreatment. For instance, if the identity is not central to the target, he/she may not experience negative emotions to identity non-verification in that context.

Notwithstanding the mixed results obtained for the Worker role identity as discussed above, the other results from the supported hypotheses are in line with research on ICT which indicates that negative emotions result from identity non-verification (e.g., Burke & Harrod, 2005; Ellestad & Stets, 1998). Furthermore, they support research on interpersonal mistreatment (e.g., Bunk & Magley, 2013; Crossley, 2008; Porath & Pearson, 2012) indicating that negative emotions result from the experience of interpersonal mistreatment.

Fourth, I found some support for the hypotheses that negative emotions mediate the relationships between identity non-verification and target's behavioral responses. I investigated both a higher order emotional response (i.e., general negative emotional responses) as well as discrete emotions predicted by identity theory to arise from identity non-verification, as mediators in the hypothesized relationships.

The results obtained were mixed with some hypotheses supported while others were not. With respect to the mediating role of targets' general negative emotional responses in the noted relationships, I found some support for these hypotheses in Study 2 with general negative emotional response shown to mediate the relationships between identity non-verification of the Self-respect person identity and the Team member social identity and some behavioral intentions. However, negative emotional response to the non-verification of the Worker role identity does not mediate this relationship with any of

the three behavioral reactions. In my replication investigation (i.e., Study 3), I found (consistent with Study 2) that the non-verification of the Self-respect person identity and the Team member social identities predicts targets' general negative emotional response. However, this effect was not replicated for the non-verification of the Worker role identity; consequently, I did not assess whether targets' general negative emotional response mediates the relationship between the non-verification of this identity, and targets' behavioral responses.

There are several possible reasons for this lack of support. For instance, the target for whom the Worker role was not verified may choose other behavioral reactions. As well, perhaps the one-item measures used to measure behavioral intentions in Study 2 may not have been ideal for assessing respondents' behavioral reactions as they pertain to the non-verifications of the Worker role identity. Additionally, other influencing factors may have been at play including the centrality of the Worker role identity to the target.

Regarding the mediating role of targets' discrete emotional responses in the relationships between identity non-verification and targets' behavioral reactions, I found, in Study 2 that the non-verification of the Self-respect identity predicted two specific emotions - sadness and depression - and that depression mediates the relationship between identity non-verification and targets' intention to avoid the perpetrator. I also found that the non-verification of the Worker role identity predicts targets' feelings of guilt. However, contrary to what was hypothesized, guilt does not mediate the relationship between identity non-verification and targets' intention to reconcile with the perpetrator.

Findings from Study 2 also show that the non-verification of the Team member social identity does not predict the two hypothesized emotions: embarrassment and shame. However, results from subsequent exploratory analyses indicate that shame predicts targets' intention to retaliate against the perpetrator. Although some of the hypothesized relationships regarding non-verification's effects on specific emotions, and the mediating role played by these emotions were not supported, those that were supported provide initial support for the notion that certain emotions may mediate the relationships between identity non-verification and targets' behavioral intentions in response to identity non-verification.

Regarding specific target emotions in Study 3 I replicated the finding from Study 2 that the non-verification of the targets' Self-respect person identity predicts targets' sadness and depression. However, I did not replicate the mediation relationship found in Study 2 in which depression mediated the relationship between identity non-verification, and respondents' behavioral intentions (i.e., avoiding the perpetrator). Perhaps in reality, the target may not have the option to avoid the perpetrator and may actually have to engage behaviorally in other ways. This may explain why a statistically non-significant effect on respondents' actual behavior (i.e., avoiding the perpetrator) was found.

Similarly, I did not replicate the mediated relationship found in Study 2 in which shame was found to mediate the relationship between the non-verification of targets' Team member social identity, and their behavioral intentions (i.e., intention to retaliate against the perpetrator). A plausible reason for this inconsistent result may be that when faced with real-life situations that do not verify the Team member social identity, resulting in shame, the target may have to contend with other factors controlled in the

vignette design study which in turn, influences what behavior he/she engages in. For instance, fear of reprisal may dissuade the target from retaliating against the perpetrator, especially if the perpetrator is of higher status compared to the target. In such a case, the target may seek other avenues for addressing the experienced interpersonal mistreatment (e.g., reporting the perpetrator). This may explain why the mediation relationship with actual behavior (i.e., retaliating) was not statistically significant in Study 3.

Also conflicting with results from Study 2, I found that the non-verification of the Worker role identity did not predict experienced guilt. This divergent finding may have resulted from differences in the intensity of the type of interpersonal mistreatment the targets in each sub-sample experienced. Specifically, the vignettes that activated the Worker role identity may have evoked stronger emotions of guilt than the experiences *in situ* that activated the Worker role identity for respondents in the diary study.

Study 3 also revealed several new findings regarding the moderating effect of identity centrality. Whereas Study 2 did not find that identity centrality moderated the relationships between identity non-verification and the emotions experienced by targets, Study 3 results provided support for these hypotheses. Specifically, I found that identity centrality interacted statistically significantly with the non-verification of the Self-respect person identity, non-verification of the Team member identity, and non-verification of the targets' Worker role identity to predict targets' experience of depression, shame, and discomfort respectively. This interaction was such that the more central the identity was to the target, the stronger the experience of that emotion.

A possible reason for this finding may be because I controlled for other individual differences variables (i.e., negative affectivity and self-esteem) that have been

suggested to influence outcomes of interpersonal mistreatment (Aquino & Thau, 2009; Aquino et al., 1999; Einarsen, Raknes & Matthiesen, 1994; Harvey & Keashly 2003, Matthiesen & Einarsen 2001; for a review see Bowling & Beehr 2006; Shavit & Shouval, 1977). Perhaps, because I did not control for these factors in Study 2, they may have attenuated any possible effects of identity centrality that may have been found in that study. Controlling for these factors in the current study may have facilitated a more precise examination of the role identity centrality plays in the noted relationships.

Regarding the various hypothesized mediation relationships, aside for the one supported hypothesis in Study 2 (i.e., depression mediated the relationship between non-verification of the Self-respect identity and targets' avoidance behavior), there was a general lack of support for the various hypotheses predicting a relationship between identity non-verification and targets' behaviors through specific emotions. This finding may be as a result of the way these behaviors were measured. I used one-item questions in both studies. Perhaps, more support for these behavioral outcomes may have been achieved if more behavioral options had been provided in the studies. Nevertheless, the one supported hypothesis in Study One suggests the possibility of the hypothesized mediation relationships.

Finally, across Study 2 and Study 3, a review of the pseudo R^2 results found for models that were supported indicate a medium to large effect of identity non-verification (controlling for demographic and other individual differences factors) on both individuals' general emotional response, as well as on specific emotions. Emotions, that in some cases were found to predict individuals' subsequent behavioral intentions, and

their actual behaviors. This finding points to the significant influence the experience of identity threat in the workplace may have on employees and their organizations.

Theoretical Implications

The findings from the studies conducted in this dissertation present important implications for research on interpersonal mistreatment and suggest several opportunities for future research. Firstly, the findings demonstrate *how* experienced interpersonal mistreatment relates to identity threat (i.e., identity non-verification). In doing so, these studies provide much needed theoretically grounded empirical support for a generally accepted, yet untested relationship between interpersonal mistreatment and the target's identity.

A second theoretical contribution of the current research program is that it calls attention to another form of identity threat in the context of interpersonal mistreatment: identity non-verification. Thus far, extant research in the area has focused mainly on interpersonal mistreatment as a devaluing influence on identity (e.g., Aquino & Douglas, 2003). The findings from present research indicate that identity threat can also take the form of the non-verification of identity meanings individuals attach to their identities.

Third, this research advances the literature by examining the concept of identity at a more fundamental or micro-analytic level. That is, identity was explored in terms of three bases: person, social and role. Prior empirical research does not differentiate between identity bases in the investigation of the interpersonal mistreatment-targets' identity relationship. Findings from the present research reveal that interpersonal mistreatment may impact the three identity bases forming the target's self-concept, leading to differential outcomes. This finding suggests support for the argument that

social exchanges involving the experience of interpersonal mistreatment are imbued with cues that activate different identities. As such, future research on interpersonal mistreatment will likely benefit from considering the unique roles each of these identity bases play in targets' experiences of interpersonal mistreatment.

A fourth theoretical contribution of the current research program is its explication of the psychological mechanisms through which identity non-verification ensuing from experienced interpersonal mistreatment, is related to further target outcomes. I tested and found support for the argument that identity non-verification – a proximal outcome of interpersonal mistreatment – is related to the arousal of a higher order general negative emotional response to identity non-verification. I also found that identity non-verification predicts specific discrete emotions. Furthermore, I found some support for the argument that both the higher order general negative emotional response following identity non-verification, and specific discrete emotions experienced by targets following this form of identity threat may play a mediating role in the relationship between the non-verification of that identity, and targets' subsequent behavioral responses (both intended and actual behaviors) to the experience. Although the result was limited, it nevertheless suggests the possibility the posited mediation relationships.

Fifthly, I found some support for the moderating role a key property of threatened identity – its centrality – plays in predicting targets' emotion following the experience of interpersonal mistreatment. Thus far, research on the interpersonal mistreatment-identity relationship has focused mainly on investigating the impacts of the assumed identity threat that occurs from interpersonal mistreatment. The current studies suggest that it is useful for research to begin moving beyond investigating the presumed identity threat

outcomes of interpersonal mistreatment and its related effects, to the examination of other characteristics of identity processes as doing so may help extend our understanding of the role of identity in targets' experiences of interpersonal mistreatment.

Practical Implications

The findings from the research presented in my dissertation reveal some key practical implications. First, research (e.g., Ramarajan, 2014) indicates that certain changes in the workplace and society at large (e.g., growing globalization, diversity, and communication technology) have made it easier for people to enact multiple identities in the workplace that were previously not as salient in that context. This research reveals that experiences such as interpersonal mistreatment in the workplace may not only pose negative implications for these increasingly salient identities, but also for the organization itself. Specifically, findings from my studies indicate that interpersonal mistreatment, may threaten the different meanings targets attach to their identities and in doing so, may result in negative emotions in the target, and possibly negative behaviors in the workplace. This identification of identity non-verification as a possible psychological health hazard in the workplace can help organizations develop precise strategies and/or programs aimed at eliminating factors that contribute to its occurrence, and/or resources that may contribute to or enhance the verification of employees' identities in the workplace.

Second, by explicating the process through which interpersonal mistreatment threatens identities thereby leading to other negative emotional and behavioral outcomes, this study provides organizations with preliminary knowledge concerning strategies that may be implemented to mitigate the noted effects. For instance, organizations may seek

ways to verify employees' identities in the workplace so that employees build up personal resources such as self-esteem (an outcome of identity verification; e.g., Stets & Burke, 2014), which may help mitigate the negative outcomes arising in situations when an employee endures identity non-verification due to interpersonal mistreatment.

Third, the scales developed in Study 1 provide insights for organizations on some of the specific meanings individuals attach to their Self-respect person identity, Team member identity and Worker role identity and what happens when they are not verified. Having knowledge of these precise meanings individuals may attach to their identities, may help organizations to develop resources such as the proactive creation and maintenance of an organizational culture that validates the value of employees to the organization, and that is characterized by mutual support and acceptance because these may contribute to the verification of their employees' identities in the workplace.

Overall, the findings from this research add further voice to what has been found in the literature on the far-reaching deleterious consequences of interpersonal mistreatment. These findings suggest the need for organizations to pay close attention to the incidence of interpersonal mistreatment in the workplace, and to increase efforts aimed at preventing or at the very least, attenuating the effects of such experiences on employees.

Research Limitations

In this section I reiterate the principal limitations initially discussed in connection with the individual studies. First of all, because the study was based on self-report data, the possibility of common method bias effects cannot be ruled out (Podsakoff et al., 2003). However, given that the variables of interest examined in this research comprise

internal cognitive and emotional states which are difficult or even impossible for others to report on, subjective measures may be the most suitable alternative for data collection (Schaubroeck, 1999, Spector, 1999).

A second limitation relates to the use of the intention-based measure of behavioral responses in the vignette design study (i.e., Study 2). It can be argued that this type of measure may have limited construct validity when compared with other behavioral measures. Study Three was designed to address this limitation in Study Two. That is, respondents were asked to indicate what behavioral actions they engaged in following the experienced interpersonal mistreatment.

A third limitation of this research concerns the idea of multiple identities and how they operate in the context of experienced interpersonal mistreatment. Although the current research acknowledges the notion that individuals have multiple identities, a more precise investigation of the implications of having multiple identities that may be impacted by experienced interpersonal mistreatment were not investigated in the two studies presented herein. For instance, although I explored whether multiple identities are activated when targets experienced interpersonal mistreatment, I did not investigate how the different identities when so activated, interacted with each other to determine individuals' ensuing responses to identity non-verification resulting from experienced interpersonal mistreatment (i.e., emotional and behavioral reactions). Nevertheless, the present research findings indicating multiple identities activation following the experience of interpersonal mistreatment lays an initial foundation for further research on the topic.

A fourth limitation of the present research is that the data collected across the two studies may suggest causal relationships among the variables of interest; however, causal inferences cannot be made due to the non-experimental nature of the research.

Nonetheless, the current studies allow us to infer predictive relationships that may be causally substantiated in future research. I expand upon ideas for future research below.

Lastly, across the two studies conducted, I used one item measures to assess behavioral intentions (Study 2) and actual behavior (Study 3). This may at least partially account for the limited support found for the predictability of discrete emotions on targets' behaviors. Future research should consider using scales comprising more behavioral options to measure targets' avoidance, retaliatory, and reconciliatory behaviors.

Directions for Future Research

The findings of the current study, suggest several areas for future research. First of all, I found that interpersonal mistreatment differentially impacted on the three different bases of identities. I theorized that social cues inherent in different acts of interpersonal mistreatment triggered or activated different identities. Nevertheless, in the research program reported here, I did not identify the precise nature of these social cues and how they related to the processes involved. This represents a fruitful area for future research.

Second, in testing my research hypotheses, I did not determine which specific act of interpersonal mistreatment is linked to the non-verification of a specific/given identity. Future research may want to examine whether such a linkage can be made. For instance, might an act of interpersonal mistreatment involving the exclusion of a target be linked

only to the non-verification of the target's social identity? If so, what factors may influence this relationship?

Third, although I acknowledged the idea of the activation of multiple identities in a situation, I did not proffer any hypotheses considering how multiple identity activation operates in the context of experienced interpersonal mistreatment in the workplace. This also represents a fruitful area for future research.

Finally, future research may also investigate other possible outcomes of identity non-verification in the context of interpersonal mistreatment. In the current research, I focused on targets' emotional responses and three behavioral reactions (i.e., avoidance, retaliation, and reconciliation) to identity non-verification. For instance, future research may investigate the effects of identity non-verification on individuals' attitudes such as organizational commitment, turnover intentions and job satisfaction.

Conclusion

It is generally assumed in research that interpersonal mistreatment threatens the identity of the mistreatment target (e.g., Andersson & Pearson, 1999; Aquino & Douglas, 2003; Bies, 1999; Lind, 1997; Leiter, 2013; Lind & Tyler, 1988). Indeed, this assertion has enjoyed much acceptance such that current research in the area has developed based on this assumption, without the empirical test of precisely how interpersonal mistreatment may threaten the targets' identity. Furthermore, current research examining the role identity processes play in the experience of interpersonal mistreatment has yet to examine whether interpersonal mistreatment impacts on different identity bases (i.e., person, social and role) and, if so, to explore the consequences of these effects.

I addressed these gaps in the literature by conducting a more precise investigation of the interpersonal mistreatment-target's identity relationship. Specifically, I investigated whether interpersonal mistreatment threatens targets' identities in the form of the non-verification of meanings targets attach to them. I focused on three identities that comprise the target's self-concept: Self-respect person identity, Team member social identity, and Worker role identity. Furthermore, I examined emotional and behavioral outcomes of this identity process.

Following a study in which I developed and conducted validation analyses of three identity meanings scale which I used to measure the meanings individuals may attach to the Self-respect person identity, Team member social identity, and Worker role identity, I conducted two studies to test my research hypotheses.

Across the two studies conducted, I found that interpersonal mistreatment activates targets' Self-respect person identity, Team member social identity, and Worker role identity, and that when activated, interpersonal mistreatment threatens each of these identities by not verifying the meanings targets attach to each. Furthermore, findings from these studies indicate that targets' negative emotional response may mediate the relationships between identity non-verification and targets' avoidance, reconciliatory and retaliatory behaviors.

Overall, the above research findings extend the literature on the interpersonal mistreatment-target's identities relationship and certainly stimulate other questions for future research. Indeed, the current research addresses some important research questions regarding this relationship and reiterates that argument that identity processes play an integral part targets' experience of interpersonal mistreatment. Thus, as research on

interpersonal mistreatment continues to grow, it is important that the influence of identity processes be considered in this context, because doing so may help shed further light on this workplace phenomenon.

Hypotheses	Study 2			Study 3		
	Statistic	Significance level	Supported?	Statistic	Significance level	Supported?
H1a: Interpersonal mistreatment will be associated with the activation of the target's person identity	χ^2	$p = 0.000$	Yes	χ^2	$p = 0.000$	Yes
H1b: Interpersonal mistreatment will be associated with the activation of the target's social identity	χ^2	$p = 0.000$	Yes	χ^2	$p = 0.000$	Yes
H1c: Interpersonal mistreatment will be associated with the activation of the target's role identity	χ^2	$p < 0.000$	Yes	χ^2	$p = 0.000$	Yes
H2a: Interpersonal mistreatment will be associated with the non-verification of the target' person identity	Series of paired-samples t-tests conducted indicated significant changes in identity meanings.		Yes	Series of paired-samples t-tests conducted indicated significant changes in identity meanings.		Yes
H2b: Interpersonal mistreatment will be associated with the non-verification of the target' social identity	Series of paired-samples t-tests conducted indicated significant changes in identity meanings.		Yes	Series of paired-samples t-tests conducted indicated significant changes in identity meanings.		Yes
H2c: Interpersonal mistreatment will be associated with the non-verification of the target' role identity	Series of paired-samples t-tests conducted indicated significant changes in identity meanings.		Yes	Series of paired-samples t-tests conducted indicated significant changes in identity meanings.		Yes
H3a: Identity non-verification of the person identity predicts Negative emotional response.	$F(1, 617.57) = 5.393$	$p < .05$	Yes	$F(1, 109.83) = 15.22$	$p = 0.001$	Yes

H3b: Identity non-verification of the social identity predicts Negative emotional response	$F(1, 237.05) = 4.48$	$p < 0.05$	Yes	$F(1, 67.644) = 4.08$	$p < 0.05$	Yes
H3c: Identity non-verification of the role identity predicts Negative emotional response	$F(1, 447.43) = 28.731$	$p < 0.001$	Yes	$F(1, 82.74) = 159.74$	n.s	No
H4a: Target's negative emotional response will mediate the relationship between the non-verification of the target's person identity and target's behavioral responses	Avoidance: $\beta = 0.034$; Retaliation: $\beta = 0.028$; Reconciliation: $\beta = .031$	$p < .05$ $p < .05$ $p < .05$	Yes	Avoidance: $\beta = .058$; Retaliation: $\beta = .076$; Reconciliation: $\beta = -0.039$	n.s $p < .05$ n.s	Partial Support
H4b: Target's negative emotional response will mediate the relationship between the non-verification of the target's social identity and target's behavioral responses.	Avoidance: $\beta = 0.033$; Retaliation: $\beta = 0.032$; Reconciliation: $\beta = 0.014$	$p < .05$ $p < .05$ n.s	Partial Support	Avoidance: $\beta = 0.070$; Retaliation: Results indicate a statistically non-significant $a \times b$ relationship for a mediation relationship; Reconciliation: $\beta = -.055$	n.s n.s. $p = .12$	Partial Support
H4c: Target's negative emotional response will mediate the relationship between the non-verification of the target's role identity and target's behavioral	Avoidance: $\beta = .01$; Retaliation: $\beta = 0.032$; Reconciliation: $\beta = .023$	n.s n.s n.s		Results indicate statistically non-significant $a \times b$ relationships for the hypothesized	n.s	No

responses.				mediation relationships with each of the three behavioral responses as outcome variables.		
<p>H5a: The non-verification of a person identity given the experience of workplace interpersonal mistreatment will be associated with feelings of sadness.</p> <p>H5b: The relationship between identity non-verification and sadness will be significantly stronger when the non-verified identity is of low centrality compared to when the identity is of high centrality.</p>	<p>Fixed effect of identity non-verification: $F(1, 741.49) = 3.94$</p> <p>Moderating role of Identity centrality: $F(1, 580.56) = 0.080$</p>	<p>$p < 0.05$</p> <p>n.s</p>	Partial Support	<p>Fixed effect of identity non-verification: $F(1, 114.63) = 7.76$</p> <p>Moderating role of Identity centrality: $F(1, 130.38) = 0.622$</p>	<p>$p < 0.01$</p> <p>n.s</p>	Partial Support
<p>H5c: The non-verification of a person identity given the experience of workplace interpersonal mistreatment will be associated with feelings of depression.</p> <p>H5d: The relationship between identity non-verification and depression will be significantly stronger when the non-verified identity is of high centrality compared to when the identity is of low centrality.</p>	<p>Fixed effect of identity non-verification: $F(1, 696.24) = 4.19$</p> <p>Moderating role of Identity centrality: $F(1, 533.07) = 0.391$</p>	<p>$p < 0.05$</p> <p>n.s</p>	Partial Support	<p>Fixed effect of identity non-verification: $F(1, 120.57) = 9.83$</p> <p>Moderating role of Identity centrality: $F(1, 133.061) = 8.40$</p>	<p>$p < 0.01$</p> <p>$p < 0.01$</p>	Yes

<p>H6a: The non-verification of a social identity given the experience of workplace interpersonal mistreatment will be associated with feelings of embarrassment.</p> <p>H6b: The relationship between identity non-verification and embarrassment will be significantly stronger when the non-verified identity is of low centrality compared to when the identity is of high centrality.</p>	<p>Fixed effect of identity non-verification: $F(1, 210.37) = 0.378$</p> <p>Moderating role of Identity centrality: $F(1, 234.13) = 0.48$</p>	<p>n.s</p> <p>n.s</p>	<p>No</p>	<p>Fixed effect of identity non-verification: $F(1, 67.97) = 2.661$</p> <p>Moderating role of Identity centrality: $F(1, 50.62) = 1.744$</p>	<p>n.s</p> <p>n.s</p>	<p>No</p>
<p>H6c: The non-verification of a social identity given the experience of workplace interpersonal mistreatment will be associated with feelings of shame.</p> <p>H6d: The relationship between identity non-verification and shame will be significantly stronger when the non-verified identity is of high centrality compared to when the identity is of low centrality.</p>	<p>Fixed effect of identity non-verification: $F(1, 216.89) = 2.091$</p> <p>Moderating role of Identity centrality: $F(1, 248.22) = 0.639$</p>	<p>n.s</p> <p>n.s</p>	<p>No</p>	<p>Fixed effect of identity non-verification: $F(1, 69.958) = 6.8091$</p> <p>Moderating role of Identity centrality: $F(1, 59.754) = 7.095$</p>	<p>$p < .05$</p> <p>$p < 0.01$</p>	<p>Yes</p>
<p>H7a: The non-verification of a role identity given the experience of workplace interpersonal mistreatment will be associated with</p>	<p>Fixed effect of identity non-verification: $F(1, 216.16) = 0.753$</p>	<p>n.s</p> <p>n.s</p>	<p>No</p>	<p>Fixed effect of identity non-verification: $F(1, 109.03) = 2.997$</p>	<p>n.s</p> <p>$p < .05.$</p>	<p>No. However statistically significant effect</p>

feelings of discomfort. H7b: The relationship between identity non-verification and discomfort will be significantly stronger when the non-verified identity is of low centrality compared to when the identity is of high centrality.	Moderating role of Identity centrality: $F(1, 243.95) = 1.002$			Moderating role of Identity centrality: $F(1, 109.25) = 4.573$		was found in opposite direction
H7c: The non-verification of a role identity given the experience of workplace interpersonal mistreatment will be associated with feelings of guilt. H7d: The relationship between identity non-verification and guilt will be significantly stronger when the non-verified identity is of high centrality compared to when the identity is of low centrality.	Fixed effect of identity non-verification: $F(1, 323.39) = 11.42$ Moderating role of Identity centrality: $F(1, 364.57) = 0.0259$	$p < 0.001$ n.s	Partial Support	Fixed effect of identity non-verification: $F(1, 7.101) = .876$ Moderating role of Identity centrality: $F(1, 10.280) = 1.425$	n.s n.s	No
H8a: The experience of sadness following the non-verification of targets' person identity will be positively associated with targets' avoidance behavior.	$\beta = 0.010$	n.s	No	$\beta = 0.024$	n.s	No
H8b: The experience of depression following the non-verification of	$\beta = 0.248$	$p = .08.$	Yes	$\beta = 0.253$	n.s	No

targets' person identity will be positively associated with targets' avoidance behavior.						
H9: The experience of embarrassment following the non-verification of targets' social identity will be positively associated with targets' reconciliatory behavior.	H6a not supported. Furthermore, Results indicate a statistically non-significant <i>a x b</i> relationship for a mediation relationship.		No	H6a not supported. Furthermore, Results indicate a statistically non-significant <i>a x b</i> relationship for a mediation relationship.		No
H10a: The experience of shame following the non-verification of targets' social identity will be positively associated with targets' avoidance behavior.	Results indicate a statistically non-significant <i>a x b</i> relationship for a mediation relationship.		No	Results indicate a statistically non-significant <i>a x b</i> relationship for a mediation relationship.		No
H10b: The experience of shame following the non-verification of targets' social identity will be positively associated with targets' retaliatory behavior.	$\beta = .0198$	$p = .11$	Yes	Results indicate a statistically non-significant <i>a x b</i> relationship for a mediation relationship.	n.s	No
H11: The experience of guilt following the non-verification of targets' role identity will be positively associated with targets' reconciliatory behaviors.	$\beta = .04$	n.s	No	$\beta = .04$	n.s	No

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APPENDICES

Appendix A.

1. Item generation Survey One – Self-respect person Identity and Worker role identity

You are invited to take part in an online research study entitled “Workplace interpersonal mistreatment and identity”. This research project investigates the relationships between individuals’ experiences of workplace interpersonal mistreatment (e.g., bullying, workplace incivility, and abusive supervision), their views of themselves, and the consequences arising from these relationships. In this study, you will be asked to complete a survey in which you will be asked to list adjectives that best describe your perceptions of yourself as a person, a worker, and a team member in your organization. The entire process should take you no longer than 15 minutes to complete. If you participate in this study and follow instructions provided, you will be compensated \$2.00USD. Participation is completely voluntary. You are free to withdraw at any time for whatever reason without penalty by just exiting the survey before the end. All your responses up to the point when you exit the survey will be deleted and not used in the study. Please note that responses from a partially completed survey that is submitted will be retained for use in the research study. Your responses will be kept anonymous and confidential. You will not be identified in any way if the results are published and nothing will connect you to your responses. By completing this survey, you are making a substantial contribution to research focused on understanding the impacts of experienced workplace interpersonal mistreatment on people’s perceptions of themselves. There are no known physical, economic, or social risks associated with your participation in this study. All data will be stored in a secure password protected computer file accessible only to me and my supervisor Dr. Lorne Sulsky. Data collected from this study will be published as part of my doctoral dissertation, which will be publicly available at the Queen Elizabeth II Library, Memorial University of Newfoundland. The data may also be published in professional journals or presented at scientific conferences, but any such presentations will be of group level findings and will never identify your individual responses. Every reasonable effort will be made to ensure your anonymity and confidentiality. All data from this study will be retained for a minimum of five years, as required by Memorial University’s Policy on Integrity in Scholarly Research, and will subsequently be destroyed. The on-line survey company, Qualtrics, hosting this survey is located in the United States and as such is subject to U.S. laws. The United States Patriot Act allows U.S. law enforcement officials, for the purpose of an anti-terrorism investigation, to seek a court order that allows access to the personal records of any person without that person’s knowledge. In view of this we cannot absolutely guarantee the full confidentiality and anonymity of your data. If you choose to participate in this

survey, you acknowledge that your responses to the survey questions will be stored and may be accessed in the USA. The security and privacy policy for the web survey company can be found at the following link: <http://www.qualtrics.com/privacy-statement/>. The study team complies with Memorial University's Policy on Ethics of Research with Human Participant. The proposal for this research has been reviewed by the Interdisciplinary Committee on Ethics in Human Research (ICEHR), and has been found to be in compliance with Memorial University's ethics policy. If you have ethical concerns about the research (such as the way you have been treated or your rights as a participant), you may contact: the Chairperson of the ICEHR at icehr@mun.ca or by telephone at 709-864-2861. You are welcome to ask questions at any time before, during, or after your participation in this research. If you would like more information about this research project or if you have other concerns, questions, or comments about this research (e.g., the collection, use and disclosure of this information), please contact me at v24cmo@mun.ca or Dr. Lorne Sulsky at lsulsky@mun.ca. Should you be interested, you may request a copy of the report on the study's findings by contacting me at v24cmo@mun.ca. If you consent to participate in this study, click the arrow button below. Otherwise, you may exit the study. If clicking on the arrow button does not automatically open the survey questionnaire, please cut and paste the entire web address into your browser window. Thank you. Your interest in participating in this research study is greatly appreciated.

Are you currently working?

- Yes (1)
- No (2)

INTRODUCTION An identity refers to “a set of meanings attached to roles individuals occupy...(role identities), groups they identify with and belong to (social identities), and unique ways in which they see themselves (person identities)” [1] In this research study I am interested in learning how you see/view yourself when you think about yourself as person with self-respect (i.e., your person identity), and as a worker/employee (i.e., your worker role identity). In the next few pages, the definitions of each of these identities will be provided to you. Following this definition, you will be asked to write down in the space provided; the different adjectives (words) that describe how you see yourself with respect to each of these three identities. The more adjectives you provide will be quite helpful. [1] Stets, J.E., & Serpe, R.T. (2013). Identity theory. In J.DeLamater & A. Ward (Eds.). *Handbook of Social Psychology*, 2nd Edition. New York: Springer.

SELF-RESPECT PERSON IDENTITY. A person identity refers to the meanings that a person attaches to himself or herself that make him or her different from others. These meanings include the person's unique values and goals. In this study, your self-respect person identity represents the degree to which you see yourself as good and deserving of respect, praise, or attention. In the space provided below, please write down the different adjectives or words that best describe your self-respect person identity. For instance, if you feel that the adjective description "competent" is a good characterization of yourself as a person deserving respect (i.e., your person identity); please write this down in the space provided below. Please write down as many adjectives or word descriptions as you think best characterize the various meanings you attach to yourself as an individual deserving respect, praise, or attention (i.e., your person identity). When I think about myself as a person with self-respect, I see myself as...

WORKER ROLE IDENTITY. A role identity refers to the meanings that one attaches to himself or herself while performing a role. In this study, the worker identity refers to how you see yourself as you perform the role of a worker/employee in your job. In the space provided below, please write down the different adjectives or words that best describe your worker identity. For instance, if you feel that the adjective description "competent" is a good characterization of your worker identity, please write this down in the space provided below. Please write down as many adjectives or word descriptions as you think best characterize the various meanings you attach to your worker identity. As a worker/employee, I am....

Are you...?

- Male (1)
- Female (2)
- Other (3) _____

What is your race/ethnicity?

- Asian or Asian American (1)
- Black or African American (2)
- Hispanic or Latino (3)
- Middle Eastern (4)
- Native American or Alaska Native (5)
- Caucasian (6)
- Hawaiian or Other Pacific Islander (7)
- Other (please specify) (8) _____

What is the highest level of education you have attained?

- Less than High School (1)
- High school graduate/GED (2)
- Some college (3)
- 2 year degree (4)
- 4 year degree (5)
- Doctorate (6)
- Professional degree (7)
- Master's Degree (8)

What is your current employment status?

- Full-time (1)
- Part-time (2)
- Other (3) _____

How many hours a week do you work?

- Less than 30 hours a week (1)
- 30 to 40 hours a week (2)
- More than 40 hours a week (3)

What kind of industry do you work in?

2. Item generation Survey One – Team member social identity

You are invited to take part in an online research study entitled “Workplace interpersonal mistreatment and identity”. This research project investigates the relationships between individuals’ experiences of workplace interpersonal mistreatment (e.g., bullying, workplace incivility, and abusive supervision), their views of themselves, and the consequences arising from these relationships. In this study, you will be asked to complete a survey in which you will be asked to list adjectives that best describe your perceptions of yourself as a team member in your organization. The entire process should take you no longer than 15 minutes to complete. If you participate in this study and follow instructions provided, you will be compensated \$2.00USD. Participation is completely voluntary. You are free to withdraw at any time for whatever reason without penalty by just exiting the survey before the end. All your responses up to the point when you exit the survey will be deleted and not used in the study. Please note that responses

from a partially completed survey that is submitted will be retained for use in the research study. Your responses will be kept anonymous and confidential. You will not be identified in any way if the results are published and nothing will connect you to your responses. By completing this survey, you are making a substantial contribution to research focused on understanding the impacts of experienced workplace interpersonal mistreatment on people's perceptions of themselves. There are no known physical, economic, or social risks associated with your participation in this study. All data will be stored in a secure password protected computer file accessible only to me and my supervisor Dr. Lorne Sulsky. Data collected from this study will be published as part of my doctoral dissertation, which will be publicly available at the Queen Elizabeth II Library, Memorial University of Newfoundland. The data may also be published in professional journals or presented at scientific conferences, but any such presentations will be of group level findings and will never identify your individual responses. Every reasonable effort will be made to ensure your anonymity and confidentiality. All data from this study will be retained for a minimum of five years, as required by Memorial University's Policy on Integrity in Scholarly Research, and will subsequently be destroyed. The on-line survey company, Qualtrics, hosting this survey is located in the United States and as such is subject to U.S. laws. The United States Patriot Act allows U.S. law enforcement officials, for the purpose of an anti-terrorism investigation, to seek a court order that allows access to the personal records of any person without that person's knowledge. In view of this we cannot absolutely guarantee the full confidentiality and anonymity of your data. If you choose to participate in this survey, you acknowledge that your responses to the survey questions will be stored and may be accessed in the USA. The security and privacy policy for the web survey company can be found at the following link: <http://www.qualtrics.com/privacy-statement/>. The study team complies with Memorial University's Policy on Ethics of Research with Human Participant. The proposal for this research has been reviewed by the Interdisciplinary Committee on Ethics in Human Research (ICEHR), and has been found to be in compliance with Memorial University's ethics policy. If you have ethical concerns about the research (such as the way you have been treated or your rights as a participant), you may contact: the Chairperson of the ICEHR at icehr@mun.ca or by telephone at 709-864-2861. You are welcome to ask questions at any time before, during, or after your participation in this research. If you would like more information about this research project or if you have other concerns, questions, or comments about this research (e.g., the collection, use and disclosure of this information), please contact me at v24cmo@mun.ca or Dr. Lorne Sulsky at lsulsky@mun.ca. Should you be interested, you may request a copy of the report on the study's findings by contacting me at v24cmo@mun.ca. If you consent to participate in this study, click the arrow button below. Otherwise, you may exit the study. If clicking on the arrow button does not

automatically open the survey questionnaire, please cut and paste the entire web address into your browser window. Thank you. Your interest in participating in this research study is greatly appreciated.

INTRODUCTION An identity refers to “a set of meanings attached to roles individuals occupy...(role identities), groups they identify with and belong to (social identities), and unique ways in which they see themselves (person identities)” [2] In this research study we are interested in learning how you see/view yourself when you think about yourself as person WHO BELONGS to a team. In the next few pages, the definition of this identity will be provided to you. Following this definition, you will be asked to write down in the space provided; the different adjectives (words) that describe how you see yourself with respect to each of this identity. The more adjectives you provide will be quite helpful. [1] . A work-group or work-team is a group that includes other employees in the same work division/branch/store/office/unit with whom you work and interact regularly in your organization. These will include your co-workers, supervisors and/or managers. [2] Stets, J.E., & Serpe, R.T. (2013). Identity theory. In J. DeLamater & A. Ward (Eds.). Handbook of Social Psychology, 2nd Edition. New York: Springer.

Are you currently working?

- Yes (1)
- No (2)

Q17 Are you currently a team member working in a work group/work team*?*A work-group or work-team is a group that includes other employees in the same work division/branch/store/office/unit with whom you work and interact regularly in your organization. These will include your co-workers, supervisors and/or managers.

- Yes (1)
- No (2)

GROUP/TEAM MEMBER SOCIAL IDENTITY A social identity refers to the meanings one associates with one’s identification with a social category/group. In this study, the team member identity refers to how you see yourself as a member of your work-group/work-team as you interact with other employees who are members of your work-group or team [1]. In the space provided below, please write down the different adjectives or words that best describe your team member identity. For instance, if you feel that the adjective description “competent” is a good characterization of your team member identity, please write this down in the space provided below. Please write down as many adjectives or word descriptions as you think best characterize the various

meanings you attach to your team member identity. [1] A work-group or work-team is a group that includes other employees in the same work division/branch/store/office/unit with whom you work and interact regularly in your organization. These will include your co-workers, supervisors and/or managers. As a team member of my work-group/team, I am....

Are you...?

- Male (1)
- Female (2)
- Other (3) _____

What is your race/ethnicity?

- Asian or Asian American (1)
- Black or African American (2)
- Hispanic or Latino (3)
- Middle Eastern (4)
- Native American or Alaska Native (5)
- Caucasian (6)
- Hawaiian or Other Pacific Islander (7)
- Other (please specify) (8) _____

What is the highest level of education you have attained?

- Less than High School (1)
- High school graduate/GED (2)
- Some college (3)
- 2 year degree (4)
- 4 year degree (5)
- Doctorate (6)
- Professional degree (7)
- Master's Degree (8)

What is your current employment status?

- Full-time (1)
- Part-time (2)
- Other (3) _____

How many hours a week do you work?

- Less than 30 hours a week (1)
- 30 to 40 hours a week (2)
- More than 40 hours a week (3)

What kind of industry do you work in?

Appendix B. Final bi-polar scales – Study 1, Phase II

SELF-RESEPECT PERSON IDENTITY

ADJECTIVES	COUNTER ADJECTIVE
COMPETENT	INCOMPETENT
HARD-WORKING	LAZY
INTELLIGENT	UNINTELLIGENT
HONEST	DISHONEST
KIND	UNKIND INCONSIDERATE
CARING	UNCARING
HELPFUL	UNHELPFUL
COMPASSIONATE	HARD-HEARTED
SMART	NOT SMART
RESPECTFUL	DISRESPECTFUL
FRIENDLY	UNFRIENDLY
RELIABLE	UNRELIABLE
CONFIDENT	UNSURE
CAPABLE	NOT CAPABLE
LOYAL	DISLOYAL
CREATIVE	UNCREATIVE
LOVING	UNLOVING
DETERMINED	NOT DETERMINED
THOUGHTFUL	THOUGHTLESS
RESPONSIBLE	IRRESPONSIBLE
OPEN-MINDED	NARROW-MINDED
UNDERSTANDING	INSENSITIVE
DILIGENT	NOT DILIGENT
EFFICIENT	INEFFICIENT
HUMBLE/MODEST	ARROGANT
FUNNY	NOT FUNNY
SKILLED/ SKILLFUL	UNSKILLED
STRONG	WEAK

DEDICATED		NOT DEDICATED
DEPENDABLE		UNDEPENDABLE
TRUSTWORTHY		UNTRUSTWORTHY
FAIR		UNFAIR
TALENTED		NOT TALENTED
GENEROUS		NOT GENEROUS
NICE		NOT NICE

WORKER ROLE IDENTITY

ADJECTIVES		COUNTER ADJECTIVE
HARD-WORKING		LAZY
COMPETENT		INCOMPETENT
HELPFUL		UNHELPFUL
EFFICIENT		INEFFICIENT
RELIABLE		UNRELIABLE
DILIGENT		NOT DILIGENT
PUNCTUAL / PROMPT		UNPUNCTUAL
CREATIVE		UNCREATIVE
INTELLIGENT		UNINTELLIGENT
QUICK		SLOW
MOTIVATED		UNMOTIVATED
HONEST		DISHONEST
THOROUGH		CARELESS
CAPABLE		NOT CAPABLE
SMART		NOT SMART
ORGANIZED		DISORGANIZED
DEPENDABLE		UNDEPENDABLE
LOYAL		DISLOYAL
SKILLED/ SKILLFUL		UNSKILLED
DETAIL-ORIENTED		CARELESS
FOCUSED		UNFOCUSED
ETHICAL		UNETHICAL
TRUSTWORTHY		UNTRUSTWORTHY
DEDICATED		NOT DEDICATED
LEADING		FOLLOWING
FRIENDLY		UNFRIENDLY

TEAM PLAYER		NOT A TEAM PLAYER
DETERMINED		NOT DETERMINED
INDEPENDENT		DEPENDENT
COOPERATIVE		UNCOOPERATIVE
RESPECTFUL		DISRESPECTFUL
KNOWLEDGEABLE		UNINFORMED
FLEXIBLE		INFLEXIBLE

TEAM MEMBER SOCIAL IDENTITY

ADJECTIVES		COUNTER ADJECTIVE
USEFUL		USELESS
NEEDED		NOT NEEDED
MOTIVATED		UNMOTIVATED
SOCIABLE		ANTISOCIAL
CONNECTED		UNCONNECTED
FRIENDLY		UNFRIENDLY
COOPERATIVE		UNCOOPERATIVE
HELPFUL		UNHELPFUL
CONSIDERATE		INCONSIDERATE
COMPETENT		INCOMPETENT
CARING		UNCARING
CONTRIBUTING		NON-CONTRIBUTING
HARDWORKING		LAZY
HAPPY		UNHAPPY
RELIABLE		UNRELIABLE

Appendix C. List of six most repeated items comprising the final scale items used in the exploratory factor analyses (EFA).

Self-respect Person Identity bi-polar scale	
Adjective	Counter-adjective
Hard-Working	Lazy
Competent	Incompetent
Intelligent	Unintelligent
Honest	Dishonest
Dependable	Undependable
Fair	Unfair

Team member social Identity	
Adjective	Counter-adjective
Hardworking	Lazy
Competent	Incompetent
Useful	Useless
Reliable	Unreliable
Helpful	Unhelpful
Contributing	Non-contributing

Worker role Identity	
Adjective	Counter-adjective
Hard-Working	Lazy
Competent	Incompetent
Intelligent	Unintelligent
Reliable	Unreliable
Capable	Incapable
Efficient	Inefficient

Appendix D. Interpersonal mistreatment scales used to develop Study 2 Vignettes.

1. Workplace Incivility Scale

INSTRUCTIONS: During the PAST (insert timeframe here), were you ever in a situation in which any of your supervisors or co-workers:

1. Paid little attention to your statements or showed little interest in your opinions.
2. Doubted your judgment on a matter over which you had responsibility.
3. Gave you hostile looks, stares, or sneers.
4. Addressed you in unprofessional terms, either publicly or privately.
5. Interrupted or “spoke over” you.
6. Rated you lower than you deserved on an evaluation.
7. Yelled, shouted, or swore at you.
8. Made insulting or disrespectful remarks about you.
9. Ignored you or failed to speak to you (e.g., gave you “the silent treatment”).
10. Accused you of incompetence.
11. Targeted you with anger outbursts or “temper tantrums.”
12. Made jokes at your expense.

Rating Key: 1=Never 2= once or twice 3= Sometimes 4= Often 5= Many times

Reference: Cortina, L., Kabat-Farr, D., Leskinen, E. A., Huerta, M., & Magley, V. J (2013). Selective incivility as modern discrimination in organizations: evidence and impact. *Journal of Management*. 39, 1579-1605.

2. Workplace Ostracism Scale

INSTRUCTIONS: How often has each of these items happened to you in the past (insert timeframe here),

1. Others ignored you at work.
2. Others left the area when you entered.
3. Your greetings have gone unanswered at work.
4. You involuntarily sat alone in a crowded lunchroom at work.
5. Others avoided you at work.
6. You noticed others would not look at you at work.
7. Others at work shut you out of the conversation.
8. Others refused to talk to you at work.
9. Others at work treated you as if you weren't there.
10. Others at work did not invite you or ask you if you wanted anything when they went out for a coffee break.

Rating Key: 1=Never 2=Once in a while 3=Sometimes 4= Fairly often 5= Often 6=Constantly 7= Always

Reference: Ferris, D. L., Brown, D. J., Berry, J. W., & Lian, H. (2008). The development and validation of the workplace ostracism scale. *Journal of Applied Psychology, 93*, 1348-1366.

3. Abusive supervision scale – Tepper (2000)

INSTRUCTIONS: Please think about your **PREVIOUS JOB**. How often did your **FORMER SUPERVISOR** use the following behaviors with you?

1. Ridicule you
2. Tell you your thoughts or feelings were stupid
3. Give you the silent treatment
4. Put you down in front of others
5. Invade your privacy
6. Remind you of your past mistakes and failures
7. Did not give you credit for jobs requiring a lot of effort
8. Blame you to save himself/herself embarrassment
9. Break promises he/she makes
10. Express anger at you when he/she was mad for another reason
11. Make negative comments about you to others
12. Was rude to you
13. Did not allow you to interact with your coworkers
14. Tell you that you were incompetent
15. Lie to you

Rating Key: 1= Never 2= Very seldom 3= Occasionally 4= moderately often 5= Very often

Reference: Tepper, BJ. (2000). Consequences of abusive supervision. *Academy of Management Journal, 43*, 178–190.

4. Bullying - The Negative Acts Questionnaire -Revised (NAQ-R)

INSTRUCTIONS: Please indicate how often you have experienced the following behaviors from a co-worker or supervisor at work during the PAST YEAR (insert timeframe here). Items should be endorsed only when you were the target of the behavior. Please respond to each item by circling the appropriate number.

Work-related bullying

1. Someone withholding information which affects your performance
2. Being ordered to do work below your level of competence
3. Having your opinions ignored
4. Being given tasks with unreasonable deadlines
5. Excessive monitoring of your work
6. Pressure not to claim something to which by right you are entitled (e.g. sick leave, holiday entitlement, travel expenses)
7. Being exposed to an unmanageable workload

Person-related bullying

1. Being humiliated or ridiculed in connection with your work
2. Having key areas of responsibility removed or replaced with more trivial or unpleasant tasks
3. Spreading of gossip and rumours about you
4. Being ignored or excluded
5. Having insulting or offensive remarks made about your person, attitudes or your private life
6. Hints or signals from others that you should quit your job
7. Repeated reminders of your errors or mistakes
8. Being ignored or facing a hostile reaction when you approach
9. Persistent criticism of your errors or mistakes
10. Practical jokes carried out by people you don't get along with
11. Having allegations made against you
12. Being the subject of excessive teasing and sarcasm

Physically intimidating bullying

1. Being shouted at or being the target of spontaneous anger
2. Intimidating behaviours such as finger-pointing, invasion of personal space, shoving, blocking your way.
3. Threats of violence or physical abuse or actual abuse

Rating Key: 1=Never 2= Now and then 3= Monthly 4= Weekly 5= Daily

Reference: Einarsen, S., Hoel, H., & Notelaers, G. (2009). Measuring bullying and harassment at work: Validity, factor structure, and psychometric properties of the Negative Acts Questionnaire - Revised. *Work & Stress*, 23(1), 24-44.

4. Social Undermining

INSTRUCTIONS: Please indicate how often your supervisor intentionally engaged in the following behaviors toward you in the PAST YEAR/six months/3 months/3 weeks? (**Supervisor Undermining**)

1. Hurt your feelings?
2. Put you down when you questioned work procedures?
3. Undermined your effort to be successful on the job?
4. Let you know they did not like you or something about you?
5. Talked bad about you behind your back?
6. Insulted you?
7. Belittled you or your ideas?
8. Spread rumors about you?
9. Made you feel incompetent?
10. Delayed work to make you look bad or slow you down?
11. Talked down to you?
12. Gave you the silent treatment?
13. Did not defend you when people spoke poorly of you?

INSTRUCTIONS: Please indicate how often has the co-worker closest intentionally engaged in the following behaviors toward you in the PAST YEAR/six months/3 months/3 weeks? (**Co-worker Undermining**)

1. Insulted you?
2. Gave you the silent treatment?
3. Spread rumors about you?
4. Delayed work to make you look bad or slow you down?
5. Belittled you or your ideas?
6. Hurt your feelings?
7. Talked bad about you behind your back?
8. Criticized the way you handled things on the job in a way that was not helpful?
9. Did not give as much help as they promised?
10. Gave you incorrect or misleading information about the job?
11. Competed with you for status and recognition?
12. Let you know they did not like you or something about you?
13. Did not defend you when people spoke poorly of you?

Rating Key: 1=Never 2= Once or twice 3 = About once a week 4= Several times a week 5= Almost every day 6 = Everyday

Reference: Duffy, M. K., Ganster, D. C., & Pagon, M. (2002). Social undermining in the workplace. *Academy of Management Journal*, 45, 331–352.

Appendix E. List of common items from the research scales used to develop Study 2 vignettes.

1. Accused you of incompetence/made you feel incompetent
2. Ignored you or failed to speak to you (e.g., gave you “the silent treatment”)/Gives me the silent treatment/Ignores you
3. Addressed you in unprofessional terms publicly/ Made insulting or disrespectful remarks about you/Puts me down in front of others.
4. Talked bad about you behind your back
5. Paid little attention to your statements or showed little interest in your opinions/belittled you or your ideas?

Appendix F. Final versions of Vignettes used in Study 2.

Vignette #1a: Accused you of incompetence/Made you feel incompetent

For the past few weeks, you are working hard and diligently with your supervisor on a current work project. This morning, without warning and unfairly, your supervisor looks at you and criticizes your work saying “This is sub-standard work. Why are you so incompetent at your work?”

Vignette #1b: Accused you of incompetence/Made you feel incompetent

For the past few weeks, you have worked hard and diligently on a piece of work assigned to you as part of your team’s ongoing work project. This morning, during a meeting with your team leader to discuss the report you had submitted on your own work on the team, your team leader, without warning and unfairly, criticizes your work saying “Why can’t you do your job as a competent member of the project team? Your performance is below the team’s standard”.

Vignette #1c: Accused you of incompetence/Made you feel incompetent

You are discussing a personal situation with your supervisor. You explain that you had made some decisions resulting in some personal issues for you. Quite unexpectedly, your supervisor looks at you and asks, “What is wrong with you? Why are you so incompetent? Why do you always make a mess of your life?”

Vignette #2a: Ignored you or failed to speak to you (e.g., gave you “the silent treatment”)/Gives me the silent treatment/Ignores you

You are working on an individual project assigned to you when you realize you need a few things clarified by your supervisor. You run into your supervisor in the hallway on your way to the office and ask if your supervisor has some time to discuss your questions. Your supervisor looks at you, ignores you and walks away. Later that day, you notice that your supervisor is in the office so you drop by the office to ask if your supervisor has some time to discuss your questions. Your supervisor looks at you, looks away, then gets up and leaves the office, failing to speak to you. It occurs to you that your supervisor is giving you the silent treatment.

Vignette #2b: Ignored you or failed to speak to you (e.g., gave you “the silent treatment”)/Gives me the silent treatment/ Ignores you

You are working on a project as part of a team. During lunch time, your team leader goes to each team member’s office space and invites them out to lunch but does not stop by to invite you to join the rest of the team. You wait to be invited by your team leader but this does not happen. Sometime later, on your way out the office building, you run into your team leader in the elevator. You say hello and your team leader ignores you. You try to make some conversation about the weather and your team leader looks away and fails to speak to you. You are beginning to think that your team leader is giving you the silent treatment.

Vignette #2c: Ignored you or failed to speak to you (e.g., gave you “the silent treatment”)/Gives me the silent treatment/ Ignores you

You are attending a party at a friend’s home. A few minutes after you arrive, your supervisor from work also arrives at the party. Your supervisor appears friendly with the host and the other party attendees, stopping to say hello to different people. You smile and walk up to your supervisor and say hello. Your supervisor looks at you and walks past you without speaking to you. Your supervisor does not speak to you throughout the party. Later, as you are about to get into your car after the party, your supervisor walks past you, ignoring you after making eye contact. It dawns on you that your supervisor is giving you the silent treatment.

Vignette #3a: Addressed you in unprofessional terms publicly/ Made insulting or disrespectful remarks about you/Puts me down in front of others.

You submit a report to your supervisor on a current work project that had been assigned to you. Sometime after, as you walk past the office, your supervisor/supervisor yells out to you, “hey stupid! I need you to come in here and explain these scribbles you passed in as a report”. You are certain others in the office heard his comment.

Vignette #3b: Addressed you in unprofessional terms publicly/ Made insulting or disrespectful remarks about you/Puts me down in front of others.

Following a presentation you made during a team meeting, your team leader makes the following comment to you in front of your team members: “I am not sure why you were chosen to be a part of this team. You obviously contribute nothing to the team. You are just taking up valuable space that a less stupid person should be filling”.

Vignette #3c: Addressed you in unprofessional terms publicly /Made insulting or disrespectful remarks about you/Puts me down in front of others.

You arrive late for an after-work hours social event at a local pub usually attended by people from work. Just as you walk into the room, you notice your supervisor is also there with others from work. As you approach the group, your supervisor looks at you and says very loudly so others heard him, “Well, finally! Thank you stupid, for gracing us with your presence”. When you protest against this statement, your supervisor/supervisor responds saying, “Don’t take yourself so seriously, I know I don’t”.

Vignette #4a: Talked bad about you behind your back

Your workspace is next to your supervisor’s office. One morning, you come in a little earlier than usual. Just as you sit down, you overhear your supervisor on the telephone and you hear your name mentioned in this conversation. You overhear your supervisor say, in reference to you “...No, [*insert your name here*] is not smart at all. I feel like I am being forced to work with a moron. The work submitted to me is so bad that I have to ask someone else to re-do it. Who hired this person anyway?”

Vignette #4b: Talked bad about you behind your back

You are seated at an enclosed booth in your organization’s cafeteria having an early lunch. Shortly after, another member of your work team and your team leader walk into the lunch room and seat at a table near you but it is clear that they do not see you. After sometime, you overhear your team leader mention your name and say “What I cannot explain is why anyone would hire [*insert your name here*]. It is just one really terrible waste of space on the project team. I still cannot figure out why [*insert your name*] is on the team”.

Vignette #4c: Talked bad about you behind your back

You are at a lunch meeting with a friend who you know is a mutual friend with your supervisor. During your meal, your friend informs you that your supervisor has said some negative things about you as a person. When you ask what your supervisor has said about you, your friend says “oh you know...that you have a bad personality...that you are not smart, and cannot be trusted...especially anything that comes out of your mouth.”

Vignette #5a: Paid little attention to your statements or showed little interest in your opinions/belittled you or your ideas?

You receive an email from a client asking for a solution to an issue related to a project that you have been working on. Before responding, you conduct some further research to determine the best answer to the question. You include your supervisor in your email response to the client. Soon after, your supervisor calls you into the office and says “That was a terrible recommendation that you made. It was really bad. How is it that you cannot use your so called qualifications to help this client solve the problem?” When you try to explain how you came to the recommendation you had made, your supervisor asks angrily, “I’m sorry. Are you under the impression that I value your useless and stupid opinion?”

Vignette #5b: Paid little attention to your statements or showed little interest in your opinions/belittled you or your ideas?

You receive an email sent from your project team leader to all team members asking for ideas on solutions to resolve project-related issues. Team members are asked to suggest ideas through email which are then posted on the team’s electronic shared intranet drive for all to see and comment on. After a while, you notice that each time you make a suggestion, your team leader ignores it and does not post it. However, if another team member repeats the same idea you had, your team leader acknowledges the idea as a good one posts it on the intranet drive. You decide to discuss this with your team leader. When you meet with your team leader to discuss your concern, your team leader responds angrily “Well, you had really dumb ideas...Are you really a part of this team and what we are trying to achieve?...Come on! You could not even suggest one relevant idea to help the team in achieve its objectives?”

Vignette #5c: Paid little attention to your statements or showed little interest in your opinions/belittled you or your ideas?

You are hosting the going away party for a co-worker in your home. After the party, your supervisor comes over to you and starts to criticise all the ideas you had come up with for the party saying things like “Personally, I would not have played that kind of music” and “Why did you serve that kind of food? How come you were not smart enough to think that someone may be allergic? You were very lucky no one got food poisoning. Finally, your supervisor said “This shows me that you are the kind of person who shows poor judgement and cannot come up with good ideas.”

Appendix G. Informed consent – Study 2

You are invited to take part in an online research study entitled “Workplace interpersonal mistreatment and identity”. This research project investigates the relationships between individuals’ experiences of workplace interpersonal mistreatment (e.g., bullying, workplace incivility, and abusive supervision), their views of themselves, and the consequences arising from these relationships. In this study, you will be presented with 15 brief scenarios and asked to answer a series of questions on each scenario presented. The entire process should take between 45 minutes to 75 minutes to complete. If you participate in this study and follow the instructions provided, you will be compensated. Participation is completely voluntary. You are free to withdraw at any time for whatever reason without penalty by just exiting the survey before the end. All your responses up to the point when you exit the survey will be deleted and not used in the study. Please note that responses from a partially completed survey that is submitted will be retained for use in the research study. Your responses will be kept anonymous and confidential. You will not be identified in any way if the results are published and nothing will connect you to your responses. By completing this survey, you are making a substantial contribution to research focused on understanding the impacts of experienced workplace interpersonal mistreatment on people’s perceptions of themselves. There are no known physical, economic, or social risks associated with your participation in this study. However, because the scenarios presented relate to situations that the reader may have previously experienced some individuals might feel uncomfortable, embarrassed, anxious, or upset. If you experience any of these emotions, I encourage you to contact your employer’s Employee Assistance Program (EAP) office to speak with a professional healthcare worker who can help you deal with these emotions. All data will be stored in a secure password protected computer file accessible only to me and my supervisor Dr. Lorne Sulsky. Data collected from this study will be published as part of my doctoral dissertation, which will be publically available at the Queen Elizabeth II Library, Memorial University of Newfoundland. The data may also be published in professional journals or presented at scientific conferences, but any such presentations will be of group level findings and will never identify your individual responses. Every reasonable effort will be made to ensure your anonymity and confidentiality. All data from this study will be retained for a minimum of five years, as required by Memorial University’s Policy on Integrity in Scholarly Research, and will subsequently be destroyed. The on-line survey company, Qualtrics, hosting this survey is located in the United States and as such is subject to U.S. laws. The United States Patriot Act allows U.S. law enforcement officials, for the purpose of an anti-terrorism investigation, to seek a court order that allows access to the personal records of any person without that person’s knowledge. In view of this we cannot absolutely guarantee

the full confidentiality and anonymity of your data. If you choose to participate in this survey, you acknowledge that your responses to the survey questions will be stored and may be accessed in the USA. The security and privacy policy for the web survey company can be found at the following link: <http://www.qualtrics.com/privacy-statement/>. The study team complies with Memorial University's Policy on Ethics of Research with Human Participant. The proposal for this research has been reviewed by the Interdisciplinary Committee on Ethics in Human Research (ICEHR), and has been found to be in compliance with Memorial University's ethics policy. If you have ethical concerns about the research (such as the way you have been treated or your rights as a participant), you may contact: the Chairperson of the ICEHR at icehr@mun.ca or by telephone at 709-864-2861. You are welcome to ask questions at any time before, during, or after your participation in this research. If you would like more information about this research project or if you have other concerns, questions, or comments about this research (e.g., the collection, use and disclosure of this information), please contact me at v24cmo@mun.ca or Dr. Lorne Sulsky at lsulsky@mun.ca. Should you be interested, you may request a copy of the report on the study's findings by contacting me at v24cmo@mun.ca. If you consent to participate in this study, click the arrow button below below. Otherwise, you may exit the study. If clicking on this link does not automatically open your internet browser, please cut and paste the entire web address into your browser window. Thank you. Your interest in participating in this research study is greatly appreciated.

Appendix H. Informed consent – Study 3

Title: Workplace interpersonal mistreatment and identity You are invited to take part in an online diary-based research study entitled “Workplace interpersonal mistreatment and identity”. This research project investigates the relationships between individuals’ experiences of workplace interpersonal mistreatment (e.g., bullying, workplace incivility, and abusive supervision), their views of themselves, and the consequences arising from these relationships. In this study, you will be asked to complete up to seven online survey questionnaires at different times: Survey #1: comprises questions on your perceptions, attitudes, behaviours and well-being. You will also be asked to provide some demographic information. If you consent to participate, you may complete Survey #1 by clicking the arrow button below. Five additional surveys: to be completed at any time over the next twenty consecutive business days (STARTING NEXT BUSINESS DAY). One survey per business day. A new survey link will be sent to you each business day. In each survey, You will be asked to provide a brief written summary of a specific experience of workplace interpersonal mistreatment **IN WHICH YOU WERE THE TARGET ON THAT PARTICULAR DAY**. The survey should be completed shortly after the events occur. Following your written summary of your experience, you will be asked a series of questions related to these experiences. Survey #7: Comprises questions on your perceptions, attitudes, behaviours and well-being and is to be completed on day twenty one (21). A new survey link will be sent to you on that day. **ALTHOUGH A NEW SURVEY LINK MAY BE SENT TO YOU EACH DAY OVER THE NEXT 21 CONSECUTIVE BUSINSS DAYS, YOU MUST COMPLETE ONLY SEVEN SURVEYS¹⁴ IN TOTAL (INCLUDING TODAY'S SURVEY AND THE FINAL SURVEY WHICH WILL BE SENT TO YOU ON DAY TWENTY ONE)**. If you follow instructions and complete and submit the total seven surveys (including this first survey and the final survey which are both required), you will be compensated a total of \$21.00USD as follows: Today: - Survey #1 - 30 minutes - \$3.00 USD, plus \$0.50 cents bonus. Day One to Twenty: - Five (5) additional surveys - 15 minutes each survey - \$2.00USD, plus \$1.00USD bonus per survey completed and submitted. Day Twenty One: - Survey #7 - 20 minutes - \$2.00USD, plus \$0.50 cents bonus. Participation is completely voluntary. You are free to withdraw at any time for whatever reason without penalty by just exiting the survey and/or the study before the end. All your responses up to the point when you exit a survey will be deleted and not used in the study. However, please note that responses from partially completed, or previously completed surveys that are submitted will be retained for use in the research study. Your responses will be kept anonymous and confidential. You will not be identified in any way if the results are published and nothing will connect you to your

¹⁴ Survey #7 was used to collect data for future studies related to my dissertation research program.

responses. However, because you will be completing several surveys at different times, you will be asked to create a unique identifier which will be used to match the different surveys that you complete. To create this unique identifier please fill in the required information as prompted. As well, you will be asked to provide your MTurk Worker ID number to facilitate payment on Mturk. By completing this survey, you are making a substantial contribution to research focused on understanding the impacts of experienced workplace interpersonal mistreatment on people's perceptions of themselves. There are no known physical, economic, or social risks associated with your participation in this study. However, recounting your experiences of interpersonal mistreatment may cause you to feel uncomfortable, embarrassed, anxious, or upset. If you experience any of these emotions, I encourage you to contact your employer's Employee Assistance Program (EAP) office to speak with a professional healthcare worker who can help you deal with these emotions. All data will be stored in a secure password protected computer file accessible only to me and my supervisor Dr. Lorne Sulsky. Data collected from this study will be published as part of my doctoral dissertation, which will be publicly available at the Queen Elizabeth II Library, Memorial University of Newfoundland. The data may also be published in professional journals or presented at scientific conferences, but any such presentations will be of group level findings and will never identify your individual responses. Every reasonable effort will be made to ensure your anonymity and confidentiality. All data from this study will be retained for a minimum of five years, as required by Memorial University's Policy on Integrity in Scholarly Research, and will subsequently be destroyed. The on-line survey company, Qualtrics, hosting this survey is located in the United States and as such is subject to U.S. laws. The United States Patriot Act allows U.S. law enforcement officials, for the purpose of an anti-terrorism investigation, to seek a court order that allows access to the personal records of any person without that person's knowledge. In view of this we cannot absolutely guarantee the full confidentiality and anonymity of your data. If you choose to participate in this survey, you acknowledge that your responses to the survey questions will be stored and may be accessed in the USA. The security and privacy policy for the web survey company can be found at the following link: <http://www.qualtrics.com/privacy-statement/>. The study team complies with Memorial University's Policy on Ethics of Research with Human Participant. The proposal for this research has been reviewed by the Interdisciplinary Committee on Ethics in Human Research (ICEHR), and has been found to be in compliance with Memorial University's ethics policy. If you have ethical concerns about the research (such as the way you have been treated or your rights as a participant), you may contact: the Chairperson of the ICEHR at icehr@mun.ca or by telephone at 709-864-2861. You are welcome to ask questions at any time before, during, or after your participation in this research. If you would like more information about this research project or if you have other concerns, questions, or comments about

this research (e.g., the collection, use and disclosure of this information), please contact me at v24cmo@mun.ca or Dr. Lorne Sulsky at lsulsky@mun.ca. Should you be interested, you may request a copy of the report on the study's findings by contacting me at v24cmo@mun.ca. If you consent to participate in this study, click the arrow button below. Otherwise, you may exit the study. If clicking on this link does not automatically open your internet browser, please cut and paste the entire web address into your browser window. Thank you. Your interest in participating in this research study is greatly appreciated.

Q1 Please create A Unique Identifier number in the space provided below. Your unique identifier number IS VERY IMPORTANT and will be requested in each of the seven (7) surveys that you complete in this study. Your unique identifier will be used only to match your responses on each of the seven (7) surveys that you complete. Please follow the format provided below: (All in one line) - First two letters of your mother's name; first two letters of your surname; first two letters of your father's name, and favourite month of the year. (Example format: AbCdEf12)