

HOW DO EMOTIONAL LABOR AND SEXUAL HARASSMENT INFLUENCE JOB RELATED
AFFECTIVE WELL-BEING IN RESTAURANT SERVERS?

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ABSTRACT

Sexual harassment research has primarily focused on prevalence and outcomes within a wide range of occupations. Research is needed to examine sexual harassment behaviors within a specific context in order to isolate potential causes and outcomes. In addition, sexual harassment has been an ongoing issue in the service industry and it affects mostly women who are paid the federal minimum tipped wage of \$2.13 an hour. The aim of the current study is to uncover the prevalence of sexual harassment in restaurant servers, and determine how emotional labor and sexual harassment play a role in outcomes such as attributions and job related affective well-being. The study was conducted by administering questionnaires that measure these constructs.

Keywords: sexual harassment, serving, stress, emotional labor, locus of control, coping

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INTRODUCTION

The current study examines how internal and external attributions of sexual harassment are made in the specific context of restaurant serving in relation to emotional labor and job well-being. Restaurant servers are one of the largest groups of workers in America at an estimated 3 million employees, which makes up about 7% of the total working population (Einhorn & Abrams, 2018; Restaurant opportunities centers united, 2018). Serving in a restaurant provides a specific context where workers experience a stressful environment due to the high workload and multiple job demands (Einhorn & Abrams, 2018). Restaurant servers experience sexual harassment in the context of their job; their job also carries with it emotional labor and stress (Restaurant opportunities centers united, 2018). Emotional labor requires emotional regulation strategies in accordance to organizational rules; this in turn can create stress on top of an already stressful job. Since attributions influence how servers respond to sexual harassment, it is possible that emotional labor and coping influence how sexual harassment affects an employee's job well-being.

EMOTIONAL LABOR

Emotional labor, or managing emotions in accordance to the work role, is a part of many service occupations where employees serve as the very first point of contact a customer has with the organization. Emotional labor is a workplace stressor that involves two components: surface acting and deep acting (Growth & Goodwin, 2011). Emotional labor

and its components can be understood using conservation of resources theory because they involve losing resources. For example, Park, O'Rourke, and Brien (2014) concluded that the negative relationship between emotional labor and burnout could be explained by COR theory in that displaying unnatural emotion requires the depletion of one's resources.

Service firms remain competitive when employees deliver excellent quality service and "service with a smile" (Growth & Goodwin, 2011). The emotional labor process includes regulating emotions to be in line with display rules (such as smiling), controlling emotional expressions in front of customers, as well as perceptions of emotional display rules (Gabriel, Daniels, Diefendorff, & Greguras, 2015). Employees focus on displaying and amplifying positive emotions such as friendliness while suppressing negative emotions such as anger when they interact with customers in order to follow organizational rules.

Two primary strategies employees use to regulate their emotions at work are surface acting and deep acting (Gabriel, Daniels, Diefendorff, & Greguras, 2015) while some research suggests it is also possible to combine acting approaches or not engage in acting at all (Beal, Weiss, Trougakos, & Dalal, 2013). Surface acting involves altering or suppressing an individual's true emotions in order to display what the organization requires while deep acting is when individuals change their internal feelings in order to abide by display rules (Gabriel, Daniels, Diefendorff, & Greguras, 2015). In service occupations, the objective of both surface and deep acting is to display positive emotions regardless of the internal emotional states of the employee (Gabriel, Daniels, Diefendorff, & Greguras, 2015).

Surfacing acting is when employees display emotions that do not coincide with their true, internal emotional states (Beal, Weiss, Trougakos, & Dalal, 2013). This involves

masking emotional displays, making appearance line up with organizational requirements, and displaying an inauthentic or false demeanor (Gabriel, Daniels, Diefendorff, & Greguras, 2015). Three processes occur when one engages in surface acting at work. First, the person has to increase effort in order to start and continue the process. They must make a conscious decision to adjust their emotional expression in accordance to the organization's expectations. Second, there are both physiological and behavioral responses that are needed to complete the actions desired, such as relaxing and flexing the facial muscles and altering vocal patterns and posture during the interaction to be in line with the intended emotional expression. Finally, during the interaction, the individual assesses the situation, monitors their behavior towards the customer, and makes interpretations based on the customer's reactions, which could have either positive or negative consequences (Beal, Weiss, Trougakos, & Dalal, 2013).

Since surface acting involves a disconnect between experienced and displayed emotions, it can engage biological processes that lead to fatigue through the stressor-strain response (Beal, Weiss, Trougakos, & Dalal, 2013). Surface acting is more related to strain because it is thought to use more cognitive resources (Growth & Goodwin, 2011). Surface acting can have many negative consequences for the actor. For example, research on ego depletion states that when one is making an effort to regulate their emotions by faking or suppressing their true feelings, fatigue occurs because of exhaustion due to multiple occurrences of surface acting (Johnson, 2007). Additionally, physiological stress occurs through engagement of the biological systems used for faking and hiding emotion. When individuals use surface acting, they appraise both internal and external states, and decide how to modify emotional expressions. This requires both physiological and behavioral responses

working together (Beal, Weiss, Trougakos, & Dalal, 2013). Meta-analytic research supports the finding that surface acting is harmful because resources are drained due to the maintenance of displaying emotions that are different from an individual's true felt emotion (Gabriel, Daniels, Diefendorff, & Greguras, 2015).

In contrast, deep acting can be more beneficial because the displayed emotions align with the person's true emotions (Brotheridge & Lee, 2002; Grandey, 2003). Deep acting is when an individual makes an effort to actually change their emotions when altering their behavior to conform to organizational expectations (Growth & Goodwin, 2011), resulting in a more natural display of emotion. However, the research on the consequences of deep acting are mixed, with different studies suggesting that it could be harmful, beneficial, or unrelated to well-being (Hülshager & Schewe, 2011). Deep acting may have some benefits such as increased job satisfaction and lower emotional exhaustion (Gabriel, Daniels, Diefendorff, & Greguras, 2015). In addition, research on deep acting shows that it is also positively related to feelings of personal accomplishment (Growth & Goodwin, 2011). Overall, surface acting has been demonstrated to result in more outcomes that are negative while deep acting appears to not be related to negative well-being while being associated with more positive outcomes such as low emotional exhaustion and high job satisfaction (Gabriel, Daniels, Diefendorff, & Greguras, 2015).

LOCUS OF CONTROL AND COPING

Locus of control refers to internal and external attributions of behavior. An internal locus of control suggests that individuals will attribute their actions to personal characteristics or their own behavior, and an external locus of control suggests that

individuals will attribute their actions to outside forces beyond their control such as luck or fate (Rotter, 1990). Locus of control is a personality construct grounded in social learning theory. A person's locus of control can predict their behavior in different situations (Rotter, 1990). Locus of control is not a dichotomous personality difference; rather it is placed on a continuum. This means that an individual's locus of control can change through experience (Riley, Sullivan, & Abramson, 2017). Locus of control has been shown to have an effect on motivation and performance on skilled tasks because of how individuals make attributions about successes and failures (Riley, Sullivan, & Abramson, 2017). Locus of control has implications for how people interpret many aspects of their jobs, including stress, emotional labor, and sexual harassment.

Locus of control has been studied in organizational behavior management in order to explain how employees work through stressful work situations (Haybatollahi & Gyekye, 2014). When looking at predictors of stress and coping in the workplace, Gianakos (2002) reported that participants with an internal locus of control were not likely to take directive action, but were more likely to think positively and seek help when they were coping with a stressful situation. In addition, participants with an external locus of control experience stress more negatively and are more likely to use avoidance coping methods like drinking alcohol (Gianakos, 2002). These studies show that both internal and external locus of control can influence how individuals cope with stressful situations. If an individual perceives a sexual harassment situation as stressful, his or her ability to cope could be influenced by locus of control as well as how much stress and anxiety is experienced.

Furthermore, a study exploring retaliation as a coping strategy for individuals who experienced sexual harassment from customers suggests that retaliation is one way that service workers cope with sexual harassment from customers. This may be the case because the service exchange between employees and customers is unequal and emotions play a critical role. Customers may perceive the service interaction to be more anonymous and the organization may not have any policies regarding the prevention of sexual harassment from customers. These factors can lead to retaliation as a way to cope with sexual harassment from customers because of the power imbalance between customers and service workers (Morganson & Major, 2014).

People exposed to traumatic events do not experience psychological distress in the same way; individual differences play a role in the extent a person will develop psychological distress (Brown, Mulhern, & Joseph, 2002). Locus of control has been linked to how individuals cope with psychological distress; in particular, external locus of control has been shown to be associated with more psychological distress in those exposed to trauma (Brown, Mulhern, & Joseph, 2002). In addition to locus of control, a person's coping style has been shown to predict how he or she experiences psychological distress (Brown, Mulhern, & Joseph, 2002).

In a study investigating stressors, coping, locus of control, and psychological distress in emergency personnel, Brown, Mulhern, & Joseph (2002) found that people with an external locus of control experienced more stress than those with an internal locus of control but only when it was low frequency trauma. This is because people's behaviors during high frequency trauma situations can be explained by the event itself, while behavior during low

frequency trauma can be explained by locus of control expectancies. They also found that emotion-focused coping was associated with less psychological distress for individuals exposed to low levels of trauma while task-focused coping was associated with less psychological distress in those exposed to high levels of trauma.

In addition, the relationship between psychological distress and locus of control is mediated by coping. Coping explains how individuals experience psychological distress because internals and externals engage in different coping strategies. For example, individuals with an external locus of control tend to use more avoidance coping, which can create more psychological distress (Brown, Mulhern, & Joseph, 2002). When the environment is novel or ambiguous, individuals rely on their experience and personality dispositions to help them interpret the situation. This means that when individuals are placed in ambiguous situations, they will make appraisals based on their locus of control. Those with an internal locus of control are more likely to believe they can control the situation, while those with an external locus of control are more likely to believe that they cannot control the situation (Folkman, 1984).

Coping can be defined as both cognitive and behavioral ways to withstand, alleviate, or master the demands of a stressful situation (Folkman, 1984). This does not refer to the outcome, only the methods used to manage the situation's demands. Coping is also considered a process instead of a personality trait (Haybatollahi & Gyekye, 2014). Coping can be broken down into two functions, emotion-focused coping and problem-focused coping. Emotion-focused coping refers to regulating emotions or distress in order to change the meaning of the outcome, and problem-focused coping refers to managing the problem by

engaging in problem solving (Folkman, 1984). People with an internal locus of control are more likely to persist and exert effort when faced with achievement situations and seek out information that pertains to their well-being (Folkman, 1984). Therefore people with an internal locus of control are more likely to use problem-focused coping and less likely to use emotion-focused coping. However, how individuals appraise stressful situations relates more to coping behavior than just locus of control. If individuals appraise the situation as more stressful and threatening, they are more likely to use emotion-focused coping, which takes away from problem-focused coping because it requires more regulation (Folkman, 1984).

Characteristics of those with an internal locus of control include actively seeking out information, viewing challenges as opportunities to learn, and being more motivated and engaged in their work. These traits suggest that they are able to cope more effectively with work demands. People with an external locus of control are more likely to believe that events are out of their control and that their efforts will do little to change the situation. In addition, people with an internal locus of control can adapt to stressful work environments and they perceive work related stress as less intense (Haybatollahi & Gyekye, 2014). People with an internal locus of control tend to view job stress as something they can control, and people with an external locus of control view it as something out of their control. People with an internal locus of control are less likely to rely on emotional support when faced with work stress rather they try a look for solutions to the stressors (Haybatollahi & Gyekye, 2014).

SEXUAL HARASSMENT

Sexual harassment can be defined as behavior that derogates, demeans, or humiliates a person because of that person's sex (Berdahl & Raver, 2011). Behaviors included in this

definition are sexual force, degradation, sexist materials, comments, jokes and anything that the victim experiences based on sex that harms them (Berdahl & Raver, 2011). When the victim interprets this behavior towards them as threatening his or her well-being, it is considered harassment. When these behaviors start to create an intimidating or hostile work environment, interfere with job performance, or influence a person's employment, then these behaviors are considered sexual harassment in a legal sense (Berdahl & Raver, 2011). When individuals experience sexual harassment at work their well-being and behavior is negatively impacted (Nye, Brumel, & Drasgow, 2014). Furthermore, research shows that negative outcomes of sexual harassment include decreased job attitudes such as satisfaction and commitment, work performance, and psychological and physical well-being (Hershcovis & Barling, 2010). Previous research has supported factors such as organizational climate and tolerance for sexual harassment as well as the job-gender context leading to sexual harassment (Nye, Brumel, & Drasgow, 2014).

One of the first studies of the prevalence of sexual harassment was the U.S. Merit Systems protection board studies. These studies done through the 1980's and 1990's surveyed employees on seven forms of unwanted attention, sexual assault; pressure for sexual favors; deliberate touching; sexual looks or gestures; unwanted letters or calls; unwanted sexual teasing, jokes, remarks, or questions; and unwanted pressure for dates. These studies concluded that over 40% of women had experienced at least one of those behaviors while 10-20% of men had (Berdahl & Raver, 2011).

The outcomes for sexual harassment at work include job stress and negative job-related attitudes. Sexual harassment has been linked to lower levels of organizational

commitment and job satisfaction (Berdahl & Raver, 2011). Other outcomes include work withdrawal and turnover, as well as reduced psychological and physical well-being. Within the stressor-strain framework, sexual harassment behavior is viewed as a stressor, which can cause negative outcomes that are psychological, behavioral, and health related (Berdahl & Raver, 2011).

Much research has contributed to the sexual harassment literature by looking at the outcomes and predictors of sexual harassment at work. However, little research has focused on how victims of sexual harassment make sense of the process (Hershcovis & Barling, 2010). Victims may make different attributions about sexual harassment behavior depending on the context. Therefore, more research is needed in order to determine how contextual factors and different types of behavior lead victims to make attributions. This is important because a better understanding of how victims make attributions about the sexual harassment they are experiencing can influence victim coping responses, well-being, attitudes and behaviors (Hershcovis & Barling, 2010). Research suggests that internal and external attributions influence the victim's reaction in different ways. Victims who blame themselves may try to change their own behavior in order to reduce the mistreatment and victims who blame the perpetrator may try to seek revenge, confront, or report the perpetrator in order to stop the mistreatment (Hershcovis & Barling, 2010). In addition, examining victim attributions as mediators of sexual harassment and behavior outcomes may provide information on how victims cope with sexual harassment at work (Hershcovis & Barling, 2010).

The restaurant industry provides a specific context where sexual harassment is higher than other industries. According to the center for American Progress, women have filed more claims of sexual harassment with the EEOC in the restaurant and hospitality industry, and this rate is twice as high when compared to the general workforce (Restaurant opportunities centers united, 2018). In addition, research shows that women are more likely to be sexually harassed and are more likely to be employed in service positions (Morganson & Major, 2014). It is estimated by the EEOC that 76 harassment charges are filed daily, which has remained constant since 2010. From 2010 to 2015, employees have filed 162,872 sexual harassment charges costing employers \$698.7 million dollars (Restaurant opportunities centers united, 2018). The EEOC states that many workers who experience sexual harassment are afraid to file a complaint because they will not be believed, they will be retaliated against, or be blamed.

Although sexual harassment affects male and female servers, it affects women more substantially for a few reasons. First, women make up the majority of restaurant servers (Restaurant opportunities centers united, 2014). Second, women often are required or feel that they need to alter their appearance and behavior in a sexual manner to please customers and acquire tips. Third, statistics show that women are twice as likely as men to experience sexual harassment from customers. Specifically women are more likely to be pressured for dates and endure sexual teasing, jokes, comments and questions from customers (Restaurant opportunities centers united, 2014). Fifteen percent of women have been told to “be more sexy” or alter their appearance as opposed to 1% of men.

Findings from a nationwide survey of both current and former servers found that major contributors of sexual harassment and sexual violence in the workplace include power dynamics, highly sexualized restaurant environments, and tipping (Restaurant opportunities centers united, 2018). Additionally, the restaurant industry is known as a “looks industry” which means women’s appearance is expected to be a part of the service experience (Johnson & Madera, 2018). Uniform standards along with tipping help justify sexual harassment by customers (Johnson & Madera, 2018). Demographic statistics of restaurant employees also suggests a power imbalance (Johnson & Madera, 2018). Typically, front line service employees are young females, while managers are males and high turnover rates suggests employees are leaving before filing any complaints (Johnson & Madera, 2018). Tipping contributes to the power imbalance between customers and servers, which has been shown to lead to sexual harassment (Einhorn & Abrams, 2018). Serving alcohol in addition to “the customer is always right” philosophy contributes to blurring boundaries of acceptable and unacceptable behavior (Einhorn & Abrams, 2018). Furthermore, having a culture that perpetuates “the customer is always right” is harmful because it keeps servers from reporting or complaining about the mistreatment they commonly receive from customers (Johnson & Madera, 2018). When reports are made, managers tend to ignore them or switch the table to another server instead of looking into the incident (Johnson & Madera, 2018). This is not limited to one type of establishment; servers from chain restaurants, diners, and high-end restaurants have all reported crude comments, stalking and propositions, and groping behaviors from customers (Einhorn & Abrams, 2018).

Servers must balance how far they are willing to accept sexual harassment behavior from customers in order to receive tips. Many times customers will make comments and

most of the time, servers are required not to react and continue to do their jobs. Sometimes they have to either hide their anger or think of a snappy comeback in order to save the tip. Much of the time servers do not think that it is worthwhile to report the harassment (Einhorn & Abrams, 2018). One study showed that female servers most often reported harassment in terms of being told suggestive sexual stories, offensive remarks, crude sexual remarks, sexist comments and attempts to discuss sex. These same women also reported that it was necessary to cooperate because they did not want to risk consequences or poor treatment (Johnson & Madera, 2018). Sexual harassment is so common that it is viewed as “part of the job” or ignored. Despite negative feelings towards sexual harassment servers are unlikely to complain because of fear of retaliation (Johnson & Madera, 2018).

Many women have reported wanting to quit their jobs because of unwanted sexual behavior toward them, and women who do experience sexual violence are 6.5 times more likely to quit their jobs (Restaurant opportunities centers united, 2018). According to the EEOC the true cost of sexual harassment is that it impacts all workers by decreasing productivity and increasing turnover as well as harming organizational reputations and affecting the bottom line. Unfortunately, EEOC statistics may not represent the entire scope of sexual harassment prevalence because not all experiences are reported; however, this information shows sexual harassment is nonetheless a concern (Berdahl & Raver, 2011).

JOB-RELATED AFFECTIVE WELL-BEING

Job related affective well-being refers to experiencing increased positive affect, and decreased negative affect at work (Morrissy, Boman, & Mergler, 2013). The job environment can bring about feelings related to the job and individuals relate these feelings to themselves.

Individuals have emotional reactions to their work, which influences their level of positive and negative feelings about their job (Morrissy, Boman, & Mergler, 2013). When job-related affective well-being is high there are positive outcomes such as better health and life satisfaction for employees as well as less turnover and higher job performance for the organization. In addition, some negative outcomes of low job-related affective well-being include stress, specifically interpersonal conflict, and organizational constraints (Nemattavosi, 2010).

One study examined the relationships between depression, anxiety, and optimism with job-related affective well-being of nurses and found that nurses who reported greater levels of depression and anxiety also reported lower levels of job-related affective well-being (Morrissy, Boman, & Mergler, 2013). Optimism was positively correlated with higher job related affective well-being. This study states that nursing is a stressful occupation, and optimism helped increase job-related affective well-being in stressful situations. This has implications for servers who also face a stressful work environment. Another study examined emotional regulation of nurses on job well-being and explained findings through Conservation of Resources theory (Martínez-Iñigo, Bermejo-Pablos, & Totterdell, 2018). First, these authors suggest that self-control is a resource that becomes depleted through multiple interactions with patients because the nurses are using emotional labor. Second, when nurses received positive feedback from patients this helped them to regain self-control resources. Lastly, nurse's well-being was impacted by the method they used to regulate their emotions during interactions with patients. Specifically well-being increased when nurses received organizational support and positive feedback from multiple sources (e.g. managers and colleagues) because these factors protected against depletion of resources, which relates

to positive job well-being (Martínez-Iñigo, Bermejo-Pablos, & Totterdell, 2018). The results of this study also have implications for servers because emotional labor and self-control are associated with interactions between servers and customers.

Both of these studies demonstrate that research is limited in studying work place factors in relation to job related affective well-being in more specific occupations (Martínez-Iñigo, Bermejo-Pablos, & Totterdell, 2018; Morrissy, Boman, & Mergler, 2013). Furthermore, to the author's knowledge, there is no research on job related affective well-being of restaurant servers, especially in relation to emotional labor and sexual harassment. Well-being is important to examine because it is related to positive outcomes for employees and the organization when it is high such as less turnover and decreased burnout (Morrissy, Boman, & Mergler 2013). Studying factors that influence job well-being can give insight into issues specific to the restaurant industry such as stress, emotional labor, and sexual harassment. Since many cases of sexual harassment come from the restaurant industry (Restaurant opportunities centers united, 2018), knowing the relationship between sexual harassment and job related affective well-being for servers could help provide a way to reduce sexual harassment and improve well-being. Because stress, emotional labor, and sexual harassment are factors that influence a large number of people in the service industry, this exploratory study examined the following research questions:

RQ1: What is the prevalence of sexual harassment among restaurant servers?

RQ2: How is sexual harassment related to emotional labor in restaurant servers?

RQ3: How is sexual harassment related to job well-being in restaurant servers?

METHOD

PARTICIPANTS

The overall sample consisted of 113 participants; however, 41 of participants were removed for completing less than 25% of the questionnaires. Sixty-three participants were university students participating for course credit, and 50 were recruited through the subreddit, r/talesfromyourserver, and through snowball sampling. The final sample size included seventy-two participants (58 females and 14 males) with an average age of 22.31 years ($SD = 4.93$). The categories of dining establishments participants reported working in were casual dining establishments (48.6%), fast food (31.9%), and fine dining (7%). 23.6% percent reported less than 6 months of work experience, while 33% reported 2-3 years of work experience ($M = 3.64$, $SD = 2.12$). Most of the participants reported working about 20-30 hours a week (48.6%). Student participants received course credit as compensation for their participations, while the other participants did not receive any compensation. All participants completed the surveys on a voluntary basis.

MATERIALS

Locus of Control. The Rotter 29 item I-E scale was used to measure participant's locus of control. This scale is a forced choice questionnaire that ranges from 0 to 23. It includes 6 filler items to hide the scale's intent (Phares, 1976). A lower score indicates an internal locus of control, while a higher score indicates an external locus of control (Forte, 2005). This scale takes into account behaviors and situations in line with the assumptions of social learning theory (Rotter, 1990). Rotter reported reliability estimates to be between .69 and .73 (Cherlin &

Bourque, 1974). Emotional Labor. Emotional labor was measured using the Emotional Labor Scale (Brotheridge & Lee, 2003). This scale measures the six dimensions of emotional labor: duration, frequency, intensity, variety, deep acting and surface acting. Respondents were asked to provide the amount of time they spent interacting with customers, and the rest of the questions are measured using a five-point Likert response scale (Johnson, 2007). This scale includes 16 items, a sample item is “on a typical day I have ___ customers.” The higher the score, the greater the level of the assessed dimension. The reliability of the measure would be considered acceptable with coefficient alpha at $\alpha = .71$, for frequency, intensity, and variety. Deep acting and surface acting had alphas at $\alpha = 0.89$, and $\alpha = .86$ (Johnson, 2007). A reliability analysis revealed that the emotional labor items had an alpha value of $\alpha = .70$ for the entire scale for the current study.

Job-Related Affective Well-Being. The Job-Related Affective Well-Being Scale (Van Katwyk, Fox, Spector & Kelloway, 1999), was used to measure emotional reactions and specific experienced emotions on the job along the two dimensions of pleasurable and arousal. The scale uses a five point Likert scale from Never to Always and has an alpha of $\alpha = .90$ (Johnson, 2007). A higher score indicates greater affective well-being. Example items include, “My job made me feel at ease,” and “My job made me feel angry.” The alpha value for job-related-affective well-being items was $\alpha = .68$ for the current study.

Sexual harassment. Prevalence of sexual harassment was assessed using the SEQ-C. This version of the sexual experience questionnaire focuses on sexual harassment from customers. This questionnaire contains 16 items on a 5 point Likert scale from never to very often. It measures behaviors that respondents might have experienced from customers, and

Gettman and Gelfand (2007) reported an alpha value of $\alpha = .92$, (Gettman & Gelfand, 2007). The questionnaire asked the participants to rate how often they had been in a situation where a customer acted inappropriately on five dimensions: unwanted sexual attention, sexist hostility, sexual hostility, sexual coercion, and cooperation. The cooperative dimension has two statements asking if the participant has cooperated with the customers advances. The items include, “treated badly for refusing to have sex,” and “implied better treatment if you were sexually cooperative.” Example statements include “repeated requests for dates, drinks, etc., despite being told no,” “treated you differently because of your sex,” “made offensive remarks about appearance, body or sexual activities,” and “bribed with a reward to engage in sexual behavior,” respectively. The alpha value for the current study was $\alpha = .92$.

Coping with Stranger Harassment. The final questionnaire followed the SEQ and asked participants to think about their responses to the previous questionnaire. Then participants rated their reactions to the harassment behaviors on four dimensions: active coping, passive coping, self-blame, and benign coping (Fairchild, 2007). The questions were adapted from the Coping with Harassment Questionnaire (CHQ; Fitzgerald, Hulin, & Drasgow, 1994). Example statements include “I talked to someone about what happened,” “I just let it go,” “I blamed myself for what happened,” and “I considered it flattering.” The reliability from previous research is $\alpha = .73$, and the alpha value for the current study is $\alpha = .71$.

PROCEDURE

Before the study began it was reviewed and approved by the Institutional Review Board (#VAN-020419). Participants were asked to follow the survey link on their computer

or mobile device, which led to the informed consent form. Student participants were able to access the survey link through SONA systems, and the survey link was posted on the subreddit r/talesfromyourserver. The link was also distributed to known servers, who were encouraged to share the link with other servers. All of the participants read the informed consent form and continued to the questionnaires if they agreed to participate. First participants answered a few demographic questions such as age, gender, and ethnicity. After demographics, participants completed the following questionnaires: locus of control, emotional labor, job related affective well-being, the customer version of the sexual experiences questionnaire, and coping with stranger harassment scale. Once participants completed the questionnaires, the debriefing form appeared on the screen. The debriefing form described the research questions and revealed more details about the study, provided contact information for the researchers, and thanked participants for their participation.

RESULTS

PRELIMINARY DATA SCREENING

The data were screened for major assumptions of the GLM, such as missing values or incomplete data. Participants who completed less than 25% of the items were deleted from the study. Histograms were used to check for normality of the distributions of the variables. For the present study, the variables appeared to be normally distributed with the exceptions of emotional labor and sexual harassment. The distribution for sexual harassment showed positive skew. The distribution for emotional labor frequency showed a negative skew, meaning participants reported performing considerable emotional labor as part of their jobs.

DESCRIPTIVE STATISTICS

In order to determine if there was a significant difference between males and females on sexual harassment two independent samples t-test were conducted. There was a significant difference between men ($M=4.21$, $SD=1.847$) and women ($M=7.07$, $SD=3.100$) on sexist hostility; $t(70) = -4.462$, $p=.000$. There was also a significant difference between men ($M=6.93$, $SD=2.200$) and women ($M=8.88$, $SD=4.321$) on sexual hostility; $t(70) = -2.387$, $p=.022$. Only female participants were examined in the remaining data analysis of this study because issues of sexual harassment mainly affect women working in the food service industry because they make up a larger percentage of employees than men. Additionally women file more reports of sexual harassment and women experience more harassment from customers (Restaurant opportunities centers united, 2018). The sample was mostly female, and the issues examined in this study are particularly important to women.

Descriptive statistics were used to assess the prevalence of sexual harassment on five

dimensions: cooperation, sexist hostility, sexual hostility, sexual coercion, and unwanted sexual attention. Figure 1 shows the overall frequency of sexual harassment for the sample, and Table 1 shows the means and standard deviations. Table 2 shows the means and standard deviations for emotional labor.

Figure 1. Frequencies of Sexual Harassment Experiences at work in women.

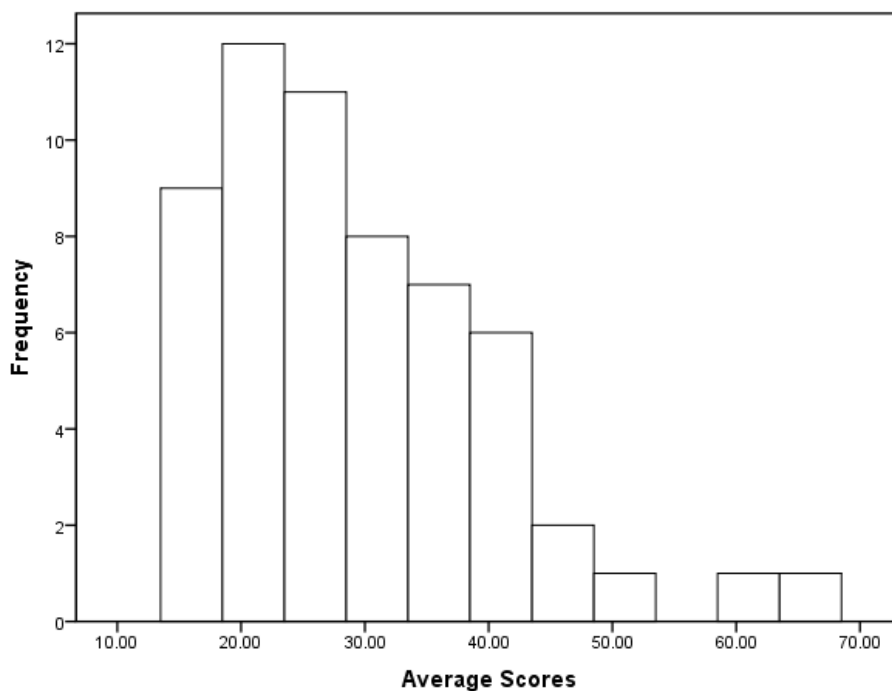


Table 1.

Means and Standard deviations for the five sexual harassment dimensions for females.

SEQ Dimensions	Mean	Std. Deviation
Sexist Hostility	7.07	3.10
Unwanted Sexual Attention	8.21	3.37
Sexual Hostility	8.88	4.32
Sexual Coercion	2.38	.970
Cooperative	2.57	1.30

Note. $N=58$

Table 2.

Means and Standard deviations for the five emotional labor dimensions for females.

Emotional Labor Dimensions	Mean	Std. Deviation
Surface Acting	10.69	2.51
Deep Acting	9.45	2.99
Intensity	5.10	2.05
Variety	2.90	1.18
Frequency	12.79	2.20

Note. $N=58$

REGRESSIONS

A linear regression was conducted to determine whether emotional labor factors predict sexual harassment in wait staff. Emotional labor accounts for 32.3% of the variation in sexual harassment experiences of female wait staff $R^2 = .323$, $F(6, 57) = 4.047$, $p < .002$.

A hierarchical regression was conducted to see if emotional labor factors and sexual harassment predicted job well-being. Emotional labor was entered as the first predictor, and

sexual harassment was entered as the second predictor. Both variables independently predicted job well-being. The six dimensions of emotional labor factors accounted for 26.5% of the variance in job well-being, $R^2 = .265$, $F(6, 51) = 3.067$, $p = .012$. In addition, sexual harassment measured on five dimensions of the sexual experiences questionnaire accounted for 24.2% of the variance in job well-being. Both predictors together account for about half of the variance in job well-being, $R^2 = .507$, $F(5, 46) = 4.504$, $p = .002$. Overall, the model is a significant fit for the data.

Three dimensions specifically were significant predictors of job well-being (see Table 3). First, surface acting predicted job well-being ($\beta = .256$, $p < .05$). Second, unwanted sexual attention predicted job well-being ($\beta = -.440$, $p < .05$), and third sexist hostility predicted job well-being ($\beta = .607$, $p < .01$). Further correlational analyses were conducted in order to investigate why surface acting and sexist hostility predicted job well-being. The dimension self-blame was significantly positively correlated with sexist hostility and surface acting, and benign coping was significantly positively correlated with surface acting. Table 4 shows these correlations.

Table 3.

Regression of Emotional Labor and Sexual Harassment Dimensions

Variable	<i>B</i>	<i>SE(B)</i>	β	<i>t</i>	Sig (<i>p</i>)
Emotional Labor					
Surface Acting	1.350	.606	.256**	2.229	.031
Sexual Harassment					
Unwanted Sexual Attention	-1.725	.634	-.440**	-2.722	.009
Sexist Hostility	2.589	.693	.607***	3.738	.001

Note. $p < .05^*$, $p < .01^{**}$, $p < .001^{***}$

Table 4.

Correlations of coping dimensions benign and self-blame with sexist hostility and surface acting.

Correlations

Variable	1	2	3	4
<i>Benign</i>	-			
<i>Self Blame</i>	.736**	-		
<i>Sexist Hostility</i>	.191	.245*	-	
<i>Surface Acting</i>	.259*	.257*	.323**	-

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

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

A second hierarchical regression was conducted to see if locus of control and coping added any unique variance to job well-being (see Table 5). The order of predictors was locus of control, emotional labor, sexual harassment, and coping. Locus of control did not add any variance to the model, $R^2 = .028$, $F(1, 56) = 1.608$, $p = .210$, and coping also did not add any unique variance to the model $R^2 = .549$, $F(4, 41) = .936$, $p = .453$. Locus of control and coping did not predict job well-being in this study.

Table 5.

Regression of Locus of Control, Emotional Labor, Sexual Harassment, and Coping.

Predictor	<i>B</i>	<i>SE(B)</i>	β	R^2	<i>t</i>	Sig (<i>p</i>)
Step 1				.028		
Locus of Control	.242	.472	.061		.513	.611
Step 2				.275**		
Emotional Labor						
Frequency	-.532	.857	-.088		-.620	.539
Variety	-.223	1.563	-.020		-.143	.887
Intensity	-.865	.858	-.134		-1.009	.319
Deep Acting	-.384	.561	-.087		-.684	.498
Surface Acting	1.251	.624	.237		2.004	.052
Step 3				.507**		
Sexual Harassment						
Unwanted Sexual Attention	-1.901	.687	-4.85		-2.769	.008
Sexist Hostility	2.886	.743	.677		3.886	.000
Sexual Hostility	.636	.676	.208		.941	.352
Sexual Coercion	-4.97	2.672	-.037		-.186	.853
Cooperative	.016	2.031	.002		.008	.994
Step 4				.549		
Coping						
Passive	-.161	.355	-.082		-.453	.653
Self-Blame	-.668	.606	-.190		-1.103	.276
Benign	-.069	.486	-.027		-.141	.889
Active	-.295	.488	-.097		-.605	.549

Note. $p < .05^*$, $p < .01^{**}$

DISCUSSION

This study was exploratory in nature and the purpose of this study was to examine how servers made attributions about sexual harassment at work based on locus of control in relation to emotional labor. The relationships among these variables were examined as they relate to job-related affective well-being.

LIMITATIONS

Before discussing the contributions of the present study, there are some limitations to consider. First, characteristics of the sample included mostly young college students completing course credit requirements for psychology classes. This is a limitation because age does not accurately reflect the population of restaurant servers. According to Data USA, (n.d.) the median age of servers is 29.7, and 69.3% are females. The present study had 80% females and 61% of participants were age is 18-21. Future research should use systematic random sampling and contact restaurants in order to ask for participation. This will ensure that a random sample is used that represents servers from multiple restaurants as well as ensure that the participants are actually servers. The use of online surveys also has its own set of disadvantages, such as errors in sampling methods and biased data. Using a sample of convenience and snowball sampling techniques reduces the chance of the sample being truly random and thus representative of the population. However, research shows that Reddit can be an effective method for getting samples from specific populations because it allows free and fast collection of data (Shatz, 2016). Additionally research has found that Reddit samples are diverse and reliable (Jamnik & Lane, 2017). There could be some differences between student servers and non-student servers such as the amount of hours worked. Furthermore,

bias could be introduced through common method variance since only self-report survey measures were used. Common method variance is problematic if the variance examined in the study is not attributed to the constructs being measured. In addition, it is possible that the participants could have lied about their occupation in order to obtain course credit for participating in the study. The possibility of participants lying about being servers is problematic because the results will not be meaningful if the sample are not members of the intended population being studied.

FINDINGS OF THE PRESENT STUDY

Despite these limitations, there are a number of interesting results in the present study. The first research question asked, “What is the prevalence of sexual harassment among restaurant servers?” Overall, 40% of the sample reported moderate to high levels of experiencing sexual harassment at work. Every female from this sample reported having at least one sexual harassment experience at some level in the past two years. According to Restaurant Opportunities Centers United (2014), close to 80% of women reported experiencing sexual harassment from customers at one point. The first finding was that prevalence rates for sexual harassment were high with 40% of servers reporting moderate to high rates of sexual harassment. This is similar to previous statistics that show higher rates of sexual harassment for restaurant workers (Berdahl & Raver, 2011). The highest prevalence was found for sexist hostility (39.6%), sexual hostility (29%), and unwanted sexual attention (39.6%). Sexist hostility involves being treated negatively because of gender (Berdahl & Raver, 2011). Sexual hostility involves conversation, questions, or jokes about anything suggestion a sexual encounter (Berdahl & Raver, 2011). Lastly, unwanted sexual attention

includes verbal or physical attempts that suggest a sexual encounter even when the customer is told no. One explanation for these dimensions being high in the restaurant industry is that customers may assume it is acceptable to treat women differently based on their gender and occupation (Einhorn & Abrams, 2018). Overall, average reports for sexual harassment were high, however these three dimensions had the highest prevalence rates; this is consistent with previous research (Johnson & Madera, 2018; Restaurant opportunities centers united, 2018).

The second research question asked, "How is sexual harassment related to emotional labor in restaurant servers?" This study found that emotional labor predicted sexual harassment of female servers. Specifically, servers who experienced sexual harassment and used emotional labor reported more instances of unwanted sexual attention and sexist hostility. This finding warrants future exploration, but a potential explanation for this finding is that surface acting involves faking one's emotions to produce the desired organizational outcome (Gabriel, Daniels, Diefendorff, & Greguras, 2015). In the context of the restaurant, if a server is using surface acting, the customer might perceive the emotional display as flirting. Future research could further explore the components of emotional labor and sexual harassment in restaurant servers.

The third research question examined the relationships among sexual harassment, emotional labor and job well-being. Both emotional labor and sexual harassment predicted job well-being. They accounted for about half of the variance of job well-being. This finding indicates that, surprisingly, emotional labor and sexual harassment are associated with greater job well-being. Specifically, surface acting and sexist hostility positively predicted job well-being, and unwanted sexual attention negatively predicted job well-being. Further

analyses were conducted in order to see if coping could explain why surface acting and sexist hostility positively predicted job well-being. These analyses revealed that self-blame was positively correlated with sexist hostility and surface acting. This suggests that servers who engage in surface acting and experience sexist hostility could be blaming themselves for the experience instead of blaming it on the job itself. The results revealed that coping dimensions were better attributional explanations for positively predicting job well-being. In addition, sexual harassment was found to be an outcome of emotional labor for female servers. These results indicate fruitful areas for future research.

Indeed, some servers consider sexual harassment to be a normal part of the job (Einhorn & Abrams, 2018). According to the US Bureau of Labor Statistics, half of women working as servers are younger than 25. For many young women, serving is their first job, and those initial experiences shape their views on what type of behaviors are tolerable (Einhorn & Abrams, 2018). Therefore, it is possible that the sexual harassment and surface acting have been normalized as an everyday condition of work (Johnson & Madera, 2018), and the participants do not even evaluate those experiences when evaluating their perceptions of their job well-being. These results from this study are consistent with results from a previous study of servers that suggested that surface acting positively predicted job well-being (Riley & Stenmark, unpublished study). Therefore, future research should examine this counterintuitive finding to determine what factors, such as individual differences, might be involved in this relationship.

Benign coping was also positively correlated with surface acting. Benign coping occurs when the individual perceives the treatment as flattering or thinks that the customer

does not know any better. This finding suggests that using surface acting can be related to the victim not feeling personally responsible for experiencing sexual harassment. This coping strategy could protect victims of sexual harassment from experiencing guilt or other negative emotions as a response to the harassment, and this could also explain why surface acting positively predicts job well-being. By using benign coping, servers are not taking personal responsibility for the harassment; they are likely blaming customers, and they are not attributing the treatment to feelings about the job. Benign coping can even involve finding the behavior flattering, which could mean that not all servers are experiencing the harassment in a negative way.

In contrast to the findings on sexist hostility, unwanted sexual attention negatively predicted job well-being. Evidently, the different dimensions of sexual harassment are evaluated differently in the job context, particularly with regard to job well-being. This finding is consistent with research on both sexual harassment and surface acting in other work samples that demonstrates that both variables predict many negative outcomes, including job well-being (Beal, Weiss, Trougakos, & Dalal, 2013). Future research should examine surface acting and sexual harassment as predictors of job well-being in much greater detail, in order to understand why some outcomes may be positive, while others are negative.

Lastly, neither locus of control nor coping significantly predicted job well-being. One potential reason why no significance was found for locus of control is that the majority of the sample were young college students who may not have had many life experiences. This could impact locus of control because experiences can influence control beliefs (Rotter, 1966). Rotter viewed locus of control through a learning perspective that integrated stimulus-

response and cognitive interactionist theories of learning. Therefore, life experiences can change locus of control because of possible changes in reinforcement and the situation (Kormanik & Rocco, 2009). Research shows that locus of control can change in college students because the experiences of going to college and taking on responsibility can shift locus of control from external to internal. College provides more opportunities for self-direction and developing autonomy. Students may depend less on parents and teachers for direction, which can shift locus of control more internally (Findley & Cooper, 1983; Kormanik & Rocco, 2009). For the study sample, the mean and standard deviation for locus of control were 11.97 and 3.34, and the distribution looked normal. Norms for the Rotter Internal-External locus of control scale for female introductory psychology students are $M=11.44$ and $SD=1.69$ (Lefcourt, 1982).

In addition, coping did not predict job well-being. However, two dimensions of coping, self-blame and benign coping were positively related to surface acting. Interestingly self-blame and benign coping offered insight into possible explanations for how servers perceive and handle sexual harassment when they are surface acting. Future research should explore and measure attributions servers make about sexual harassment behavior in relation to emotional labor, especially surface acting.

IMPLICATIONS

This study has many implications for individuals working in the service industry, especially women. The results revealed that emotional labor might play a role in how servers make attributions towards sexual harassment, and these attributions could help protect the servers from experiencing negative emotions because of the sexual harassment. In addition,

some disconnect is occurring which could explain why well-being is positively related to variables that show negative outcomes in previous research (Berdahl & Raver, 2011; Growth & Goodwin, 2011). Still much more research needs to be conducted to explore these findings, and even examine what other factors might be at play.

One relevant issue suggested to help combat sexual harassment in the service industry is tipping. First, there is not much academic research to support the claim that there is a relationship between tipping and sexual harassment. However many social support groups advocate for restaurants to pay a wage and replace tipping so servers are able to push back against harassment. A major argument to help combat sexual harassment in the service industry is to pay servers a full wage in addition to the tips they receive. According to Jayaraman (2018), if women are paid a full wage, then they will not have to tolerate sexual harassment. Jayaraman argues that the power imbalance that occurs in women's workplaces must change in order to eradicate harassment. This means paying them a fair wage and requiring that they be paid the full minimum wage in addition to their tips. Changing the pay structure might not change how men treat women, but it will help women push back against sexual harassment (Jayaraman, 2018). Research conducted by Restaurant Opportunities United has found that about half in restaurants that pay a full minimum wage plus tips have reduced Sexual harassment claims. They argue that women who earn a wage with their tips do not have to accept inappropriate behavior from customers and report half as much sexual harassment as those workers who make \$2.13 an hour (Restaurant opportunities centers united, 2018).

The issue is not so simple; some servers believe that losing tips will cause the restaurants to increase food costs, which will make them close. Some restaurants claim that they are already having trouble keeping costs low as it is, and the \$2.13 cause's servers to make a decent wage and restaurants to keep the labor costs down. One restaurant that prohibited tipping claims that the managers and servers feel more empowered to take charge and ask offending customers to leave since they do not have to worry about tips. Some servers do feel that they would be paid less if tipping ended and they were actually paid the state's minimum wage (Einhorn & Abrams, 2018). Undoubtedly, the practice of tipping places a level of uncertainty on workers that other working Americans do not experience, such as "How much money will I make, and how much will I tolerate to make it" (Einhorn & Abrams, 2018). Future research should explore how tipping plays a role in sexual harassment. It is apparent that tipping is relevant to how servers are treated at work; however, more research needs to be conducted in order to guide future sexual harassment interventions.

Despite these complex issues, restaurants have a legal obligation to protect their employees from customer sexual harassment, and several ideas for policymaking have been proposed. Lawsuits can occur if managers ignore policies, or if restaurants do not have policies regarding sexual harassment. For example, in *Lockhard v Pizza Hut* a manager ignored a waitress who complained about sexual harassment from a customer and Pizza Hut had to pay this employee \$38,000 (Johnson & Madera, 2018). Besides lawsuits, the restaurant's reputation can be harmed if the case is high profile. Some interventions for reducing sexual harassment include expressing to managers and employees that sexual harassment will not be tolerated, building policies, and making a system for complaints to be

filed and addressed. Subsequently managers should complete sexual harassment training and employees should complete bystander intervention training (Johnson & Madera, 2018). Most importantly, restaurants should implement policies that specifically handle sexual harassment from customers.

In conclusion, this study was exploratory in nature and ultimately led to more questions than answers. However, this study sheds light on a research area in need of investigation. There is no question about the prevalence of sexual harassment in restaurants. What needs to be understood are the factors that contribute to the relationship between stress, emotional labor, sexual harassment and job well-being. The results presented in this study are exploratory but can be used to help guide future research with the aim of reducing harassment in service workers. Research shows that restaurant work is stressful, and that emotional labor is closely related to stress (Einhorn & Abrams, 2018; Growth & Goodwin, 2011). Research also shows that sexual harassment is highly prevalent and clearly affecting job well-being (Johnson & Madera, 2018). How exactly these variables are related is a question for future research, but the results of the current study suggest something different is occurring for restaurant servers than for other working adults. In an industry that employs 3 million people, many of whom are women, it is important to understand the underlying psychological processes that occur when interacting with customers. This way better interventions can be implemented that will be able to enhance job well-being. Furthermore, there is not enough academic research on sexual harassment in restaurant servers, but it is a major issue in the industry. Other variables need to be considered in order to bridge the research gap to understanding the nature of sexual harassment of restaurant workers.

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APPENDICES

Rotter 29 Item I-E Scale

- 1) a. Children get into trouble because their parents punish them too much.
b. The trouble with most children nowadays is that their parents are too easy with them.
- 2) a. Many of the unhappy things in people's lives are partly due to bad luck.
b. People's misfortunes result from the mistakes they make.
- 3) a. One of the major reasons why we have wars is because people do not take enough interest in politics.
b. There will always be wars, no matter how hard people try to prevent them.
- 4) a. In the long run people get the respect they deserve in this world.
b. Unfortunately, an individual's worth often passes unrecognized no matter how hard he tries.
- 5) a. The idea that teachers are unfair to students is nonsense.
b. Most students do not realize the extent to which their grades are influenced by accidental happenings.
- 6) a. Without the right breaks, one cannot be an effective leader.
b. Capable people who fail to become leaders have not taken advantage of their opportunities.
- 7) a. No matter how hard you try some people just don't like you.
b. People who can't get others to like them don't understand how to get along with others.
- 8) a. Heredity plays the major role in determining one's personality.
b. It is one's experiences in life, which determine what they are like.
- 9) a. I have often found that what is going to happen will happen.
b. Trusting to fate had never turned out as well for me as making a decision to take a definite course of action.
- 10) a. In the case of the well-prepared student there is rarely if ever such a thing as an unfair test.
b. Many times exam questions tend to be so unrelated to course work that studying is really useless.

- 11) a. Becoming a success is a matter of hard work; luck has little or nothing to do with it.
- b. Getting a good job depends mainly on being in the right place at the right time.
- 12) a. The average citizen can have an influence in government decisions.
- b. This world is run by the few people in power, and there is not much the little guy can do about it.
- 13) a. When I make plans, I am almost certain that I can make them work.
- b. It is not always wise to plan too far ahead because many things turn out to be a matter of good or bad fortune anyway.
- 14) a. There are certain people who are just no good.
- b. There is some good in everybody.
- 15) a. In my case, getting what I want has little or nothing to do with luck.
- b. Many times, we might just as well decide what to do by flipping a coin.
- 16) a. Who gets to be the boss often depends on who was lucky enough to be in the right place first.
- b. Getting people to do the right thing depends upon ability; luck has little to do with it.
- 17) a. As far as world affairs are concerned, most of us are the victims of forces we can neither understand nor control.
- b. By taking an active part in political and social affairs, the people can control world events.
- 18) a. Most people do not realize the extent to which their lives are controlled by accidental happenings.
- b. There really is no such thing as "luck."
- 19) a. One should always be willing to admit mistakes.
- b. It is usually best to cover up one's mistakes.
- 20) a. It is hard to know whether or not a person really likes you.
- b. How many friends you have depends upon how nice a person you are.
- 21) a. In the long run the bad things that happen to us are balanced by the good ones.
- b. Most misfortunes are the results of lack of ability, ignorance, laziness, or all three.

- 22) a. With enough effort, we can wipe out political corruption.
b. It is difficult for people to have much control over the things politicians do in office.
- 23) a. Sometimes I cannot understand how teachers arrive at the grades they give.
b. There is a direct connection between how hard I study and the grades I get.
- 24) a. A good leader expects people to decide for themselves what they should do.
b. A good leader makes it clear to everybody what his or her jobs are.
- 25) a. Many times, I feel that I have little influence over the things that happen to me.
b. It is impossible for me to believe that chance or bad luck plays an important role in my life.
- 26) a. People are lonely because they do not try to be friendly.
b. There's not much use in trying too hard to please people, if they like you, they like you.
- 27) a. There is too much emphasis on athletics in high school.
b. Team sports are an excellent way to build character.
- 28) a. What happens to me is my own doing.
b. Sometimes I feel that I do not have enough control over the direction my life is taking.
- 29) a. Most of the time I cannot understand why politicians behave the way they do.
b. In the long run the people are responsible for bad government on a national as well as on a local level.

Emotional Labor Scale

On a typical day I have ___ customers.

Duration

A typical interaction I have with a customer takes about ___ minutes.

On an average day at work, how frequently do you do each of the following when interacting with customers?

Please circle the one number for each question that comes closest to reflecting your opinion about it.

1=Never, 2= Rarely, 3= Sometimes, 4=Often, 5= Always

Frequency

1. Interact with customers.
1 2 3 4 5
2. Adopt certain emotions as part of your job.
1 2 3 4 5
3. Express particular emotions needed for your job.
1 2 3 4 5

Intensity

4. Express intense emotions.
1 2 3 4 5
5. Show some strong emotions.
1 2 3 4 5

Variety

6. Display many different kinds of emotions.
1 2 3 4 5
7. Express many different emotions.
1 2 3 4 5
8. Display many different emotions when interacting with others
1 2 3 4 5

Deep Acting

9. Make an effort to actually feel the emotions that I need to display to others.
1 2 3 4 5
10. Try to actually experience the emotions that I must show.
1 2 3 4 5
11. Really try to feel the emotions I have to show as part of my job.
1 2 3 4 5

Surface Acting

12. Resist expressing my true feelings.
1 2 3 4 5
13. Pretend to have emotions that I do not really have.
1 2 3 4 5
14. Hide my true feelings about a situation
1 2 3 4 5

Job-Related Affective Well-Being Scale

Below are a number of statements that describe different emotions that a job can make a person feel. Please indicate the amount to which any part of your job (e.g., the work, coworkers, supervisor, clients, pay) has made you feel that emotion in the past 30 days.

Please check **one** response for each item that best indicates how often you have experienced each emotion at work over the past 30 days.

1=Never, 2= Rarely, 3= Sometimes, 4=Often, 5= Always

- 1 My job made me feel at ease.
1 2 3 4 5
- 2 My job made me feel angry
1 2 3 4 5
- 3 My job made me feel anxious
1 2 3 4 5
- 4 My job made me feel bored
1 2 3 4 5
- 5 My job made me feel calm
1 2 3 4 5
- 6 My job made me feel content
1 2 3 4 5
- 7 My job made me feel depressed
1 2 3 4 5
- 8 My job made me feel disgusted
1 2 3 4 5
- 9 My job made me feel discouraged
1 2 3 4 5
- 10 My job made me feel energetic
1 2 3 4 5
- 11 My job made me feel excited
1 2 3 4 5
- 12 My job made me feel ecstatic
1 2 3 4 5
- 13 My job made me feel enthusiastic
1 2 3 4 5
- 14 My job made me feel frightened
1 2 3 4 5
- 15 My job made me feel furious
1 2 3 4 5
- 16 My job made me feel gloomy
1 2 3 4 5
- 17 My job made me feel fatigued

- 1 2 3 4 5
18 My job made me feel inspired
1 2 3 4 5
19 My job made me feel satisfied
1 2 3 4 5
20 My job made me feel relaxed
1 2 3 4 5

Sexual Experiences Questionnaire-Customer Version

(1=Never, 2=Once, 3= Sometimes, 4=Often, 5=Very often)

In the last 2 years, how often have you been in a situation where a customer or client

Unwanted sexual attention

- . . . repeated requests for dates, drinks, etc., despite being told no?
- . . . attempted to establish a romantic relationship?
- . . . attempted to stroke, fondle, or kiss?
- . . . touched you in a way that made you feel uncomfortable?

Sexist hostility

- . . . put you down or was condescending to you because of your sex?
- . . . treated you differently because of your sex?
- . . . made offensive sexist remarks?

Sexual hostility

- . . . attempted to draw you into discussion of sexual matters?
- . . . told offensive sexual stories or jokes?
- . . . made offensive gestures of a sexual nature?
- . . . made offensive remarks about appearance, body or sexual activities?
- . . . displayed, used, or distributed sexist or suggestive materials?

Sexual coercion

- . . . bribed with a reward to engage in sexual behavior?
- . . . threatened with some sort of retaliation for not being sexually cooperative?
- . . . treated badly for refusing to have sex?
- . . . implied better treatment if you were sexually cooperative?

Coping With Stranger Harassment

(1 = not at all descriptive; 7 = extremely descriptive)

Think about your personal experience with the situations described on the previous pages.

Rate each statement for how you would typically react.

1. I treated it as a joke.
2. I pretended nothing was happening.
3. I considered it flattering.
4. I realized that I had probably brought it on myself.
5. I let him know I didn't like what he was doing.
6. I reported him.
7. I talked to someone about what happened.
8. I acted like I didn't notice.
9. I assumed he meant well.
10. I felt stupid for letting myself get into the situation.
11. I just let it go.
12. I just ignored the whole thing.
13. I assumed he didn't know better.
14. I blamed myself for what happened.
15. I let him know how I felt about what he was doing.
16. I tried to forget the whole thing.
17. I figured he must really like me.
18. I realized he probably wouldn't have done it if I had looked or dressed differently.
19. I didn't do anything.
20. I assumed he was trying to be funny.
21. I just 'blew it off' and acted like I didn't care.

IRB APPROVAL LETTER



2/4/2019

Dr. Kyle van Ittersum
Dept. of Psychology & Sociology
Angelo State University
San Angelo, TX 76909

Dear Kyle:

The project that you submitted for your student Katherine Riley titled, *"How Does Stress and Emotional Labor Influence Attributions Made About Sexual Harassment in Restaurant Servers?"* was reviewed and approved by Angelo State University's Institutional Review Board for the Protection of Human Research Subjects in accordance with federal regulations 45 CFR 46.

This protocol is approved for one year effective February 4, 2019, and it expires one year from this date. If the study will continue beyond one year, you must submit a request for continuation before the current protocol expires. The documentation for continuing review must be received with sufficient time for review and continued approval before the expiration date.

Please note that any revisions to these approved materials must be approved by the IRB prior to initiation. All unanticipated problems involving risks to subjects or others, and any unexpected adverse events must be reported promptly to this office.

The approval number for your protocol is #VAN-020419. Please include this number in the subject line of in all future communications with the IRB regarding the protocol.

Sincerely,

A handwritten signature in black ink, appearing to be 'Tay Hack', written over a horizontal line.

Teresa (Tay) Hack, Ph.D.
Chair, Institutional Review Board

Dr. Teresa Hack, IRB Chair | ASU Station #11025 | San Angelo, Texas 76909
Phone: (325) 486-6121 | Fax: (325) 942-2194

Member, Texas Tech University System | Equal Opportunity Employer

IRB CONSENT FORM IDENTIFIED

Angelo State University**Institutional Review Board (IRB)****Consent to Participate in an IRB-Approved Research Event**

Project Title: How Does Stress and Emotional Labor Influence Attributions Made About Sexual Harassment in Restaurant Servers?

Investigator Name/Department: Katherine E. Riley. /Department of Psychology and Sociology

Investigator Phone: 325-486-6125

You are being asked to participate in a research event conducted with the approval of the Angelo State University Institutional Review Board. In order to participate, you are required to give your consent after reading this document.

An explanation of the project is written below, which includes information about the purpose of the project, the procedures to be used, and the potential benefits and possible risks of participation. Please read and, should you decide to participate, indicate your agreement on this form. Upon request, you will be given an unsigned copy of this form for your records.

Refusal to participate in this study will have no effect on any future services you may be entitled to from the University. Anyone who agrees to participate in this study is free to withdraw from the study at any time without penalty. I understand also that it is not possible to identify all potential risks in a study, and I believe that reasonable safeguards have been taken to minimize both the known and potential but unknown risks.

You must be 18 years of age or older to participate.

1. Nature and Purpose of the Project

You are being asked to participate in a research study for Katherine E. Riley at Angelo State University. The purpose of this study is to assess how restaurant servers make attributions towards sexual harassment behaviors they might experience at work. You are only permitted to participate once in the current study.

2. Explanation of Procedures.

The study consists of participants completing, online, six brief questionnaires. Completing the study will take approximately 30 minutes. For your participation you will receive 1 research credit.

3. Discomfort and Risks.

The risks of participating in this study are minimal and not expected to be greater than experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without penalty.

4. Benefits.

The findings from this study can add to the existing knowledge related to sexual harassment in the service industry, and can also give you firsthand experience in the research process.

5. Confidentiality.

Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online data collection host, Psychdata. Data will be stored for a period of 3 years after completion of the study after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions.

Agreement: By typing your name and clicking on the continue button below you are indicating that you have read the above procedures and that you are consenting to voluntarily participate in this study.

This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research related activities. **IRB #000000 – Jan. 1, 2000. (the IRB chair will fill this in when the protocol has been approved)**

Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related injury should be brought to the attention of the IRB administrator, Dr. Tay Hack (tay@angelo.edu) TEL: (325) 942-2068, ext. 6121.

*By typing your name here and clicking on the Continue button you agree to participate in this research.

IRB CONSENT FORM DEIDENTIFIED

Angelo State University**Institutional Review Board (IRB)****Consent to Participate in an IRB-Approved Research Event**

Project Title: How Does Stress and Emotional Labor Influence Attributions Made About Sexual Harassment in Restaurant Servers?

Investigator Name/Department: Katherine E. Riley. /Department of Psychology and Sociology

Investigator Phone: 325-486-6125

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An explanation of the project is written below, which includes information about the purpose of the project, the procedures to be used, and the potential benefits and possible risks of participation. Please read and, should you decide to participate, indicate your agreement on this form. Upon request, you will be given an unsigned copy of this form for your records.

Refusal to participate in this study will have no effect on any future services you may be entitled to from the University. Anyone who agrees to participate in this study is free to withdraw from the study at any time without penalty. I understand also that it is not possible to identify all potential risks in a study, and I believe that reasonable safeguards have been taken to minimize both the known and potential but unknown risks.

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2. Explanation of Procedures.

The study consists of participants completing, online, six brief questionnaires. Completing the study will take approximately 30 minutes. No Compensation is given for participation.

3. Discomfort and Risks.

The risks of participating in this study are minimal and not expected to be greater than experienced in daily life. Some of the questions may cause some individuals to feel uncomfortable, and everyone has the right to omit answers to any questions without penalty.

4. Benefits.

The findings from this study can add to the existing knowledge related to stress and cognitive abilities, and can also give you firsthand experience in the research process.

5. Confidentiality.

Your confidentiality is important. Data will be accessible only to the researchers through a secure password-protected online data collection host, Psychdata. Data will be stored for a period of 3 years following the completion of the study, after which all data will be deleted. All data will be reported at the group level, and your name (or any other identifying information) will never be linked to your individual responses. You may risk a loss of confidentiality if you choose to email the researchers to ask for results of the study. If you choose to email the researchers, then the researchers will immediately delete such emails after responding to them. There is a potential risk of loss of confidentiality in all email, downloading, and internet transactions.

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This project has been reviewed and approved by the Angelo State University Institutional Review Board (IRB) for the protection of human subjects in research and research related activities. **IRB #000000 – Jan. 1, 2000. (the IRB chair will fill this in when the protocol has been approved)**

Any questions regarding the conduct of the project, questions pertaining to your rights as a research subject, or research-related injury should be brought to the attention of the IRB administrator, Dr. Tay Hack (tay@angelo.edu) TEL: (325) 942-2068, ext. 6121.

Any question about this specific research project should be brought to the attention of the investigator listed at the top of this form.

Click continue ONLY if you agree to participate.

BIOGRAPHY

Katherine Elise Riley is a graduate student in the Industrial Organizational Psychology Program. She attended the University of Arkansas for her first semester of college before transferring to Oklahoma State University. She received her Bachelor of Science in Psychology July 2016. She will graduate with a Master of Science in Industrial Organizational Psychology May 2019. She will change the world someday.