

# **BOREDOM, SENSATION SEEKING, AND THE DARK TRIAD'S ROLE IN TRAVEL-RELATED CUSTOMER (MIS) BEHAVIOR**

## **Web Appendix**

**WA1:** Business and Environment Antecedents for Jay Customer Behavior

**WA2:** Customer-Business Interaction Antecedents for Jay Customer Behavior

**WA3:** Dark triad personality impact on hospitality employee and tourist behaviors

These tables are the Authors' own work.

**WA1: Business and Environment Antecedents for Jay Customer Behavior**

<b>Antecedents</b>	<b>Findings</b>	<b>Authors</b>
Size and ownership	Consumers are more willing to victimize large rather than small businesses. The more impersonal a large business is perceived to be, the greater its vulnerability to consumer misbehavior. Opportunistic complaining is more apt to occur in large firms.	Baker <i>et al.</i> (2012); Baron & Fisher (1984); Fullerton & Punj (2004); Wirtz & McColl-Kennedy (2010)
Servicescape	Servicescape variables such as layout and design, atmospherics, and exterior environment are significantly associated with the severity of deliberate dysfunctional customer acts.	Reynolds & Harris (2009)
Service philosophy	Service philosophy of “the customer is always right” is an organizational trigger of illegitimate customer complaining behavior.	Huang <i>et al.</i> (2014)
Service promises	When offered generous guarantees, customers are more likely to be opportunistic in their claiming.	Baker <i>et al.</i> (2012); Jacoby & Jaccard (1981); Wirtz & McColl-Kennedy (2010)
Marketing	Negative consumer behavior is caused by consumer alienation, stimulated by marketing factors which promote an ideology of consumption.	Daunt & Harris (2011); Fullerton & Punj (2004); Reynolds & Harris (2009)
Product mix	Specific products and services, including combination of products can trigger Jay Customer behavior.	Aslan & Kozak (2012); Harris (2010)
Service inadequacies	Equipment problems, service failure, and lack of service personnel affect Jay Customer behavior.	Aslan & Kozak (2012); Fong <i>et al.</i> (2017)

**WA2: Customer-Business Interaction Antecedents for Jay Customer Behavior**

<b>Antecedents</b>	<b>Findings</b>	<b>Authors</b>
Customer-employee interaction	Conflicts between employees and customers, instigation, mismatches between employees' or consumers' values or expectations can trigger Jay Customer behavior. Relational ties with employees, feigning personal connections, and interaction style affect dysfunctional behavior.	Fong <i>et al.</i> (2017); Harris (2010); Lugosi (2019)
Other customers	Other customers' illegal activity, behavior of fellow customers, conflict between customers, and welfare of other consumers are associated with the intensity of dysfunctional customer acts. Peer-induced esteem seekers is a motive for fraudulent complaints.	Fong <i>et al.</i> (2017); Jacoby & Jaccard (1981); Reynolds & Harris (2005); Reynolds & Harris (2009)
Personal condition	Poor personal hygiene, intoxication and problems of daily life can cause Jay Customer behavior leading to confrontations with employees and other customers.	Aslan & Kozak (2012); Gursoy <i>et al.</i> (2017); Reynolds & Harris (2009)
Service consumption	One-time transactions compared to having an established relationship with the firm, repeat purchase intention, and concerns with future performance of services affect Jay Customer behavior.	Jacoby & Jaccard (1981); Wirtz & McColl-Kennedy (2010)
Satisfaction	Disaffection with service is significantly related to the intensity of dysfunctional customer acts. Breaking a promise is also a factor.	Aslan & Kozak (2012); Fong <i>et al.</i> (2017); Harris (2010); Reynolds & Harris (2009); Wirtz & McColl-Kennedy (2010)
Importance	The perceived importance of the situation and the perceived value of the service affect Jay Customer behavior.	Huang <i>et al.</i> (2014); Jacoby & Jaccard (1981); Reynolds & Harris (2005)
Past experience	Past experiences can cause illegitimate customer complaints and retaliatory behaviors. Customer's feeling of betrayal has unfavorable effects on service recovery response.	Grégoire & Fisher (2008); Harris (2010); Huang <i>et al.</i> (2014); Huefner & Hunt (2000)
Expertise	Customer expertise is a triggering factor for illegitimate complaining behavior. Knowledge of policies and previous work in relevant field can cause dysfunctional behavior.	Harris (2010); Harris & Reynolds (2004); Huang <i>et al.</i> (2014)
Situational factors	Consumer misbehavior can be caused by situational and temporal factors, including the presence of specific employees that are targeted by the consumer or vice versa. Provocative situational factors such as crowding, heat, or noise are frequently asserted to trigger impulses to misbehave.	Daunt & Greer (2015); Fullerton & Punj (2004); Gursoy <i>et al.</i> (2017); Harris (2010); Katz (1988)

Timing, a suitable target, and absence of control over minors are also a factor.

**WA3: Dark triad personality impact on hospitality employee and tourist behaviors**

Context	Outcome	Moderation or Mediation	Key Findings	Authors
Hospitality employee counterproductive behavior	Organizational politics partially mediates the Dark Triad's influence on counterproductive work behavior.	Moderation: Political skills Mediation: Perception of organizational politics	Moderating role of political skills in strengthening the link between the Dark Triad and the perceptions of organizational politics.	Baloch <i>et al.</i> (2017)
Hospitality employee counterproductive behavior	Mediation model in the relationship between dark triad personalities and counterproductive work behavior.	Mediation: Organizational politics and perceived accountability	Perceived organizational politics and perceived accountability mediate the association of dark triad personalities (D.T.P.s) and counterproductive work behavior (C.W.B.).	Mahmood <i>et al.</i> (2021)
Hospitality employee dark triad personality	Intention to leave is a moderator of hotel employees' Dark Triad & voice behavior.	Moderation: Intention to leave	(1) Machiavellianism is positively related to voice behavior; (2) psychopathy is negatively related to voice behavior; (3) narcissism is positively related to voice behavior.	Zhuang <i>et al.</i> (2022)
Hospitality employee incivility	Dark triad traits positively and significantly predict workplace incivility.	Mediation: Workplace incivility	Workplace incivility affects job involvement and depersonalization.	Khalid <i>et al.</i> (2022)
Hospitality employee dark triad personality	Dark triad traits affect job satisfaction in hotels.	N/A	Dark Triad subcomponents (subclinical psychopathy, Machiavellianism, and subclinical narcissism) have a negative and significant effect on job satisfaction.	Yücel (2021)
Hospitality employee counterproductive behavior	Dark triad affects counterproductive behavior.	Moderation: Gender	Dark triad has a positive and significant relationship with counterproductive work behaviors.	Öztürk (2021)
Tourist dark triad personality and destination selection	Dark triad affects the preference of tourists towards specific sites.	N/A	Tourists with Machiavellianism tend to prefer dark exhibitions, and with psychopathy conflict/battle sites. Narcissism has no effect on preference for dark tourism sites. Agreeableness and honesty-	Jovanovic <i>et al.</i> (2021)

Tourist dark triad personality and destination selection	People who visit more dark places and score higher on negative personality characteristics have higher values of tourist wellbeing.	N/A	humility has significant effect on preference for dark tourism sites.	Gender, age, know/do not know dark tourism, and motivations explained 38.1% of a dark tourism practice index. Most findings also indicate that rumination on sadness, self-hatred, hostility, and psychological vulnerability are associated with darker practices.	Magano <i>et al.</i> (2022)
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