Table S1. Synopsis of items deleted through CVI and EFA

Tavola S1. Sinopsi degli items rimossi dopo CVI e EFA

N°	Scale	ITEM	ratio
1	ELS by Brotheridge & Lee	I express intense emotions (i.e. joy, energy, care or anger, concern,).	It fills on the 6th factor (0,523), the item-total correlation is 0,129 (< 0,40) and is described as not clear from the panel of experts.
2	ELS by Brotheridge & Lee	I express particular emotions needed for my job (i.e. compassion, joy, sympathy, etc).	It cross loads on different factors. For this reason and because the item –total correlation is < 0,30 (item2=0,192), we decided to delete it.
7	ELS by Brotheridge & Lee	I try to actually experience the emotions that I must show.	Item 7 and item 8 fill both the fifth factor (item 7 =0,660 and item 8=0,624). For this reason and because item-total correlation is <0,40 (item 7=-0,171 and item 8=0,242), and the internal consistency reliability would improve significantly after removal, we decided to delete it.
8	ELS by Brotheridge & Lee	I really try to feel the emotions I have to show as part of my job.	See above.
9	MERI by Mann	During the encounter I hide (or try to hide) some kind of emotion from the other person.	It cross loads on the first and the second factor.
10	MERI by Mann	Because of events in my personal life, I feel negative (e.g. depressed, upset, angry, frustrated) but I feel that I have to try to hide my feelings and put on a "brave" face.	It cross loads on all three factors, under acceptable levels on the second factor (0.285).
11	MERI by Mann	Because of events in my personal life or at work, I felt positive (e.g. excited, happy, proud) before this encounter, but felt that I had to try to hide (or tone down) my feelings from the other person.	This item cross loads the two factorial model solutions and the I-CVI from the experts is 0,50.
12	MERI by Mann	During the encounter, I felt that I was "acting" a role or taking on a role such as helper, advisor, expert, teacher, parent, counselor or boss.	The factor analysis highlights the cross loading of this items. For this reason, because I-CVI from the panel of experts is 0,40 and because it refers to a subjective state of mind or mood rather than emotional labor construct, we decided to delete it.

15	MERI by Mann	During the encounter, I felt that the other person(s) expected me to take on a role such as helper, advisor, expert.	The I-CVI item is < 0,80 (item 15=0,70) and we decided to delete it because it does not refer strictly to emotional labor but rather to the expectations related to their role and to the expectations from others.
16	MERI by Mann	I felt that I acted differently in this encounter than I would have done at home with friends	We decided to remove because I-CVI item from the panel of experts is 0,40 and because it is assumed that during work, a person behaves differently than how he/she would do if he/she is with friends.
17	MERI by Mann	I felt a bit "fake" as if I was not really being "me" at some point in this encounter.	The factor analysis highlights the cross loading of this item. For this reason and because it refers to a subjective assessment of their own emotional state rather than the emotional labour construct, we decided to delete it.
21	MERI by Mann	At some point, I laughed or frowned because it was expected, rather than because I found something amusing or distressing.	We decided to delete item 21 because of statistical cross loading and because experts consider it unclear (I-CVI item=0,5) and because its content and its formulation does not refer strictly to the emotional labour construct, but it refers to the expectations related to the role.
22	MERI by Mann	At some point I felt stressed or found it a strain because I could not show my true feelings (because it would not have been appropriate).	We decided to delete it because it cross loads.