LIST OF ABBREVIATIONS

FLE: Frontline Employee
FSE: Frontline Service Employee
KSAO: knowledge, Skills, Abilities and Other factors
GTM: Grounded Theory Methodology
COBSBs: customer-oriented boundary-spanning behaviours
OCB: organizational citizenship behaviour
CEA: Central Electricity Authority
EFA: Exploratory Factor Analysis
CFA: Confirmatory Factor Analysis
CMV: common method variance
SDR: Socially Desirable Responding
AMOS: Analysis of Moment Structures
SPSS: Statistical Package for Social Sciences
MACR: Missing completely at random test
MLE: Maximum likelihood estimation
GFI: Goodness of fit indices
RMSR: Root Mean Square residuals
SRMR: Standardized root mean square residuals
NFI: Normed fit Index
CFI: Comparative Fit indices
TLI: Tucker Lewis Index
PGFI: Parsimony Goodness of Fit Index
PNFI: Parsimony Normed Fit Index
RMSEA: Root mean square error of approximation
SEM: Structural Equation Modelling
GOF: Goodness of Fit
PRESS: Predicted residual sum of squares
KS test: Kolmogorov- Smirnov test
CR: critical ratio
Village Zatra: Festival of Village deity
COARSE: Construct definition, Object classification, Attribute classification, Rater identification, Scale formation, and Enumeration
**POS:** Perceived Organizational Support  
**PSS:** Perceived Supervisor Support  
**EI:** Emotional Intelligence  
**SEA:** Self emotional appraisal  
**OEA:** Others’ emotional appraisal  
**ROE:** Regulation of emotion  
**UOE:** Use of emotion  
**DWB:** Deviant Work Behaviour  
**I-CVI:** Item Level Content Validity Index  
**S-CVI/Ave:** Scale-level Content validity index / Average  
**S-CVI/UA:** Scale-level Content validity index / Universal Ave  
**NNFI:** Non-normed Fit Index  
**VIF:** Variance inflation factor