

# **Unraveling the impact of customer mistreatment on highway toll collectors' turnover intentions: the roles of stress symptoms, affective commitment, and neuroticism**

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Frontiers in psychology

2024; 15:e1333958

## **ARTICLE IDENTIFIERS**

DOI: 10.3389/fpsyg.2024.1333958

PMID: 38440244

PMCID: PMC10910034

## **JOURNAL IDENTIFIERS**

LCCN: 2011243228

pISSN: not available

eISSN: 1664-1078

OCLC ID: not available

CONS ID: not available

US National Library of Medicine ID: 101550902

This article was identified from a query of the SafetyLit database.