**Scientific abstract and the application's title:**

**Buffering Waiting-Induced Aggression**

Waiting is a daily, inevitable experience that increases the likelihood of aggression. Despite considerable efforts to reduce waiting-induced aggression, it still poses a major organizational problem with often dire consequences to both individuals and organizations. Within organizations, hospitals are especially known to suffer from the aggressive reactions to waiting, and waiting in a hospital line is one of the top causes of patient aggression. While the actual waiting duration may be difficult to reduce, the perception of the waiting duration can be altered. In this study, I integrate Construal Level Theory (CLT), which describes the relationship between psychological distance and the extent to which people's thinking is abstract or concrete, with existing theories on waiting and aggression. I suggest that people's construal level (CL) influences their (1) perceptions of the waiting duration; (2) perceived cause of the wait; and (3) reaction to the wait.

First, I predict that decreasing CLs will lead people to perceive the waiting duration as shorter, and thus to be less aggressive. Second, I predict that decreasing CLs will lead to attributing external (versus internal) factors to the behavior of other people. As external attributions for the cause of the wait are expected to be less frustrating, lowering mental construal is expected to reduce waiting-induced aggression. Third, I suggest that lowering mental construal can alter the emotional reaction to the wait, and, thereby, reduce aggression.

The overall goal of the proposed study is to develop a novel, theory-based method for buffering aggression in a waiting context. To achieve this goal, I will pursue three specific aims: (1) test whether manipulating mental construal can reduce waiting-induced aggression; (2) test whether changing mental construal can alter causal attribution of the wait and emotional reactions to the wait; and (3) test whether mental construal can be primed in a hospital emergency department to reduce waiting-induced aggression. The proposed research is designed as three consecutive studies, corresponding with the three aims. The first study will examine, in a laboratory setting, how CL alters the perceived duration of the wait and the aggressive reaction to the wait. The second study will examine, in a laboratory setting, how CL alters the emotional reactions to the perceived wait and causal attributions of the wait. The third study will apply the knowledge acquired in Studies 1 and 2 in the field, and will test whether mental construal can be primed to reduce waiting-induced patient aggression in a hospital emergency department. Preliminary data for Study 1 has already been collected (N = 74), and initial results support the prediction in Aim 1.

The significance of this research is both theoretical and practical. Theoretically, I offer to fill two existing gaps in the literature: providing a novel theory-based method to reduce waiting-induced aggression, which is currently lacking; and exploring the boundaries of the positive consequences of high CLs. Existing theories on CL mainly show the positive influence of high CL on workplace outcomes. This study contributes to CLT by exploring the boundaries of this positive influence. Practically, I will demonstrate a novel method for reducing waiting-induced aggression, by priming low CL during waiting. Findings will be integrated and developed into a policy for reducing aggression to be implemented in hospitals, which are known to suffer greatly from waiting-induced patient aggression toward hospital staff.

Keywords: Organizational Behavior, Time Perception, Construal Level Theory, Queues, Aggression.