

**THE MEDIATING-MODERATING EFFECTS OF JOB
STRESS AND ORGANIZATIONAL SUPPORT ON THE
RELATIONSHIP BETWEEN JOB DEMANDS RESOURCES
AND NURSES' JOB PERFORMANCE IN SAUDI PUBLIC
HOSPITALS**

ALHOMAYAN, ABDULLAH MOHAMMAD A

**DOCTOR OF PHILOSOPHY
UNIVERSITI UTARA MALAYSIA
August 2013**

**THE MEDIATING-MODERATING EFFECTS OF JOB STRESS AND
ORGANIZATIONAL SUPPORT ON THE RELATIONSHIP BETWEEN JOB
DEMANDS RESOURCES AND NURSES' JOB PERFORMANCE IN SAUDI
PUBLIC HOSPITALS**

**By
ALHOMAYAN, ABDULLAH MOHAMMAD A**

**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Fulfillment of the Requirement for the Degree of Doctor of Philosophy**

PERMISSION TO USE

In presenting this thesis in fulfillment of the requirements for a Post Graduate degree from the Universiti Utara Malaysia (UUM), I agree that the Library of this university may make it freely available for inspection. I further agree that permission for copying this thesis in any manner, in whole or in part, for scholarly purposes may be granted by my supervisor(s) or in their absence, by the Dean of Othman Yeop Abdullah Graduate School of Business where I did my thesis. It is understood that any copying or publication or use of this thesis or parts of it for financial gain shall not be allowed without my written permission. It is also understood that due recognition given to me and to the UUM in any scholarly use which may be made of any material in my thesis.

Request for permission to copy or to make other use of materials in this thesis in whole or in part should be addressed to:

Dean of Othman Yeop Abdullah Graduate School of Business

Universiti Utara Malaysia

06010 UUM Sintok

KedahDarulAman

ABSTRACT

This study examined the determinants of nurses' job performance in public hospitals in Saudi Arabia. Specifically, the objectives were: (1) to identify the job performance level of nurses in Saudi Arabia; (2) to examine the relationship between job demands and resources, and nurses' performance; (3) to investigate the effect of job stress as a mediating variable on the relationship between job demands and resources, and nurses' performance; and (4) to determine the moderating effect of organizational support on the relationship between job stress and nurses' performance. The study utilized a survey method and questionnaires which were distributed to a sample of 1,443 nurses at nine hospitals. Several statistical techniques were used including reliability, factor analysis, bivariate correlation analyses, multiple regression, and hierarchical regression analyses. The study found the level of nurses' job performance to be moderate. Also the study found direct significant relationships among the tested job demands and job resources variables with nurses' job performance. Moreover, the study found partial support for the role of job stress as a mediator in the relationship between job demands and resources (JD-R) and nurses' job performance. Job stress mediated the relationship between the job demands resources variables (except job security) and two dimensions of job contextual performance (compliance and volunteering for additional duties). In addition, the study found that organizational support moderated the relationship between job stress and all dimensions of nurses' job task performance (i.e. provision of information, coordination, provision of support and technical care), and two dimensions of nurses' job contextual performance (i.e. interpersonal support and volunteering for additional duties). Contributions, limitations, and implications of the study are also discussed.

Keywords: nurses' job performance, Job Demands Resources Model (JD-R), job stress, organizational support

ABSTRAK

Kajian ini mengkaji penentu prestasi kerja jururawat hospital awam di Arab Saudi. Secara khususnya, matlamat kajian adalah untuk: (1) menentukan tahap prestasi kerja jururawat di Arab Saudi; (2) meneliti hubungan antara tuntutan dan sumber kerja dengan prestasi kerja jururawat; (3) mengkaji kesan tekanan kerja sebagai pemboleh ubah pengantara dalam hubungan antara tuntutan dan sumber kerja, dan prestasi kerja jururawat; dan (4) menentukan kesan penyederhanaan sokongan organisasi dalam hubungan antara tekanan kerja dan prestasi kerja jururawat. Kajian ini menggunakan kaedah tinjauan dan soal selidik yang telah diagihkan kepada 1,443 jururawat sebagai sampel kajian di sembilan buah hospital. Beberapa teknik statistik digunakan termasuk kebolehpercayaan, analisis faktor, analisis korelasi bivariat, analisis regresi pelbagai, dan analisis regresi hierarki. Kajian ini mendapati bahawa tahap prestasi kerja jururawat berada pada tahap sederhana. Kajian ini turut mendapati hubungan langsung dan signifikan antara pemboleh ubah tuntutan dan sumber kerja dengan prestasi kerja jururawat. Di samping itu, kajian ini mendapati sokongan separa ke atas peranan tekanan kerja bertindak sebagai perantara dalam hubungan antara tuntutan kerja dan sumber kerja (JD-R) serta prestasi kerja jururawat. Tekanan kerja didapati menjadi pengantara dalam hubungan antara tuntutan dan sumber kerja (kecuali jaminan kerja) dengan dua dimensi prestasi kontekstual (kepatuhan dan melakukan kerja tambahan secara suka rela). Kajian ini juga mendapati bahawa sokongan organisasi menyederhanakan hubungan antara tekanan kerja dan semua empat dimensi prestasi tugas jururawat (iaitu memberikan maklumat, menyelaras, menyediakan sokongan, dan penjagaan teknikal), dan dimensi prestasi kontekstual jururawat (iaitu sokongan antara perorangan dan membuat kerja tambahan secara suka rela). Sumbangan, limitasi, dan implikasi kajian turut dibincangkan.

Kata kunci: prestasi kerja jururawat, Model Tuntutan Sumber Kerja (JD-R), tekanan kerja, sokongan organisasi

ACKNOWLEDGEMENTS

First and foremost, I am grateful to the Almighty Allah for giving me the opportunity to complete my PhD thesis. In completing this thesis, I owe a debt of gratitude and thanks to many persons that have supported me throughout this difficult yet challenging journey. While being thankful to all of them, I must register my gratitude to some in particular. First and foremost, I would like to express my deepest appreciation to my supervisors, Assoc. Prof. Dr. Faridahwati Mohd. Shamsudin, and Dr. Chandrakantan Subramaniam. They have been very patient in guiding and supporting me from the very beginning of my first arrival here in Malaysia and throughout the production of this thesis. Also, they have helped me immensely focus my thought and ideas towards the completion of my study. Honestly, I consider them my supervisors, friends and family in Malaysia.

I would like to thank my family member. My gratitude goes to the soul of my father, Mohammad Al-Homayan, my wise teacher in this life, and soul of my mother Seada Al-Oaiba, for her soft heart and genuine love. I would to thank my beloved wife, Tahani Alkhzam, to my sisters and brothers, Mrs. Loloah, Mrs. Naimah, Mrs. Huda, Mrs. Sitah, Mr. Abdulaziz, Mr. Naif, Mr. Waleed, Mrs. Reham, and Miss. Alhanoof, to my children, Nauf, Wajed, and Mohammad for their support, encouragement, prayers, and patience during my study.

Finally, I would like also to extend my thanks and appreciation to all of my teachers, friends and colleagues who have contributed in one way or another to help me complete this thesis successfully.

TABLE OF CONTENTS

	Page
TITLE PAGE	i
CERTIFICATION OF THESIS	ii
PERMISSION TO USE	iv
ABSTRACT	v
ABSTRAK	vi
ACKNOWLEDGEMENTS	vii
TABLE OF CONTENTS	viii
LIST OF TABLES	xiii
LIST OF FIGURES	xvi
LIST OF APPENDIXES	xvii
LIST OF ABBREVIATIONS	xviii
CHAPTER ONE: INTRODUCTION	
1.1 Background of Research	1
1.2 Problem Statement	3
1.3 Research Questions	8
1.4 Research Objectives	9
1.5 Scope of Study	9
1.6 Significance of the Study	10
1.7 Definition of Key Terms	12
1.8 Organization of the Thesis	14
CHAPTER TWO: NURSING PROFILE IN SAUDI ARABIA	
2.1 Introduction	16
2.2 Health Care System in Saudi Arabia	16
2.3 Health Resources	17
2.3.1 Financial Resources	17
2.3.2 Physical Resources	18
2.3.3 Human Resources	21
2.4 Nursing Sector in Saudi Arabia	22
2.4.1 Nursing Education	22
2.4.2 Nursing Composition	25
2.4.3 Nursing Job	29
2.5 Summary	34
CHAPTER THREE: LITERATURE REVIEW	
3.1 Introduction	35
3.2 Job Performance	36
3.2.1 Task Performance	39
3.2.2 Contextual Performance	39
3.3 Job Demands-Resources (JD-R) Model	41

3.3.1	Job Demands	42
3.3.1.1	Quantitative Demands	43
3.3.1.2	Physical Demands	46
3.3.1.3	Emotional Demands	48
3.3.1.4	Shift Work	50
3.3.2	Job Resources	53
3.3.2.1	Skill Variety	54
3.3.2.2	Task Significance	56
3.3.2.3	Task Identity	57
3.3.2.4	Feedback	59
3.3.2.5	Job Security	63
3.4	Job Stress in Nursing	66
3.5	Organizational Support	70
3.6	Relationship between Job Demands Resources with Job Stress and Job Performance	74
3.6.1	Relationship between Job Demands, Resources and Job Performance	75
3.6.1.1	Relationship between Job Demands and Job Performance...	76
3.6.1.2	Relationship between Job Resources and Job Performance..	85
3.6.2	Relationship between, Job Demands, Resources and Job Stress.....	94
3.7	Relationship between Job Stress and Job Performance	100
3.7.1	Negative Relationship	101
3.7.2	Positive Relationship	102
3.7.3	Curvilinear U-shaped Relationship	103
3.8	Relationship between Organizational Support and Job Stress	106
3.9	Relationship between Organizational Support and Job Performance	109
3.10	Relationship between Job Demands, Job Resources, Job Stress, and Job Performance	112
3.10.1	Mediating Effect of Job Stress.....	112
3.11	Relationship between Job Stress, Organizational Support, and Job Performance	121
3.11.1	Moderating Effect of Organizational Support.....	121
3.12	Theoretical Framework	123
3.13	Underpinning Theories	127
3.13.1	Conservation of Resources Theory (COR)	127
3.13.2	Social Exchange Theory	130
3.13.3	Negative Linear Theory	131
3.14	Summary	132

CHAPTER FOUR: RESEARCH DESIGN AND METHOD

4.1	Introduction	136
4.2	Research Design	136
4.2.1	Research Approach	138
4.3	Population, Sample and Sampling Technique	139
4.3.1	Population	139
4.3.2	Sample Size	141

4.3.3	Sampling Technique	142
4.4	Data Collection Procedure	144
4.5	Operational Definition and Measures	146
4.5.1	Job Demands	147
4.5.1.1	Quantitative Demands	147
4.5.1.2	Physical Demands	148
4.5.1.3	Emotional Demands	148
4.5.1.4	Shift Work	149
4.5.2	Job Resources	149
4.5.2.1	Skill Variety	149
4.5.2.2	Task Significance	150
4.5.2.3	Task Identity	151
4.5.2.4	Feedback	151
4.5.2.5	Job Security	152
4.5.3	Job Stress	153
4.5.4	Organizational Support	153
4.5.5	Nurses' Performance	154
4.5.6	Demographic Variables	155
4.6	Translation of Questionnaire	159
4.7	Questionnaire Design	160
4.8	Pilot Study	161
4.9	Data Analysis Techniques	162
4.9.1	Descriptive Analysis	162
4.9.2	Content Validity	163
4.9.3	Factor Analysis	164
4.9.4	Reliability Analysis	165
4.9.5	Correlation Analysis	167
4.9.6	Regression Analysis	167
4.10	Summary	170

CHAPTER FIVE: DATA ANALYSIS AND FINDINGS

5.1	Introduction	171
5.2	Response Rate and Data Inspection	171
5.3	Description of Participants	174
5.4	Factor Analysis	177
5.4.1	Factor Analysis for Job Demands Resources Construct	178
5.4.2	Factor Analysis for Job Stress Construct	180
5.4.3	Factor Analysis for Organizational Support Construct	183
5.4.4	Factor Analysis for Nurses' Performance Construct	184
5.5	Reliability Analysis	189
5.6	Restatement of Research Hypotheses	190
5.7	Descriptive Analysis	202
5.8	Intercorrelations between Variables	205
5.9	Results of Main and Interacting Effects	209
5.9.1	Level Job Performance (Task and Contextual) among Hospital Nurses	212

5.9.2	Main Effect of Job Demands Resources on Nurses' Performance (Task and Contextual)	213
5.9.2.1	Main Effect of Job Demands Resources on Nurses' Task Performance (Provision of Information)	213
5.9.2.2	Main Effect of Job Demands Resources on Nurses' Task Performance (Coordination of Care)	215
5.9.2.3	Main Effect of Job Demands Resources on Nurses' Task Performance (Provision of Support)	217
5.9.2.4	Main Effect of Job Demands Resources on Nurses' Task Performance (Technical Care)	219
5.9.2.5	Main Effect of Job Demands Resources on Nurses' Contextual Performance (Interpersonal Support)	221
5.9.2.6	Main Effect of Job Demands Resources on Nurses' Contextual Performance (Job-Task Support)	222
5.9.2.7	Main Effect of Job Demands Resources on Nurses' Contextual Performance (Compliance)	224
5.9.2.8	Main Effect of Job Demands Resources on Nurses' Contextual Performance (Volunteering for Additional Duties)	226
5.9.3	Interacting Effects of Job Stress with Job Demands Resources on Nurses' Performance	230
5.9.3.1	Interacting Effects of Job Stress with Job Demands Resources on Nurses' Task Performance	233
5.9.3.2	Interacting Effects of Job Stress with Job Demands Resources on Nurses' Contextual Performance	237
5.9.4	Interacting Effects of Organizational Support with Job Stress on Nurses' Performance	245
5.9.4.1	Interacting Effects of Organizational Support with Job Stress on Nurses' Task Performance	246
5.9.4.2	Interacting Effects of Organizational Support with Job Stress on Nurses' Contextual Performance	254
5.10	Summary	261

CHAPTER SIX: DISCUSSION, IMPLICATIONS AND CONCLUSION

6.1	Introduction	263
6.2	Discussion	263
6.2.1	Level of Job Performance of Nurses	264
6.2.2	Job Demands and Resources, and Nurses' Job Performance	266
6.2.2.1	Job Demands and Job Performance	267
6.2.2.2	Job Resources and Job Performance	270
6.2.3	Interacting Effects	274
6.2.3.1	Interacting Effects of Job Stress with Job Demands and Resources on Nurses' Job Performance	274
6.2.3.2	Interacting Effects of Organizational Support with Job Stress on Nurses' Job Performance	278
6.3	Implications, Limitations and Future Research Directions	282

6.3.1	Implications of the Study	282
6.3.1.1	Theoretical Implications	283
6.3.1.2	Practical Implications	285
6.3.2	Limitations of Study	287
6.3.3	Recommendations for Future Research	289
6.4	Conclusion	291
REFERENCES		293
APPENDIXES		381

LIST OF TABLES

Table		Page
Table 2.1	Budget Appropriations for the MOH in Relation to Government Budget by USD.....	18
Table 2.2	Hospitals and Beds in All Health Sectors in Saudi Arabia, in 2010 ...	18
Table 2.3	Total Number of Dispensaries and Polyclinics, Private Clinics, and Company Clinics in Private Sectors in Saudi Arabia, in 2010	19
Table 2.4	Total Number of Hospital, Hospital Beds, and Primary Health Care Centers in MOH from 2006 to 2010	20
Table 2.5	Total Workforce of Medical and Medical Assistance in the Ministry of Health, in 2010	22
Table 2.6	Nurses in Different Health Sectors in the Kingdom of Saudi Arabia, in 2010.....	26
Table 2.7	Total Number Nurses in Ministry of Health Care Centers and Hospitals, in 2010	26
Table 2.8	Basic Salary of Health Personnel at the Ministry of Health (in USD)...	32
Table 4.1	Total Number of Nurses in Ministry of Health Hospitals, in 2009	140
Table 4.2	List of Items of the Main Variables	156
Table 4.3	Result of Cronbach's Alphas of the Main Variables in Pilot Study ...	162
Table 4.4	Main Data Analysis Used	169
Table 5.1	Sample Study Response Rate	174
Table 5.2	Respondents' Demographic Profile	174
Table 5.3	Summary of Factor Analysis of Job Demands Resources Construct ..	181
Table 5.4	Summary of Factor Analysis for Job Stress Construct	183
Table 5.5	Summary of Factor Analysis for Organizational Support Construct ..	184
Table 5.6	Summary of Factor Analysis for Nurses' Performance Construct	187
Table 5.7	Cronbach's Alphas of the Study Variables after Factor Analysis	189
Table 5.8	Mean, Standard Deviation, Minimum, and Maximum of Job demands Resources, Job Stress, Organizational Support and Nurses' (Task & Contextual) Performance	203
Table 5.9	Cohen's Guideline of Correlation Strength	206
Table 5.10	Intercorrelations between Variables Job Demands Resources, Job Stress, Organizational Support and Nurses' Performance	208
Table 5.11	Statistic Values of Skewness and Kurtosis (Descriptive Statistics) ...	211
Table 5.12	Tolerance Value and the Variance Inflation Factor (VIF) Test for Job Demands Resources	212
Table 5.13	Mean Values of Nurses' Performance (Task & Contextual)	212
Table 5.14	Multiple Regression Analysis: Job Demands Resources and Nurses' Task Performance (Provision of Information PI)	214
Table 5.15	Multiple Regression Analysis: Job Demands Resources and Nurses' Task Performance (Coordination of Care CC)	216
Table 5.16	Multiple Regression Analysis: Job Demands Resources and Nurses' Task Performance (Provision of Support PS)	218

Table 5.17	Multiple Regression Analysis: Job Demands Resources and Nurses' Task Performance (Technical Care TC)	220
Table 5.18	Multiple Regression Analysis: Job Demands Resources and Nurses' Contextual Performance (Interpersonal Support).....	221
Table 5.19	Multiple Regression Analysis: Job Demands Resources and Nurses' Contextual Performance (Job-Task Support)	223
Table 5.20	Multiple Regression Analysis: Job Demands Resources and Nurses' Contextual Performance (Compliance)	225
Table 5.21	Multiple Regression Analysis: Job Demands Resources and Nurses' Contextual Performance (Volunteering for Additional Duties)	227
Table 5.22	Summary of Results of Hypotheses Testing on the Effect of Job Demands and Resources on Nurse's Performance (Task and Contextual)	228
Table 5.23	Baron and Kenny's Approach to Testing Mediation.....	231
Table 5.24	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Task Performance (Provision of Information)	233
Table 5.25	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Task Performance (Coordination of Care)	235
Table 5.26	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Task Performance (Provision of Support)	236
Table 5.27	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Task Performance (Technical Care)	237
Table 5.28	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Contextual Performance (Interpersonal Support)...	238
Table 5.29	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Contextual Performance (Job-Task Support)	239
Table 5.30	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Contextual Performance (Compliance)	240
Table 5.31	Hierarchical Regression Analysis: Job Demands Resources, Job Stress and Nurses' Contextual Performance (Volunteering for Additional Duties)	241
Table 5.32	Summary of Results of Hypotheses Testing on the Mediation Effect of Job Stress on the Relationship between Job Demands and Resources and Nurse's Performance	242
Table 5.33	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Task Performance (Provision of Information)	247
Table 5.34	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Task Performance (Coordination of Care)	249
Table 5.35	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Task Performance (Provision of Support)	251
Table 5.36	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Task Performance (Technical Care)..	253

Table 5.37	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Contextual Performance (Interpersonal Support)	255
Table 5.38	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Contextual Performance (Job-Task Support)	257
Table 5.39	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Contextual Performance (Compliance)	258
Table 5.40	Organizational Support as a Moderator in the Relationship between Job Stress Variable and Nurses' Contextual Performance (Volunteering for Additional Duties)	259

LIST OF FIGURES

Figure	Page
Figure 2.1 Organizational Structure of the Department of Nursing in Directorate General of Health Affairs	29
Figure 2.2 Nursing Organizations in Hospital Chart	30
Figure 3.1 U-Shaped Relationship between Stress and Performance	104
Figure 3.2 Inverted U-Shaped Relationship between Stress and Performance	105
Figure 3.3 Theoretical Framework for the Study.....	126
Figure 5.1 Mediation Model of Baron and Kenny (1986)	231
Figure 5.2 Moderating Model	246
Figure 5.3 Plot of Interaction between Job Stress and Organizational Support on Nurses' Task Performance (Provision of Information)	248
Figure 5.4 Plot of Interaction between Job Stress and Organizational Support on Nurses' Task Performance (Coordination of Care)	250
Figure 5.5 Plot of Interaction between Job Stress and Organizational Support on Nurses' Task Performance (Provision of Support)	252
Figure 5.6 Plot of Interaction between Job Stress and Organizational Support on Nurses' Task Performance (Technical Care)	254
Figure 5.7 Plot of Interaction between Job Stress and Organizational Support on Nurses' Contextual Performance (Interpersonal Support)	256
Figure 5.8 Plot of Interaction between Job Stress and Organizational Support on Nurses' Contextual Performance (Volunteering For Additional Duties)	260

LIST OF APPENDIXES

APPENDIX	Page
APPENDIX A: Survey Questionnaire (English & Arabic Version).....	381
APPENDIX B: Written Permission to Conduct the Study.....	393
APPENDIX C: Multiple Regression Evaluating the Main Effects of Job Demands Resources on Nurses' Job Performance.....	400
APPENDIX D: Hierarchical Regression Evaluating the Interacting Effects of Job Stress with Job Demands Resources on Nurses Job Performance.....	405
APPENDIX E: Hierarchical Regression Evaluating the Interacting Effects of Organizational Support with Job Stress on Nurses Job Performance.....	418

LIST OF ABBREVIATIONS

CC	Coordination of Care
CFA	Confirmatory Factor Analysis
CJP	Contextual Job Performance
Com	Compliance
COR	Conservation of Resources
DV	Dependent Variable
ED	Emotional Demands
EFA	Exploratory Factor Analysis
Feed	Feedback
GDP	Gross Domestic Product
IntSup	Interpersonal Support
IVs	Independents Variables
IVV	Intervening Variable (Mediating Variable)
JD-R	Job Demands Resources
JP	Job Performance
JS	Job Stress
JSec	Job Security
JTSup	Job-Task Support
KMO	Kaiser-Meyer-Olkin
MOCS	Ministry of Civil Service
MOFA	Ministry of Foreign Affairs
MOH	Ministry of Health
MV	Moderating Variable
N	Sample Size
NJP	Nurses' Job Performance
OS	Organizational Support
PD	Physical Demands
PI	Provision of Information
PS	Provision of Support
QD	Quantitative Demands
R	Correlation Coefficient
R ²	Coefficient of Determination
SCHS	Saudi Commission for Health Specialties
SV	Skill Variety
SW	Shift Work
TC	Technical Care
TI	Task Identity
TJP	Task Job Performance
TS	Task Significance
VAD	Volunteering for Additional Duties
VIF	Variance Inflation Factor

CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF RESEARCH

During the last decade, the Kingdom of Saudi Arabia has achieved remarkable success with regards to its healthcare development. Knowing that understanding the economic progress and the health of the nation generally comes hand in hand, the Saudi Government has showered the health care system with serious considerable attention such as increasing the health care budget (Aldossary, While, & Barriball, 2008; Al-Husseini, 2006). In 2009, the Saudi government allocated USD 7.58 billion to the Ministry of Health as compared to USD 4.49 billion in 2005, showing a marked increase of 75% (Ministry of Health, 2009). In addition to the financial support to upgrade the health care quality services, the Saudi government has also expanded efforts to develop the human resource side of health care particularly the nursing sector (Al-Husseini, 2006). For instance, the Kingdom has set up and developed health institutions and health colleges to cater to the study of bachelor of nursing and to increase the graduates' quality. The main reason for carrying out these developments particularly in the area of nursing is because nurses make up the backbone of health care centers as they are the ones who deal first hand with patients (Al-Husseini, 2006; Ida *et al.*, 2009). In 2009, nurses represented about 48.25% of health care workers in Saudi Arabia, while doctors represented 23.89%.

The contents of
the thesis is for
internal user
only

REFERENCES

- Aasa, U., Barnekow-Bergkvist, M., Aengquist, K. A., & Brulin, C. (2005). Relationships between work-related factors and disorders in the neck-shoulder and low-back region among female and male ambulance personnel. *Journal of Occupational Health*, 47(6), 481-489.
- Aboul-Enein, F. H. (2002). Personal contemporary observations of nursing care in Saudi Arabia. *International Journal of Nursing Practice*, 8(4), 228-230.
- Abu Ammah, A. M. (2002). Look to the nursing from outside. *Health Forum*, 30, 36-39.
- Abu Znadeh, S. (2004). Situation of Saudi nursing. *Health Forum*, 52, 42-43.
- Abu Znadeh, S. (2007). Nursing staff and patient safety. *Health Forum*, 79, 32-33.
- AbuAlRub, R. F. (2003). *The relationship between job stress, job performance and social support among hospital nurses*. Doctoral thesis. The University of Iowa, Iowa.
- AbuAlRub, R. F. (2004). Job stress, job performance, and social support among hospital nurses. *Journal of Nursing Scholarship*, 36(1), 73-78.
- AbuAlrub, R. F., & Al-Zaru, I. M. (2008). Job stress, recognition, job performance and intention to stay at work among Jordanian hospital nurses. *Journal of Nursing Management*, 16(3), 227-236.
- Adams, J., Folkard, S., & Young, M. (1986). Coping strategies used by nurses on night duty. *Ergonomics*, 29(2), 185-196.
- Adebayo, S. O., & Ezeanya, I. D. (2010). Effect of job autonomy, task identity and profession on burnout among health workers in Jos, Nigeria. *European Journal of social sciences*, 14(2), 116-122.

- Adebayo, S. O., & Ezeanya, I. D. (2011). Task identity and job autonomy as correlates of burnout among nurses in Jos, Nigeria. *International Review of Social Sciences and Humanities*, 2(1), 7-13.
- Adriaenssens, L., Prins, P. D., & Vloeberghs, D. (2006). Work experience, work stress and HRM at the university. *International Review of Management Studies*, 17(3), 344-363.
- Agho, A. O., Price, J. L., & Mueller, C. W. (1992). Discriminant validity of measures of job satisfaction, positive affectivity and negative affectivity. *Journal of Occupational and Organizational Psychology*, 65(3), 185-195.
- Ahmad, S. Z. (2011). Evidence of the characteristics of women entrepreneurs in the Kingdom of Saudi Arabia: An empirical investigation. *International Journal of Gender and Entrepreneurship*, 3(2), 123-143.
- Aiken, L. H., Clarke, S. P., Sloane, D. M., Sochalski, J. A., Busse, R., Clarke, H., et al. (2001). Nurses' reports on hospital care in five countries. *Health Affairs*, 20(3), 43-53.
- Aiken, L. H., Clarke, S. P., Sloane, D. M., Sochalski, J., & Silber, J. H. (2002). Hospital nurse staffing and patient mortality, nurse burnout, and job dissatisfaction. *Journal of the American Medical Association*, 288(16), 1987-1993.
- Aiken, L. H., Sloane, D. M., Cimiotti, J. P., Clarke, S. P., Flynn, L., Seago, J. A., et al. (2010). Implications of the California nurse staffing mandate for other states. *Health Services Research*, 45(4), 904-921.
- Akerstedt, T. (1990). Psychological and psychophysiological effects of shift work. *Scandinavian Journal of Work, Environment & Health*, 16(suppl 1), 67-73.

- Akhtar, S., Ding, D. Z., & Ge, G. L. (2008). Strategic HRM practices and their impact on company performance in Chinese enterprises. *Human Resource Management*, 47(1), 15-32.
- Akkermans, J., Brenninkmeijer, V., Blonk, R. W. B., & Koppes, L. L. J. (2009). Fresh and healthy?: Well-being, health and performance of young employees with intermediate education. *Career Development International*, 14(7), 671-699.
- Al-Aameri, A. S. (2003). Source of job stress for nurses in public hospitals. *Saudi Medical Journal*, 24(11), 1183-1187.
- Al-Aameri, A. S., & Al-Fawzan, N. M. (1998). Nurses' strategies for coping with stress. *Saudi Medical Journal*, 19(4), 366-371.
- Al-Aameri, A. S., Rashid, M. F., & Al-Fawzaan, N. M. (2007). Saudi youth for the nursing profession in the face of rising unemployment in the Kingdom of Saudi Arabia: Causes and effects. *King Saud University Journal*, 1-124.
- Al-Ahmadi, H. (2009). Factors affecting performance of hospital nurses in Riyadh region, Saudi Arabia. *Quality Assurance*, 22(1), 40-54.
- Al-Amri, H. S. (2001). *Human resource management practices & performance indicators in hospitals*. Doctoral thesis. University of Birmingham, Birmingham.
- Albertsen, K., Rugulies, R., Garde, A. H., & Burr, H. (2010). The effect of the work environment and performance-based self-esteem on cognitive stress symptoms among Danish knowledge workers. *Scandinavian Journal of Public Health*, 38(3 suppl), 81-89.
- Aldossary, A., While, A., & Barriball, L. (2008). Health care and nursing in Saudi Arabia. *International Nursing Review*, 55(1), 125-128.
- Alexander, M. (2001). Six sigma: The breakthrough management strategy revolutionizing the world's top corporations. *Technometrics*, 43(3), 370-370.

- Al-Husseini, H. A. (2006). Impediments of efficiency and performance of Saudi nurse in Riyadh region in ministry of health: study analysis: A field study analysis. *Research Agency Assistance for the Preparation and Development Workforce, 1*, 1-200.
- Al-Hydar, A., & Hamdy, O. (1997). Factors affecting the choice of nursing profession among Saudi girls. *Institute of Public Administration: Riyadh (KSA)*, 31-36.
- Al-Kandari, F., & Thomas, D. (2009). Perceived adverse patient outcomes correlated to nurses' workload in medical and surgical wards of selected hospitals in Kuwait. *Journal of Clinical Nursing, 18*(4), 581-590.
- Al-Khoshim, M. (2010, 11 April, 2010). Health provides a national project for integrated health care and comprehensive. *Alriyadh Newspaper*, 2-2.
- Allen, R. D., Hitt, M. A., & Greer, C. R. (1982). Occupational stress and perceived organizational effectiveness in formal groups: An examination of stress level and stress type. *Personnel Psychology, 35*(2), 359-370.
- Allison, P. D. (1999). *Multiple regression: A primer*. Thousand Oaks, California: Pine Forge Press.
- Al-malki, M., Fitzgerald, G., & Clark, M. (2011). Health care system in Saudi Arabia: An overview. *Eastern Mediterranean Health Journal, 17*(10), 784-793.
- Al-Meer, A. (1995). Relationship of work stress to organizational commitment, job performance, job satisfaction and individual differences: A comparative study. *Journal of the Public Administration, 35*(2), 207-252.
- Al-Omar, B. A. (2003). Job dissatisfaction and nursing withdrawal from hospital in Saudi Arabia. *King Saud University, 15*(1), 1-24.
- Al-Osimy, M. (2008). *Nursing standards policies & procedures manual* (1st ed.). Riyadh: Ministry of Health.

- Al-Osimy, M. H. (2009). Report of the general administration of nursing about the status of nursing at the ministry of health. Retrieved 23 March, 2010, from <http://www.e-moh.com/vb/archive/index.php/t-47402.html>
- Al-Senedy, A. R. (1986). *The principle of the civil service and its implementation in Saudi Arabia* (2nd ed.). Riyadh, Saudi Arabia: Al-Madina Press.
- Alvaro, C., Lyons, R. F., Warner, G., Hobfoll, S. E., Martens, P. J., Labonte, R., et al. (2010). Conservation of resources theory and research use in health systems. *Implementation Science*, 5(1), 79-98.
- Al-Yousuf, M., Akerele, T. M., & Al-Mazrou, Y. Y. (2002). Organization of the Saudi health system. *Eastern Mediterranean Health Journal*, 8(4-5), 645-653.
- Al-Zahrani, S. (1991). *Survey on the status of Saudi nurses on the job at the ministry of health in Kingdom of Saudi Arabia*. General Administration of Institutes and Health Colleges, Ministry of Health.
- Andrews, M. C., & Kacmar, K. M. (2001). Confirmation and extension of the sources of feedback scale in service-based organizations. *Journal of Business Communication*, 38(2), 206-226.
- Armeli, S., Eisenberger, R., Fasolo, P., & Lynch, P. (1998). Perceived organizational support and police performance: The moderating influence of socioemotional needs. *Journal of Applied Psychology*, 83(2), 288-297.
- Arnold, H. J., & Feldman, D. C. (1982). A multivariate analysis of the determinants of job turnover. *Journal of Applied Psychology*, 67(3), 350-360.
- Arnold, J., Randall, R., Patterson, F., Silvester, J., Robertson, I., Cooper, C. L., et al. (2005). *Work psychology: Understanding human behaviour in the workplace* (5 ed.). England: Pearson Education Limited.

- Arora, S., Sevdalis, N., Nestel, D., Tierney, T., Woloshynowych, M., & Kneebone, R. (2009). Managing intraoperative stress: What do surgeons want from a crisis training program? *The American Journal of Surgery*, 197(4), 537-543.
- Arsenault, A., & Dolan, S. (1983). The role of personality, occupation and organization in understanding the relationship between job stress, performance and absenteeism. *Journal of Occupational Psychology*, 56(3), 227-240.
- Aryee, S., Chen, Z. X., & Budhwar, P. S. (2004). Exchange fairness and employee performance: An examination of the relationship between organizational politics and procedural justice. *Organizational Behavior and Human Decision Processes*, 94(1), 1-14.
- Ashford, S. J., Lee, C., & Bobko, P. (1989). Content, causes, and consequences of job insecurity: A theory-based measure and substantive test. *Academy of Management Journal*, 32(4), 803-829.
- Atiyyah, H. S. (1996). Expatriate acculturation in Arab Gulf countries. *Management Development*, 15(5), 37-47.
- Ayyagari, R., Grover, V., & Purvis, R. (2011). Technostress: Technological antecedents and implications. *MIS Quarterly*, 35(4), 831-858.
- Baba, V. V., & Jamal, M. (1991). Routinization of job context and job content as related to employees' quality of working life: A study of Canadian nurses. *Journal of Organizational Behavior*, 12(5), 379-386.
- Baba, V. V., Jamal, M., & Tourigny, L. (1998). Work and mental health: A decade in Canadian research. *Canadian Psychology/Psychologie Canadienne*, 39(1-2), 94-107.

- Babakus, E., Cravens, D. W., Johnston, M., & Moncrief, W. C. (1996). Examining the role of organizational variables in the salesperson job satisfaction model. *The Journal of Personal Selling and Sales Management*, 16(3), 33-46.
- Bacharach, S. B., Bamberger, P., & Conley, S. C. (1990). Work processes, role conflict, and role overload: The case of nurses and engineers in the public sector. *Work and Occupations*, 17(2), 199-228.
- Badran, M. A., & Kafafy, J. H. (2008). The effect of job redesign on job satisfaction, resilience, commitment and flexibility: The case of an Egyptian public sector bank. *International Journal of Business Research*, 8(3), 27-41.
- Bahormuz, R. M. (1991). *Efficient performance of the Saudi female nurse: A comparative analysis between her and the foreign nurses*. Master Thesis. King Abdalaziz University, Jeddah.
- Baker, E. W., Al-Gahtani, S. S., & Hubona, G. S. (2007). The effects of gender and age on new technology implementation in a developing country: Testing the theory of planned behavior (TPB). *Information Technology & People*, 20(4), 352-375.
- Bakker, A. B., & Bal, M. P. (2010). Weekly work engagement and performance: A study among starting teachers. *Journal of Occupational and Organizational Psychology*, 83(1), 189-206.
- Bakker, A. B., & Demerouti, E. (2007). The job demands-resources model: State of the art. *Journal of Managerial Psychology*, 22(3), 309-328.
- Bakker, A. B., & Demerouti, E. (2008). Towards a model of work engagement. *Career Development International*, 13(3), 209-223.

- Bakker, A. B., Demerouti, E., & Euwema, M. C. (2005). Job resources buffer the impact of job demands on burnout. *Journal of Occupational Health Psychology*, 10(2), 170-180.
- Bakker, A. B., Demerouti, E., Taris, T. W., Schaufeli, W. B., & Schreurs, P. J. G. (2003). A multigroup analysis of the job demands-resources model in four home care organizations. *International Journal of Stress Management*, 10(1), 16-38.
- Bakker, A. B., Demerouti, E., & Verbeke, W. (2004). Using the job demands-resources model to predict burnout and performance. *Human Resource Management*, 43(1), 83-104.
- Bakker, A. B., & Heuven, E. (2006). Emotional dissonance, burnout, and in-role performance among nurses and police officers. *International Journal of Stress Management*, 13(4), 423-440.
- Bakker, A. B., Killmer, C. H., Siegrist, J., & Schaufeli, W. B. (2000). Effort-reward imbalance and burnout among nurses. *Journal of Advanced Nursing*, 31(4), 884-891.
- Bakker, A. B., Van Emmerik, H., & Van Riet, P. (2008). How job demands, resources, and burnout predict objective performance: A constructive replication. *Anxiety, Stress, & Coping*, 21(3), 309-324.
- Bakker, A. B., van Veldhoven, M., & Xanthopoulou, D. (2010). Beyond the demand-control model: Thriving on high job demands and resources. *Journal of Personnel Psychology*, 9(1), 3-16.
- Baron, R. M., & Kenny, D. A. (1986). The moderator-mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51(6), 1173-1182.

- Bartlett, J. E., Kotrlik, J. W., & Higgins, C. C. (2001). Organizational research: Determining appropriate sample size in survey research appropriate sample size in survey research. *Information Technology, Learning, and Performance Journal*, 19(1), 43-50.
- Barton, J. (1994). Choosing to work at night: A moderating influence on individual tolerance to shift work. *Journal of Applied Psychology*, 79(3), 449-454.
- Beardwell, I., & Holden, L. (1997). *Human resource management: A contemporary perspective*. London: Pitman Publishing.
- Becker, A. B., Warm, J. S., Dember, W. N., & Hancock, P. A. (1991). *Effects of feedback on perceived workload in vigilance performance*. Paper presented at the human factors society 35th annual meeting, Santa Monica: California.
- Becker, G. (1978). *The mad genius controversy: A study in the sociology of deviance*. Oxford, England: Sage.
- Beehr, T. A. (1995). *Psychological stress in the workplace*. London: Routledge.
- Beehr, T. A., Walsh, J. T., & Taber, T. D. (1976). Relationships of stress to individually and organizationally valued states: Higher order needs as a moderator. *Journal of Applied Psychology*, 61(1), 41-47.
- Behling, O., & McFillen, J. (1996). "A syncretical model charismatic/transformational leadership". *Group and Organisation Management*, 21(2), 120-160.
- Bell, J., Collins, J., Galinsky, T., & Waters, T. R. (2008). *Preventing back injuries in healthcare settings*. Message posted to NIOSH Science Blog, archived at http://www.cdc.gov/niosh/blog/nsb092208_lifting.html.

- Bell, S. J., & Menguc, B. (2002). The employee-organization relationship, organizational citizenship behaviors, and superior service quality. *Journal of Retailing*, 78(2), 131-146.
- Bergman, M. E., Donovan, M. A., Drasgow, F., Overton, R. C., & Henning, J. B. (2008). Test of Motowidlo et al.'s (1997) theory of individual differences in task and contextual performance. *Human Performance*, 21(3), 227-253.
- Berliner, H. S., & Ginzberg, E. (2002). Why this hospital nursing shortage is different. *Journal of the American Medical Association*, 288(21), 2742-2744.
- Beutell, N. J. (2010). Work schedule, work schedule control and satisfaction in relation to work-family conflict, work-family synergy, and domain satisfaction. *Career Development International*, 15(5), 501-518.
- Bin Saeed, K. S. (1995). Factors which influence nurses' intention to leave the hospital, Riyadh city, Saudi Arabia. *Journal of King Saud University*, 7(2), 85-105.
- Bjerner, B., Holm, A., & Swensson, A. (1955). Diurnal variation in mental performance. *British Journal of Industrial Medicine*, 12(2), 103-110.
- Bjorner, J. B., & Pejtersen, J. H. (2010). Evaluating construct validity of the second version of the copenhagen psychosocial questionnaire through analysis of differential item functioning and differential item effect. *Scandinavian Journal of Public Health*, 38(3 suppl), 90-105.
- Black, J. S., Mendenhall, M., & Oddou, G. (1991). Toward a comprehensive model of international adjustment: An integration of multiple theoretical perspectives. *Academy of Management Review*, 16(2), 291-317.

- Blau, G. (1981). An empirical investigation of job stress, social support, service length, and job strain. *Organizational Behavior and Human Performance*, 27(2), 279-302.
- Blau, P. M. (1964). *Exchange and power in social life*. New York: Wiley.
- Blegen, M. A. (1993). Nurses' job satisfaction: A meta-analysis of related variables. *Nursing Research*, 42(1), 36-41.
- Blomqvist, M., & Ziegert, K. (2011). Family in the waiting room: A Swedish study of nurses' conceptions of family participation in acute psychiatric inpatient settings. *International Journal of Mental Health Nursing*, 20(3), 185-194.
- Bohlander, G. W., Snell, S., & Sherman, A. (2001). *Managing human resources* (12th ed.). USA, Boston, Massachusetts: South-Western College Publishing.
- Bohle, P., & Tilley, A. J. (1989). The impact of night work on psychological well-being. *Ergonomics*, 32(9), 1089-1099.
- Bono, J. E., & Judge, T. A. (2003). Self-concordance at work: Toward understanding the motivational effects of transformational leaders. *Academy of Management Journal*, 46(5), 554-571.
- Borg, I., & Elizur, D. (1992). Job insecurity: Correlates, moderators and measurement. *International Journal of Manpower*, 13(2), 13-26.
- Borman, W. C., & Motowidlo, S. J. (1993). Expanding the criterion domain to include elements of contextual performance. In N. Schmitt & W. C. Borman (Eds.), *Personnel selection in organizations* (pp. 71-98). San Francisco: Jossey-Bass.
- Borman, W. C., & Motowidlo, S. J. (1997). Task performance and contextual performance: The meaning for personnel selection research. *Human Performance*, 10(2), 99-109.

- Borritz, M. (2006). *Burnout in human service work-causes and consequences*. Doctoral thesis. National Institute of Occupational Health, Denmark.
- Bosch, L. H. M., & De Lange, W. A. M. (1987). Shift work in health care. *Ergonomics*, 30(5), 773-791.
- Boumans, N. P. G., & Landeweerd, J. A. (1993). Leadership in the nursing unit: Relationships with nurses' well-being. *Journal of Advanced Nursing*, 18(5), 767-775.
- Bourbonnais, R., Comeau, M., & Vezina, M. (1999). Job strain and evolution of mental health among nurses. *Journal of Occupational Health Psychology*, 4(2), 95-107.
- Bourbonnais, R., Comeau, M., Vezina, M., & Dion, G. (1998). Job strain, psychological distress, and burnout in nurses. *American Journal of Industrial Medicine*, 34(1), 20-28.
- Bowen, D. E., & Lawler, E. E. (1992). The empowerment of service workers: What, why, how, and when. *Sloan Management Review*, 33(3), 31-39.
- Bozionelos, N. (2009). Expatriation outside the boundaries of the multinational corporation: A study with expatriate nurses in Saudi Arabia. *Human Resource Management*, 48(1), 111-134.
- Bradley, E., Campbell, P., & Nolan, P. (2005). Nurse prescribers: Who are they and how do they perceive their role? *Journal of Advanced Nursing*, 51(5), 439-448.
- Bradley, J. R., & Cartwright, S. (2002). Social support, job stress, health, and job satisfaction among nurses in the United Kingdom. *International Journal of Stress Management*, 9(3), 163-182.

- Brass, D. J. (1985). Technology and the structuring of jobs: Employee satisfaction, performance, and influence. *Organizational Behavior and Human Decision Processes*, 35(2), 216-240.
- Breaugh, J. A. (1980). A comparative investigation of three measures of role ambiguity. *Journal of Applied Psychology*, 65(5), 584-589.
- Brenninkmeijer, V., Demerouti, E., le Blanc, P. M., & van Emmerik, I. J. H. (2010). Regulatory focus at work: The moderating role of regulatory focus in the job demands-resources model. *Career Development International*, 15(7), 708-728.
- Brislin, R. W. (1970). Back-translation for cross-cultural research. *Journal of Cross-Cultural Psychology*, 1(3), 185-216.
- Brislin, R. W. (1980). Translation and content analysis of oral and written material. *Handbook of Cross-Cultural Psychology*, 2(2), 349-444.
- Brockner, J., Tyler, T. R., & Cooper-Schneider, R. (1992). The influence of prior commitment to an institution on reactions to perceived unfairness: The higher they are, the harder they fall. *Administrative Science Quarterly*, 37(2), 241-261.
- Brotheridge, C. M. (2001). A comparison of alternative models of coping: Identifying relationships among coworker support, workload, and emotional exhaustion in the workplace. *International Journal of Stress Management*, 8(1), 1-14.
- Brotheridge, C. M., & Lee, R. T. (2005). Impact of work-family interference on general well-being: A replication and extension. *International Journal of Stress Management*, 12(3), 203-221.
- Brown, N. D., & Thomas, N. I. (2003). Exploring variables among medical center employees with injuries: Developing interventions and strategies. *AAOHN Journal: Official Journal of the American Association of Occupational Health Nurses*, 51(11), 470-481.

- Brown, S., & Nagel, L. (2004). Preparing future teachers to respond to stress: Sources and solutions. *Action in Teacher Education*, 26(1), 34-42.
- Browne, R. C. (1949). The day and night performance of teleprinter switchboard operators. *Occupational Psychology*, 23, 121-126.
- Buapetch, A., Lagampan, S., Faucett, J., & Kalampakorn, S. (2008). The Thai version of effort-reward imbalance questionnaire (Thai ERIQ): A study of psychometric properties in garment workers. *Journal of Occupational Health*, 50(6), 480-491.
- Burke, R. J. (1998). Job insecurity in recent business school graduates: Antecedents and consequences. *International Journal of Stress Management*, 5(2), 113-119.
- Burke, R. J. (2003). Length of shift, work outcomes, and psychological well-being of nursing staff. *International Journal of Public Administration*, 26(14), 1637-1646.
- Burke, R. J., Ng, E. S. W., & Fiksenbaum, L. (2009). Virtues, work satisfactions and psychological wellbeing among nurses. *International Journal of Workplace Health Management*, 2(3), 202-219.
- Burke, R. J., & Richardsen, A. M. (1993). *Psychological burnout in organizations*. New York: Marcel Dekker.
- Burnard, P. (1991). *Coping with stress in the health professions: A practical guide*. London: Chapman & Hall.
- Butterworth, T., Carson, J., Jeacock, J., White, E., & Clements, A. (1999). Stress, coping, burnout and job satisfaction in British nurses: Findings from the clinical supervision evaluation project. *Stress Medicine*, 15(1), 27-33.
- Buunk, B. P., & Schaufeli, W. B. (1993). *Burnout: A perspective from social comparison theory*. Philadelphia, PA, US: Taylor & Francis.

- Byrne, Z. S., & Hochwarter, W. A. (2008). Perceived organizational support and performance: Relationships across levels of organizational cynicism. *Journal of Managerial Psychology*, 23(1), 54-72.
- Cai, C., & Zhou, Z. (2009). Structural empowerment, job satisfaction, and turnover intention of Chinese clinical nurses. *Nursing & Health Sciences*, 11(4), 397-403.
- Camerino, D., Sandri, M., Sartori, S., Conway, P. M., Campanini, P., & Costa, G. (2010). Shiftwork, work-family conflict among Italian nurses, and prevention efficacy. *Chronobiology International*, 27(5), 1105-1123.
- Campbell, J. J., Dunnette, M. D., Lawler, E. E., & Weick, K. E. (1970). *Managerial behavior, performance, and effectiveness*. New York: McGraw Hill.
- Campbell, J. P., & Campbell, R. J. (1988). *Productivity in organizations: New perspectives from industrial and organizational psychology*. San Francisco, CA, US: Jossey-Bass.
- Campbell, J. P., McCloy, R. A., Oppler, S. H., & Sager, C. E. (1993). A theory of performance. In N. Schmitt & W. C. Borman (Eds.), *Personnel selection in organizations* (pp. 35-70). San Francisco: Jossey-Bass.
- Campo, M. A., Weiser, S., & Koenig, K. L. (2009). Job strain in physical therapists. *Physical Therapy*, 89(9), 946-956.
- Caplan, R. D., & Jones, K. W. (1975). Effects of work load, role ambiguity, and type A personality on anxiety, depression, and heart rate. *Journal of Applied Psychology*, 60(6), 713-719.
- Carayon, P. (1992). A longitudinal study of job design and worker strain: Preliminary results. In J. C. Quick, L. R. Murphy & J. J. Hurrell (Eds.), *Stress & well-being at work: Assessments and interventions for occupational mental health* (pp. 19-32). Washington, DC, US: American Psychological Association.

- Carlson, D. S., & Perrewé, P. L. (1999). The role of social support in the stressor-strain relationship: An examination of work-family conflict. *Journal of Management*, 25(4), 513-540.
- Carriere, J., & Bremner, N. (2011). The effects of skill variety, task significance, task identity and autonomy on occupational burnout in a hospital setting and the mediating effect of work meaningfulness. Retrieved 1 October, 2012, from <http://www.ruor.uottawa.ca/en/handle/10393/19845>
- Carson, K. P., Cardy, R. L., & Dobbins, G. H. (1991). Performance appraisal as effective management or deadly management disease: Two initial empirical investigations. *Group & Organization Management*, 16(2), 143-159.
- Cartwright, S. (2000). Taking the pulse of executive health in the U.K. *Academy of Management Executive*, 14(2), 16-23.
- Cartwright, S., & Cooper, C. L. (1993). The psychological impact of merger and acquisition on the individual: A study of building society managers. *Human Relations*, 46(3), 327-347.
- Castanheira, F., & Chambel, M. J. (2010). Burnout in salespeople: A three-wave study to examine job characteristics' predictions and consequences for performance. *Economic and Industrial Democracy*, 31(4), 409-429.
- Chakrabarty, S., Oubre, D. T., & Brown, G. (2008). The impact of supervisory adaptive selling and supervisory feedback on salesperson performance. *Industrial Marketing Management*, 37(4), 447-454.
- Chambel, M. J., & Curral, L. (2005). Stress in academic life: Work characteristics as predictors of student well-being and performance. *Applied Psychology*, 54(1), 135-147.

- Chan, D., Schmitt, N., DeShon, R. P., Clause, C. S., & Delbridge, K. (1997). Reactions to cognitive ability tests: The relationships between race, test performance, face validity perceptions, and test-taking motivation. *Journal of Applied Psychology*, 82(2), 300-309.
- Chang, E. C. (2000). Perfectionism as a predictor of positive and negative psychological outcomes: Examining a mediation model in younger and older adults. *Journal of Counseling Psychology*, 47(1), 18-26.
- Chang, E. C., Watkins, A., & Banks, K. H. (2004). How adaptive and maladaptive perfectionism relate to positive and negative psychological functioning: Testing a stress-mediation model in black and white female college students. *Journal of Counseling Psychology*, 51(1), 93-102.
- Chen, C. C., & Chiu, S. F. (2009). The mediating role of job involvement in the relationship between job characteristics and organizational citizenship behavior. *The Journal of Social Psychology*, 149(4), 474-494.
- Chen, Z. X., Tsui, A. S., & Farh, J. L. (2002). Loyalty to supervisor vs. organizational commitment: Relationships to employee performance in China. *Journal of Occupational and Organizational Psychology*, 75(3), 339-356.
- Cheney, P. H. (1984). Effects of individual characteristics, organizational factors and task characteristics on computer programmer productivity and job satisfaction. *Information & Management*, 7(4), 209-214.
- Cheng, G. H. L., & Chan, D. K. S. (2008). Who suffers more from job insecurity? A meta-analytic review. *Applied Psychology*, 57(2), 272-303.
- Cheng-min, C., & Bor-wen, C. (2009). Relationship among personality traits, leadership behavior, and job stress in nurses in Yunlin, Taiwan. *China-USA Business Review*, 8(4), 51-57.

- Cherniss, C. (1980). *Staff burnout: Job stress in the human services*. United States: Sage Publications Beverly Hills, Inc.
- Cheung, M. F. Y., & Law, M. C. C. (2008). Relationships of organizational justice and organizational identification: The mediating effects of perceived organizational support in Hong Kong. *Asia Pacific Business Review*, 14(2), 213-231.
- Choobineh, A., Rajaeefard, A., & Neghab, M. (2006). Association between perceived demands and musculoskeletal disorders among hospital nurses of Shiraz university of medical sciences: A questionnaire survey. *International Journal of Occupational Safety and Ergonomics*, 12(4), 409-416.
- Chung, S. A., Wolf, T. K., & Shapiro, C. M. (2009). Sleep and health consequences of shift work in women. *Journal of Women's Health*, 18(7), 965-977.
- Clausen, T., Nielsen, K., Carneiro, I. G., & Borg, V. (2012). Job demands, job resources and long-term sickness absence in the Danish eldercare services: A prospective analysis of register-based outcomes. *Journal of Advanced Nursing*, 68(1), 127-136.
- Coakes, S. J., Steed, L., & Dzidic, P. (2006). SPSS version 13.0 for windows: Analysis without anguish. *John Wiley and Sons, Australia*.
- Coakes, S. J., Steed, L., & Ong, C. (2010). *Spss version 17.0 for windows: Analysis without anguish*: John Wiley & Sons Australia, Ltd.
- Coetzer, C. F., & Rothmann, S. (2007). Job demands, job resources and work engagement of employees in a manufacturing organisation. *Southern African Business Review*, 11(1), 17-32.

- Coffey, L. C., Skipper Jr, J. K., & Jung, F. D. (1988). Nurses and shift work: Effects on job performance and job-related stress. *Journal of Advanced Nursing*, 13(2), 245-254.
- Coffey, M. (1999). Stress and burnout in forensic community mental health nurses: An investigation of its causes and effects. *Journal of Psychiatric and Mental Health Nursing*, 6(6), 433-443.
- Coggan, C., Norton, R., Roberts, I., & Hope, V. (1994). Prevalence of back pain among nurses. *The New Zealand Medical Journal*, 107(983), 306-308.
- Cohen, J. (1988). *Statistical power analysis for the behavioral sciences* (2 ed.). Hillsdale, New Jersey: Lawrence Erlbaum Associates, Inc.
- Cohen, S. (1980). Aftereffects of stress on human performance and social behavior: A review of research and theory. *Psychological Bulletin*, 88(1), 82-108.
- Cohen-Charash, Y., & Spector, P. E. (2001). The role of justice in organizations: A meta-analysis. *Organizational Behavior and Human Decision Processes*, 86(2), 278-321.
- Coleman, V. I., & Borman, W. C. (2000). Investigating the underlying structure of the citizenship performance domain. *Human Resource Management Review*, 10(1), 25-44.
- Collins, J. W., & Owen, B. D. (1996). NIOSH research initiatives to prevent back injuries to nursing assistants, aides, and orderlies in nursing homes. *American Journal of Industrial Medicine*, 29(4), 421-424.
- Collins, K. M., & Killough, L. N. (1989). Managing stress in public accounting. *Journal of Accountancy*, 167(5), 92-98.
- Conger, J. A., & Kanungo, R. N. (1988). The empowerment process: Integrating theory and practice. *Academy of Management Review*, 13(3), 471-482.

- Cook, T. D., Campbell, D. T., & Day, A. (1979). *Quasi-experimentation: Design & analysis issues for field settings*. Boston: Houghton Mifflin.
- Cook, V. (2003). *Subjective wellbeing: An integration of depression, stress, and homeostasis theory*. Doctoral thesis. Deakin University, Melbourne, Australia.
- Coomber, B., & Barriball, K. L. (2007). Impact of job satisfaction components on intent to leave and turnover for hospital-based nurses: A review of the research literature. *International Journal of Nursing Studies*, 44(2), 297-314.
- Cooper, C. L., Dewe, P., & O'Driscoll, M. P. (2001). *Organizational stress: A review and critique of theory, research, and applications*. USA, California: Sage Publications, Inc.
- Cooper, C. L., & Marshall, J. (1976). Occupational sources of stress: A review of the literature relating to coronary heart disease and mental ill health. *Journal of Occupational Psychology*, 49(1), 11-28.
- Cooper, C. L., & Marshall, J. (1978). *Understanding executive stress*. London: Macmillan.
- Cooper, C. L., & Payne, R. (1988). *Causes, coping, and consequences of stress at work*. Chichester, England: John Wiley & Sons.
- Cooper, D. R., & Schindler, P. S. (2008). *Business research methods* (10th ed.). USA, New York, NY: McGraw-Hill Companies, Ins.
- Costa, G. (1996). The impact of shift and night work on health. *Applied Ergonomics*, 27(1), 9-16.
- Costa, G. (2003). Shift work and occupational medicine: An overview. *Occupational Medicine*, 53(2), 83-88.
- Costea, N. (2011). Are you my nurse? Life and death in the hospice fast lane. *Nursing Forum*, 46(4), 251-255.

- Crawford, E. R., LePine, J. A., & Rich, B. L. (2010). Linking job demands and resources to employee engagement and burnout: A theoretical extension and meta-analytic test. *Journal of Applied Psychology, 95*(5), 834-848.
- Cropanzano, R., & Mitchell, M. S. (2005). Social exchange theory: An interdisciplinary review. *Journal of Management, 31*(6), 874-900.
- Crowley, S. J., Lee, C., Tseng, C. Y., Fogg, L. F., & Eastman, C. I. (2004). Complete or partial circadian re-entrainment improves performance, alertness, and mood during night-shift work. *Sleep, 27*(6), 1077-1087.
- Csikszentmihalyi, M. (1997). *Finding flow: The psychology of engagement with everyday life*. New York: Basic Books.
- Cuirrin, M. O. (2007). *An empirical analysis of the interrelationship between motivation and stress in the computing industry*. Master Thesis. Waterford Institute of Technology, Waterford, Ireland.
- Currid, T. (2009). Experiences of stress among nurses in acute mental health settings. *Nursing Standard, 23*(44), 40-46.
- Czaja, S. J. (1995). Aging and work performance. *Review of Public Personnel Administration, 15*(2), 46-61.
- Czeisler, C. A., Walsh, J. K., Wesnes, K. A., Arora, S., & Roth, T. (2009). Armodafinil for treatment of excessive sleepiness associated with shift work disorder: A randomized controlled study. *Mayo Foundation for Medical Education and Research, 84*, 958-972.
- Damanhour, A. M. S. (2002). *Considering total quality management in ministry of health hospitals in Jeddah city in Saudi Arabia*. Doctoral thesis. University of Wales, Aberystwyth.

- Damit, A. (2007). *Identifying sources of stress and leave of job satisfaction amongst registered nurses within the first three years of work as a registered nurse in Brunei Darussalam*. Master Thesis. Queensland University of Technology, School of Nursing, Australia, Brisbane.
- Dawley, D. D., Andrews, M. C., & Bucklew, N. S. (2010). Enhancing the ties that bind: Mentoring as a moderator. *Career Development International*, 15(3), 259-278.
- De Croon, E. M., Blonk, R. W. B., De Zwart, B. C. H., Frings-Dresen, M. H. W., & Broersen, J. P. J. (2002). Job stress, fatigue, and job dissatisfaction in Dutch lorry drivers: Towards an occupation specific model of job demands and control. *Occupational and Environmental Medicine*, 59(6), 356-361.
- De Jonge, J., & Dormann, C. (2003). The DISC model: Demand-induced strain compensation mechanisms in job stress. In M. F. Dollard, A. H. Winefield, & H. R. Winefield (Eds.), *Occupational stress in the service professions* (pp. 43-74). London: Taylor & Francis.
- De Jonge, J., & Dormann, C. (2006). Stressors, resources, and strain at work: A longitudinal test of the triple-match principle. *Journal of Applied Psychology*, 91(6), 1359-1374.
- De Witte, H. (1999). Job insecurity and psychological well-being: Review of the literature and exploration of some unresolved issues. *European Journal of Work and Organizational Psychology*, 8(2), 155-177.
- Debrah, Y. A., & Ofori, G. (2001). The state, skill formation and productivity enhancement in the construction industry: The case of Singapore. *International Journal of Human Resource Management*, 12(2), 184-202.

- Debus, M. E., Probst, T. M., Konig, C. J., & Kleinmann, M. (2012). Catch me if I fall! Enacted uncertainty avoidance and the social safety net as country-level moderators in the job insecurity-job attitudes link. *Journal of Applied Psychology*, 97(3), 690-698.
- Decker, F. H. (1997). Occupational and nonoccupational factors in job satisfaction and psychological distress among nurses. *Research in Nursing & Health*, 20(5), 453-464.
- Deihl, L. M. (2009). *The relevance of the supervisory working alliance to burnout and vigor among residential frontline staff*. Doctoral thesis. University at Albany, State University of New Yourk, New York.
- Dekker, S. W. A., & Schaufeli, W. B. (1995). The effects of job insecurity on psychological health and withdrawal: A longitudinal study. *Australian Psychologist*, 30(1), 57-63.
- Demerouti, E. (2006). Job characteristics, flow, and performance: The moderating role of conscientiousness. *Journal of Occupational Health Psychology*, 11(3), 266-280.
- Demerouti, E., & Bakker, A. B. (2011). The job demands-resources model: Challenges for future research. *SA Journal of Industrial Psychology*, 37(2), 1-9.
- Demerouti, E., Bakker, A. B., Nachreiner, F., & Schaufeli, W. B. (2000). A model of burnout and life satisfaction amongst nurses. *Journal of Advanced Nursing*, 32(2), 454-464.
- Demerouti, E., Bakker, A. B., Nachreiner, F., & Schaufeli, W. B. (2001). The job demands-resources model of burnout. *Journal of Applied psychology*, 86(3), 499-512.

- Demerouti, E., & Geurts, S. (2004). Towards a typology of work-home interaction. *Community, Work & Family*, 7(3), 285-309.
- Demerouti, E., Le Blanc, P. M., Bakker, A. B., Schaufeli, W. B., & Hox, J. (2009). Present but sick: A three-wave study on job demands, presenteeism and burnout. *Career Development International*, 14(1), 50-68.
- De Vaus, D. A. (2002). *Surveys in social research* (5 ed.). London: UCL Press.
- DeVellis, R. F. (2003). *Scale development: Theory and applications* (2 ed.). India, New Delhi: Sage Publications, Inc.
- Devereux, J. J., Vlachonikolis, I. G., & Buckle, P. W. (2002). Epidemiological study to investigate potential interaction between physical and psychosocial factors at work that may increase the risk of symptoms of musculoskeletal disorder of the neck and upper limb. *Occupational and Environmental Medicine*, 59(4), 269-277.
- Dewe, P. J. (1987). Identifying the causes of nurses' stress: A survey of New Zealand nurses. *Work & Stress*, 1(1), 15-24.
- Doncevic, S., Romelsjo, A., & Theorell, T. (1998). Comparison of stress, job satisfaction, perception of control, and health among district nurses in Stockholm and prewar Zagreb. *Scandinavian Journal of Public Health*, 26(2), 106-114.
- Douglas, S. P., & Craig, C. S. (2007). Collaborative and iterative translation: An alternative approach to back translation. *Journal of International Marketing*, 15(1), 30-43.
- Doumato, E. A. (1999). Women and work in Saudi Arabia: How flexible are Islamic margins? *The Middle East Journal*, 53(4), 568-583.
- Dwyer, D. J., & Fox, M. L. (2000). The moderating role of hostility in the relationship between enriched jobs and health. *Academy of Management Journal*, 43(6), 1086-1096.

- Dwyer, D. J., & Fox, M. L. (2006). The relationship between job demands and key performance indicators: Moderating effects of job resources in call centers. *Journal of Business and Management*, 12(2), 127-145.
- Dwyer, D. J., & Ganster, D. C. (1991). The effects of job demands and control on employee attendance and satisfaction. *Journal of Organizational Behavior*, 12(7), 595-608.
- Dyer, L., & Reeves, T. (1995). Human resource strategies and firm performance: What do we know and where do we need to go? *International Journal of Human Resource Management*, 6(3), 656-670.
- Eastman, C. I., & Martin, S. K. (1999). How to use light and dark to produce circadian adaptation to night shift work. *Annals of Medicine*, 31(2), 87-98.
- Eberhardt, K., Larsson, B. M., & Nived, K. (1993). Early rheumatoid arthritis-some social, economical, and psychological aspects. *Scandinavian Journal of Rheumatology*, 22(3), 119-123.
- Eisenberger, R., Fasolo, P., & Davis-LaMastro, V. (1990). Perceived organizational support and employee diligence, commitment, and innovation. *Journal of Applied Psychology*, 75(1), 51-59.
- Eisenberger, R., Armeli, S., Rexwinkel, B., Lynch, P. D., & Rhoades, L. (2001). Reciprocity of perceived organizational support. *Journal of Applied Psychology*, 86(1), 42-51.
- Eisenberger, R., Huntington, R., Hutchison, S., & Sowa, D. (1986). Perceived organizational support. *Journal of Applied Psychology*, 71(3), 500-507.
- Eisenstat, R. A., & Felner, R. D. (1984). Toward a differentiated view of burnout: Personal and organizational mediators of job satisfaction and stress. *American Journal of Community Psychology*, 12(4), 411-430.

- Elamin, A. M. (2012). Perceived organizational justice and work-related attitudes: A study of Saudi employees. *World Journal of Entrepreneurship, Management and Sustainable Development*, 8(1), 71-88.
- Elfering, A., Grebner, S., Semmer, N. K., & Gerber, H. (2002). Time control, catecholamines and back pain among young nurses. *Scandinavian Journal of Work, Environment & Health*, 28(6), 386-393.
- El-Gilany, A., & Al-Wehady, A. (2001). Job satisfaction of female Saudi nurses. *Eastern Mediterranean Health Journal*, 7(1-2), 31-37.
- Ellis, J. (2008). Managing performance. *Nursing Management*, 15(1), 28-33.
- El-Sanabary, N. (1993). The education and contribution of women health care professionals in Saudi Arabia: The case of nursing. *Social Science & Medicine*, 37(11), 1331-1343.
- Emilia, Z. A., & Hassim, I. N. (2007). Work-related stress and coping: A survey on medical and surgical nurses in a Malaysian teaching hospital. *Jabatan Kesihatan Masyarakat*, 13, 55-66.
- Engels, J. A., Van Der Gulden, J. W. J., Senden, T. F., Hertog, C., Kolk, J. J., & Binkhorst, R. A. (1994). Physical work load and its assessment among the nursing staff in nursing homes. *Journal of Occupational and Environmental Medicine*, 36(3), 338-345.
- Engkvist, I. L., Hagberg, M., Hjelm, E. W., Menckel, E., Ekenvall, L., & Group, P. S. (1998). The accident process preceding overexertion back injuries in nursing personnel. *Scandinavian Journal of Work, Environment & Health*, 24(5), 367-375.
- Engkvist, I. L., Hjelm, E. W., Hagberg, M., Menckel, E., & Ekenvall, L. (2000). Risk indicators for reported over-exertion back injuries among female nursing personnel. *Epidemiology*, 11(5), 519-522.

- Erdogan, B., & Enders, J. (2007). Support from the top: Supervisors' perceived organizational support as a moderator of leader-member exchange to satisfaction and performance relationships. *Journal of Applied Psychology*, 92(2), 321-330.
- Erez, A., & Judge, T. A. (2001). Relationship of core self-evaluations to goal setting, motivation, and performance. *Journal of Applied Psychology*, 86(6), 1270-1279.
- Estryn-Behar, M., Kaminski, M., Peigne, E., Bonnet, N., Vaichere, E., Gozlan, C., et al. (1990). Stress at work and mental health status among female hospital workers. *British Journal of Industrial Medicine*, 47(1), 20-28.
- Evanoff, B., Wolf, L., Aton, E., Canos, J., & Collins, J. (2003). Reduction in injury rates in nursing personnel through introduction of mechanical lifts in the workplace. *American Journal of Industrial Medicine*, 44(5), 451-457.
- Evanoff, B. A., Bohr, P. C., & Wolf, L. D. (1999). Effects of a participatory ergonomics team among hospital orderlies. *American Journal of Industrial Medicine*, 35(4), 358-365.
- Evans, M. G., Kiggundu, M. N., & House, R. J. (1979). A partial test and extension of the job characteristics model of motivation. *Organizational Behavior and Human Performance*, 24(3), 354-381.
- Evans, O., & Steptoe, A. (2002). The contribution of gender-role orientation, work factors and home stressors to psychological well-being and sickness absence in male-and female-dominated occupational groups. *Social Science & Medicine*, 54(4), 481-492.
- Fairchild, R. M. Practical ethical theory for nurses responding to complexity in care. *Nursing Ethics*, 17(3), 353-362.
- Farber, B. A. (1991). *Crisis in education: Stress and burnout in the American teacher*. San Francisco, CA, US: Jossey-Bass.

- Farh, J. L., Podsakoff, P. M., & Organ, D. W. (1990). Accounting for organizational citizenship behavior: Leader fairness and task scope versus satisfaction. *Journal of Management*, 16(4), 705-721.
- Feather, N. T., & Rauter, K. A. (2004). Organizational citizenship behaviours in relation to job status, job insecurity, organizational commitment and identification, job satisfaction and work values. *Journal of Occupational and Organizational Psychology*, 77(1), 81-94.
- Feldstein, A., Valanis, B., Vollmer, W., Stevens, N., & Overton, C. (1993). The back injury prevention project pilot study: Assessing the effectiveness of back attack, an injury prevention program among nurses, aides, and orderlies. *Journal of Occupational and Environmental Medicine*, 35(2), 114-120.
- Fernandes, R. C. P., Carvalho, F. M., Assuncao, A. Ã., & Silvany Neto, A. M. (2009). Interactions between physical and psychosocial demands of work associated to low back pain. *Revista de Saude Publica*, 43(2), 326-334.
- Fernandez-Lopez, J. A., Martin-Payo, R., Fernandez-Fidalgo, M., & Rodel, A. (2006). Analisis factorial confirmatorio de la version espanola del cuestionario Effort-Reward Imbalance, de medida del estress laboral. *Atencion Primaria*, 38(8), 465-466.
- Fido, A., & Ghali, A. (2008). Detrimental effects of variable work shifts on quality of sleep, general health and work performance. *Medical Principles and Practice*, 17(6), 453-457.
- Fido, A. A., & Ghali, A. (1998). Effect of 8-hour variable shift-work schedules on quality of sleep, work performance and general health. *Kuwait Medical Journal*, 30, 212-215.
- Fink, A. (2002). *How to sample in surveys* (2nd ed.). London: Sage Publications, Inc.

- Fitzpatrick, J. M., While, A. E., & Roberts, J. D. (1999). Shift work and its impact upon nurse performance: Current knowledge and research issues. *Journal of Advanced Nursing*, 29(1), 18-27.
- Floyd, S. W., & Wooldridge, B. (1997). Middle management's strategic influence and organizational performance. *Journal of Management Studies*, 34(3), 465-485.
- Fogarty, T. J., & Kalbers, L. P. (2000). An empirical evaluation of the interpersonal and organisational correlates of professionalism in internal auditing. *Accounting and Business Research*, 30(2), 125-136.
- Foley, S., Hang-yue, N., & Lui, S. (2005). The effects of work stressors, perceived organizational support, and gender on work-family conflict in Hong Kong. *Asia Pacific Journal of Management*, 22(3), 237-256.
- Folkard, S. (2008). Shift work, safety, and aging. *Chronobiology International*, 25, 2(3), 183-198.
- Folkard, S., Spelten, E., Totterdell, P., Barton, J., & Smith, L. (1995). The use of survey measures to assess circadian variations in alertness. *Sleep: Journal of Sleep Research & Sleep Medicine*, 18(5), 355-361.
- Fredrickson, B. L., & Joiner, T. (2002). Positive emotions trigger upward spirals toward emotional well-being. *Psychological Science*, 13(2), 172-175.
- French, S. E., Lenton, R., Walters, V., & Eyles, J. (2000). An empirical evaluation of an expanded nursing stress scale. *Journal of Nursing Measurement*, 8(2), 161-178.
- Frenkel, S. J., & Lee, B. H. (2010). Do high performance work practices work in South Korea? *Industrial Relations Journal*, 41(5), 479-504.
- Fried, Y., & Ferris, G. R. (1987). The validity of the job characteristics model: A review and meta-analysis. *Personnel Psychology*, 40(2), 287-322.

- Friend, K. E. (1982). Stress and performance: Effects of subjective work load and time urgency. *Personnel Psychology*, 35(3), 623-633.
- Frone, M. R., Yardley, J. K., & Markel, K. S. (1997). Developing and testing an integrative model of the work-family interface. *Journal of Vocational Behavior*, 50(2), 145-167.
- Frost, J. (1998). Narrowing the perception gap: A study in employee benefit communications. *Compensation and Benefits Management*, 14(2), 22-28.
- Fuß, I., Nubling, M., Hasselhorn, H. M., Schwappach, D., & Rieger, M. A. (2008). Working conditions and work-family conflict in German hospital physicians: Psychosocial and organisational predictors and consequences. *BMC Public Health*, 8(1), 353.
- Fullagar, C. J., & Kelloway, E. K. (2009). Flow at work: An experience sampling approach. *Journal of Occupational and Organizational Psychology*, 82(3), 595-615.
- Gagne, M., & Deci, E. L. (2005). Self-determination theory and work motivation. *Journal of Organizational Behavior*, 26(4), 331-362.
- Galletta, M., Portoghese, I., Penna, M. P., Battistelli, A., & Saiani, L. Turnover intention among Italian nurses: The moderating roles of supervisor support and organizational support. *Nursing & Health Sciences*, 13(2), 184-191.
- Galy, E., Melan, C., & Cariou, M. (2008). Investigation of task performance variations according to task requirements and alertness across the 24-h day in shift workers. *Ergonomics*, 51(9), 1338-1351.
- Ganster, D. C., & Fusilier, M. R. (1989). Control in the workplace. In C. L. Cooper & I. T. Robertson (Eds.), *International Review of Industrial and Organizational Psychology* (pp. 235-280). Oxford, England: John Wiley & Sons.

- Garbarino, S., Beelke, M., Costa, G., Violani, C., Lucidi, F., Ferrillo, F., et al. (2002). Brain function and effects of shift work: Implications for clinical neuropharmacology. *Neuropsychobiology*, 45(1), 50-56.
- Garg, A., & Moore, J. S. (1992). Epidemiology of low-back pain in industry. *Occupational Medicine (Philadelphia, Pa.)*, 7(4), 593-608.
- Garg, P., & Rastogi, R. (2006). New model of job design: Motivating employees' performance. *Journal of Management Development*, 25(6), 572-587.
- Gavois, H., Paulsson, G., & Fridlund, B. (2006). Mental health professional support in families with a member suffering from severe mental illness: A grounded theory model. *Scandinavian Journal of Caring Sciences*, 20(1), 102-109.
- Gay, L. R., & Diehl, P. L. (1992). *Research methods for business and management*. New York: Macmillan.
- Geiger-Brown, J., Trinkoff, A. M., Nielsen, K., Lirtmunlikaporn, S., Brady, B., & Vasquez, E. I. (2004). Nurses' perception of their work environment, health, and well-being: A qualitative perspective. *AAOHN Journal: Official Journal of the American Association of Occupational Health Nurses*, 52(1), 16-22.
- Gelsema, T. I., van der Doef, M., Maes, S., Akerboom, S., & Verhoeven, C. (2005). Job stress in the nursing profession: The influence of organizational and environmental conditions and job characteristics. *International Journal of Stress Management*, 12(3), 222-240.
- George, J. M., & Brief, A. P. (1992). Feeling good-doing good: A conceptual analysis of the mood at work-organizational spontaneity relationship. *Psychological Bulletin*, 112(2), 310-329.

- George, J. M., Reed, T. F., Ballard, K. A., Colin, J., & Fielding, J. (1993). Contact with AIDS patients as a source of work-related distress: Effects of organizational and social support. *Academy of Management Journal*, 36(1), 157-171.
- George, J. M., & Zhou, J. (2001). When openness to experience and conscientiousness are related to creative behavior: An interactional approach. *Journal of Applied Psychology*, 86(3), 513-524.
- Ghaddar, A., Ronda, E., & Nolasco, A. (2011). Work ability, psychosocial hazards and work experience in prison environments. *Occupational Medicine*, 61(7), 503-508.
- Gillespie, N. A., Walsh, M., Winefield, A. H., Dua, J., & Stough, C. (2001). Occupational stress in universities: Staff perceptions of the causes, consequences and moderators of stress. *Work & Stress*, 15(1), 53-72.
- Godbey, K. L., & Courage, M. M. (1994). Stress-management program: Intervention in nursing student performance anxiety. *Archives of Psychiatric Nursing*, 8(3), 190-199.
- Gold, D. R., Rogacz, S., Bock, N., Tosteson, T. D., Baum, T. M., Speizer, F. E., et al. (1992). Rotating shift work, sleep, and accidents related to sleepiness in hospital nurses. *American Journal of Public Health*, 82(7), 1011-1014.
- Goldenhar, L. M., LaMontagne, A. D., Katz, T., Heaney, C., & Landsbergis, P. (2001). The intervention research process in occupational safety and health: An overview from the national occupational research agenda intervention effectiveness research team. *Journal of Occupational and Environmental Medicine*, 43(7), 616-622.
- Gong, Y., & Chang, S. (2008). Institutional antecedents and performance consequences of employment security and career advancement practices:

- Evidence from the People's Republic of China. *Human Resource Management*, 47(1), 33-48.
- Goodin, H. J. (2003). The nursing shortage in the United States of America: An integrative review of the literature. *Journal of Advanced Nursing*, 43(4), 335-343.
- Goodman, J. S., & Blum, T. C. (1996). Assessing the non-random sampling effects of subject attrition in longitudinal research. *Journal of Management*, 22(4), 627-652.
- Goodridge, D., Johnston, P., & Thomson, M. (1997). Impact of a nursing assistant training program on job performance, attitudes, and relationships with residents. *Educational Gerontology: An International Quarterly*, 23(1), 37-51.
- Gorgievski, M. J., & Hobfoll, S. E. (2008). Work can burn us out or fire us up: Conservation of resources in burnout and engagement. In J. R. B. Halbesleben (Ed.), *Handbook of stress and burnout in health care* (pp. 7-22). New York: Nova Science Publishers, Inc.
- Graham, S. (2009). The effects of different conflict management styles on job satisfaction in rural healthcare settings. *Economics & Business Journal: Inquiries & Perspectives*, 2(1), 71-85.
- Grandey, A. A., Fisk, G. M., & Steiner, D. D. (2005). Must "service with a smile" be stressful? The moderating role of personal control for American and French employees. *Journal of Applied Psychology*, 90(5), 893-904.
- Grant, A. M. (2008). The significance of task significance: Job performance effects, relational mechanisms, and boundary conditions. *Journal of Applied Psychology*, 93(1), 108-124.
- Grant, A. M., & Sumanth, J. J. (2009). Mission possible? The performance of prosocially motivated employees depends on manager trustworthiness. *Journal of Applied Psychology*, 94(4), 927-944.

- Grantcharov, T. P., Bardram, L., Peter, F. J., & Rosenberg, J. (2001). Laparoscopic performance after one night on call in a surgical department: prospective study. *BMJ*, 323(7323), 1222-1223.
- Graw, P., Krauchi, K., Knoblauch, V., Wirz-Justice, A., & Cajochen, C. (2004). Circadian and wake-dependent modulation of fastest and slowest reaction times during the psychomotor vigilance task. *Physiology & Behavior*, 80(5), 695-701.
- Gray-Toft, P., & Anderson, J. G. (1981). The nursing stress scale: Development of an instrument. *Journal of Psychopathology and Behavioral Assessment*, 3(1), 11-23.
- Gray-Toft, P., & Anderson, J. G. (1983). A hospital staff support program: Design and evaluation. *International Journal of Nursing Studies*, 20(3), 137-147.
- Green, S. B., & Salkind, N. J. (2008). *Using SPSS for windows and Macintosh: Analyzing and understanding data*. New Jersey: Pearson Prentice Hall.
- Greenglass, E. R., & Burke, R. J. (2001). Application of an impact of restructuring scale to the healthcare sphere. *Healthcare Management Forum*, 14(4), 1-9.
- Greenhalgh, L., & Rosenblatt, Z. (1984). Job insecurity: Toward conceptual clarity. *Academy of Management Review*, 9(3), 438-448.
- Greenslade, J. H., & Jimmieson, N. L. (2007). Distinguishing between task and contextual performance for nurses: Development of a job performance scale. *Journal of Advanced Nursing*, 58(6), 602-611.
- Greer, C. R., & Castro, M. A. D. (1986). The relationship between perceived unit effectiveness and occupational stress: The case of purchasing agents. *The Journal of Applied Behavioral Science*, 22(2), 159-175.
- Griep, R. H., Rotenberg, L., Vasconcellos, A. G. G., Landsbergis, P., Comaru, C. M., & Alves, M. G. M. (2009). The psychometric properties of demand-control and

- effort-reward imbalance scales among Brazilian nurses. *International Archives of Occupational and Environmental Health*, 82(10), 1163-1172.
- Griffin, M., Neal, A., & Neale, M. (2000). The contribution of task performance and contextual performance to effectiveness: Investigating the role of situational constraints. *Applied Psychology*, 49(3), 517-533.
- Guidice, R. M., & Mero, N. P. (2012). Hedging their bets: A longitudinal study of the trade-offs between task and contextual performance in a sales organization. *Journal of Personal Selling and Sales Management*, 32(4), 451-472.
- Gupta, N., & Beehr, T. A. (1979). Job stress and employee behaviors. *Organizational Behavior and Human Performance*, 23(3), 373-387.
- Guzzo, R. A., Noonan, K. A., & Elron, E. (1994). Expatriate managers and the psychological contract. *Journal of Applied Psychology*, 79(4), 617-626.
- Gwinner, C. (2006). *5-point vs. 6-point likert scale*. Retrieved 12 July, 2010, from http://www.infosurv.com/Insider/White_Papers/PDF/Likert_Scale_Debate.pdf
- Hackman, J. R., & Oldham, G. R. (1975). Development of the job diagnostic survey. *Journal of Applied Psychology*, 60(2), 159-170.
- Hackman, J. R., & Oldham, G. R. (1976). Motivation through the design of work: Test of a theory. *Organizational Behavior and Human Performance*, 16(2), 250-279.
- Hackman, J. R., & Oldham, G. R. (1980). Work redesign reading. MA: Addison-Wesley.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate data analysis* (7th ed.). New York: Pearson Prentice Hall.
- Hair, J. F., Money, A. H., Samouel, P., & Page, M. (2007). *Research methods for business*. USA, West Sussex: John Wiley & Sons.

- Hakanen, J. J., Bakker, A. B., & Jokisaari, M. (2011). A 35-year follow-up study on burnout among Finnish employees. *Journal of Occupational Health Psychology, 16*(3), 345-360.
- Hakanen, J. J., Bakker, A. B., & Schaufeli, W. B. (2006). Burnout and work engagement among teachers. *Journal of School Psychology, 43*(6), 495-513.
- Hakanen, J. J., Schaufeli, W. B., & Ahola, K. (2008). The job demands-resources model: A three-year cross-lagged study of burnout, depression, commitment, and work engagement. *Work & Stress, 22*(3), 224-241.
- Halbesleben, J. R. B., & Wheeler, A. R. (2011). I owe you one: Coworker reciprocity as a moderator of the day-level exhaustion-performance relationship. *Journal of Organizational Behavior, 32*(4), 608-626.
- Halinski, R. S., & Feldt, L. S. (1970). The selection of variables in multiple regression analysis. *Journal of Educational Measurement, 7*(3), 151-157.
- Hamdan-Mansour, A. M., Al-Gamal, E., Puskar, K., Yacoub, M., & Marini, A. (2011). Mental health nursing in Jordan: An investigation into experience, work stress and organizational support. *International Journal of Mental Health Nursing, 20*(2), 86-94.
- Hammer, T. H., Saksvik, P. O., Nytro, K., Torvatn, H., & Bayazit, M. (2004). Expanding the psychosocial work environment: Workplace norms and work-family conflict as correlates of stress and health. *Journal of Occupational Health Psychology, 9*(1), 83-97.
- Hamwi, G. A., Rutherford, B. N., & Boles, J. S. (2011). Reducing emotional exhaustion and increasing organizational support. *Journal of Business & Industrial Marketing, 26*(1), 4-13.

- Hansez, I., & Chmiel, N. (2010). Safety behavior: Job demands, job resources, and perceived management commitment to safety. *Journal of Occupational Health Psychology, 15*(3), 267-278.
- Harma, M., Tenkanen, L., Sjoblom, T., Alikoski, T., & Heinsalmi, P. (1998). Combined effects of shift work and life-style on the prevalence of insomnia, sleep deprivation and daytime sleepiness. *Scandinavian Journal of Work Environment and Health, 24*(4), 300-307.
- Harrington, J. M. (2001). Health effects of shift work and extended hours of work. *Occupational and Environmental Medicine, 58*(1), 68-72.
- Harris, J. H., & Berger, P. K. (1983). Antecedents of psychological stress. *Journal of Human Stress, 9*(2), 24-31.
- Harrison, D. A., & Shaffer, M. A. (2005). Mapping the criterion space for expatriate success: Task-and relationship-based performance, effort and adaptation. *The International Journal of Human Resource Management, 16*(8), 1454-1474.
- Hart, C. L., Ward, A. S., Haney, M., Nasser, J., & Foltin, R. W. (2003). Methamphetamine attenuates disruptions in performance and mood during simulated night-shift work. *Psychopharmacology, 169*(1), 42-51.
- Hatton, C., Brown, R., Caine, A., & Emerson, E. (1995). Stressors, coping strategies and stress-related outcomes among direct care staff in staffed houses for people with learning disabilities. *Mental Handicap Research, 8*(4), 252-271.
- Hawkins, A. C., Howard, R. A., & Oyeboode, J. R. (2007). Stress and coping in hospice nursing staff. The impact of attachment styles. *Psycho-Oncology, 16*(6), 563-572.

- Haworth, C. L., & Levy, P. E. (2001). The importance of instrumentality beliefs in the prediction of organizational citizenship behaviors. *Journal of Vocational Behavior*, 59(1), 64-75.
- Hayajneh, Y. A. (2000). *Identification of the influence of organizational variables on hospital staff nurses' job performance*. Doctoral thesis. The University of Iowa, Iowa.
- Health Forum. (2008, March). Separate colleges of health ministry and attached to higher education. *Health Forum*, 89, 11-11.
- Hedges, J. N., & Sekscenski, E. S. (1979). Workers on late shifts in a changing economy. *Monthly Labor Review*, 102(9), 14-22.
- Hekman, D. R., Bigley, G. A., Steensma, H. K., & Hereford, J. F. (2009). Combined effects of organizational and professional identification on the reciprocity dynamic for professional employees. *The Academy of Management Journal*, 52(3), 506-526.
- Hellgren, J., Sverke, M., & Isaksson, K. (1999). A two-dimensional approach to job insecurity: Consequences for employee attitudes and well-being. *European Journal of Work and Organizational Psychology*, 8(2), 179-195.
- Herold, D. M., Letherwood, M. L., & Liden, R. C. (1987). Using multiple attributes to assess sources of performance feedback. *Academy of Management Journal*, 30(4), 826-835.
- Hinno, S., Partanen, P., VehviläinenJulkunen, K., & Aaviksoo, A. (2009). Nurses' perceptions of the organizational attributes of their practice environment in acute care hospitals. *Journal of Nursing Management*, 17(8), 965-974.

- Hipwell, A. E., Tyler, P. A., & Wilson, C. M. (1989). Sources of stress and dissatisfaction among nurses in four hospital environments. *British Journal of Medical Psychology*, 62(1), 71-79.
- Hirschfeld, R. R., Schmitt, L. P., & Bedeian, A. G. (2002). Job-content perceptions, performance-reward expectancies, and absenteeism among Low-wage public-sector clerical employees. *Journal of Business and Psychology*, 16(4), 553-564.
- Hobfoll, S. E. (1989). Conservation of resources: A new attempt at conceptualizing stress. *American Psychologist*, 44(3), 513-524.
- Hobfoll, S. E. (1998). *The psychology and philosophy of stress, culture, and community*. New York: Plenum.
- Hobfoll, S. E. (2001). The influence of culture, community, and the nested-self in the stress process: Advancing conservation of resources theory. *Applied Psychology*, 50(3), 337-421.
- Hobfoll, S. E. (2002). Social and psychological resources and adaptation. *Review of General Psychology*, 6(4), 307-324.
- Hobfoll, S. E., & Freedy, J. (1993). Conservation of resources: A general stress theory applied to burnout. In W. B. Schaufeli, C. Maslach & T. Marek (Eds.), *Professional burnout: Recent developments in theory and research. Series in applied psychology: Social issues and questions* (pp. 299). Philadelphia, PA, US: Taylor & Francis.
- Hochwarter, W. A., Witt, L. A., Treadway, D. C., & Ferris, G. R. (2006). The interaction of social skill and organizational support on job performance. *Journal of Applied Psychology*, 91(2), 482-489.
- House, J. S. (1981). *Work stress and social support*. MA: Addison-Wesley publishing, (Reading Mass).

- Houtman, I. L. D., & Kompier, M. A. J. (1995). *Risk factors and occupational risk groups for work stress in the Netherlands*. Washington, D.C., US: American Psychological Association.
- Hsieh, T. H. (2004). The Relationship between employees' personal work standards and perceived work stress. *International Journal of Stress Management*, 11(2), 177-187.
- Humphrey, S. E., Nahrgang, J. D., & Morgeson, F. P. (2007). Integrating motivational, social, and contextual work design features: A meta-analytic summary and theoretical extension of the work design literature. *Journal of Applied Psychology*, 92(5), 1332-1356.
- Hung, H., & Wong, Y. H. (2007). The relationship between employer endorsement of continuing education and training and work and study performance: A Hong Kong case study. *International Journal of Training and Development*, 11(4), 295-313.
- Hunter, L. W., & Thatcher, S. M. B. (2007). Feeling the heat: Effects of stress, commitment, and job experience on job performance. *Academy of Management Journal*, 50(4), 953-968.
- Hutchison, S. (1997). A path model of perceived organizational support. *Journal of Social Behavior & Personality*, 12(1), 159-174.
- Ida, H., Miura, M., Komoda, M., Yakura, N., Mano, T., Hamaguchi, T., et al. (2009). Relationship between stress and performance in a Japanese nursing organization. *International Journal of Health Care Quality Assurance*, 22(6), 642-657.
- Igbaria, M., Iivari, J., & Maragahh, H. (1995). Why do individuals use computer technology? A Finnish case study. *Information & Management*, 29(5), 227-238.

- Ilgen, D. R., & Favero, J. L. (1985). Limits in generalization from psychological research to performance appraisal processes. *Academy of Management Review*, 10(2), 311-321.
- Ilhan, M. N., Durukan, E., Taner, E., Maral, I., & Bumin, M. A. (2008). Burnout and its correlates among nursing staff: Questionnaire survey. *Journal of Advanced Nursing*, 61(1), 100-106.
- Israel, B. A., House, J. S., Schurman, S. J., Heaney, C. A., & Mero, R. P. (1989). The relation of personal resources, participation, influence, interpersonal relationships and coping strategies to occupational stress, job strains and health: A multivariate analysis. *Work & Stress*, 3(2), 163-194.
- Ito, J. K., & Brotheridge, C. M. (2007). Exploring the predictors and consequences of job insecurity's components. *Journal of Managerial Psychology*, 22(1), 40-64.
- Jackson, C. L., & Gary, R. (1991). Nursing: Attitudes, perceptions and strategies for progress in Saudi Arabia. *Annals of Saudi Medicine*, 11(4), 452-458.
- Jackson, S. E., & Schuler, R. S. (1985). A meta-analysis and conceptual critique of research on role ambiguity and role conflict in work settings. *Organizational Behavior and Human Decision Processes*, 36(1), 16-78.
- Jacobsson, C., Pousette, A., & Thylefors, I. (2001). Managing stress and feelings of mastery among Swedish comprehensive school teachers. *Scandinavian Journal of Educational Research*, 45(1), 37-53.
- Jamal, M. (1984). Job stress and job performance controversy: An empirical assessment. *Organizational Behavior and Human Performance*, 33(1), 1-21.
- Jamal, M. (1985). Relationship of job stress to job performance: A study of managers and blue-collar workers. *Human Relations*, 38(5), 409-424.

- Jamal, M. (2007). Job stress and job performance controversy revisited: An empirical examination in two countries. *International Journal of Stress Management*, 14(2), 175-187.
- Jamal, M. (2011). Job stress, job performance and organizational commitment in a multinational company: An empirical study in two countries. *International Journal of Business and Social Science*, 2(2), 20-29.
- Jamal, M., & Baba, V. V. (1992). Shift work and department-type related to job stress, work attitudes and behavioral intentions: A study of nurses. *Journal of Organizational Behavior*, 13(5), 449-464.
- Janowitz, I. L., Gillen, M., Ryan, G., Rempel, D., Trupin, L., Swig, L., et al. (2006). Measuring the physical demands of work in hospital settings: Design and implementation of an ergonomics assessment. *Applied Ergonomics*, 37(5), 641-658.
- Jansen, N., Kant, I. J., van Amelsvoort, L., Nijhuis, F., & van den Brandt, P. (2003). Need for recovery from work: Evaluating short-term effects of working hours, patterns and schedules. *Ergonomics*, 46(7), 664-680.
- Janssen, P. P. M., Schaufelie, W. B., & Houkes, I. (1999). Work-related and individual determinants of the three burnout dimensions. *Work & Stress*, 13(1), 74-86.
- Jawahar, I. M., & Ferris, G. R. (2011). A longitudinal investigation of task and contextual performance influences on promotability judgments. *Human Performance*, 24(3), 251-269.
- Jawahar, I. M., Stone, T. H., & Kisamore, J. L. (2007). Role conflict and burnout: The direct and moderating effects of political skill and perceived organizational

- support on burnout dimensions. *International Journal of Stress Management*, 14(2), 142-159.
- Jenkins, R., & Elliott, P. (2004). Stressors, burnout and social support: nurses in acute mental health settings. *Journal of Advanced Nursing*, 48(6), 622-631.
- Jeon, J. (2009). *The impact of organizational justice and job security on organizational commitment: Exploring the mediating effect of trust in top management*. University of Minnesota.
- Jex, S. M. (1998). *Stress and job performance: Theory, research, and implications for managerial practice. Advanced topics in organizational behavior*. Thousand Oaks, CA: Sage Publications Ltd.
- Jimmieson, N. L., Terry, D. J., & Callan, V. J. (2004). A longitudinal study of employee adaptation to organizational change: The role of change-related information and change-related self-efficacy. *Journal of Occupational Health Psychology*, 9(1), 11-27.
- Johnson, D. M., Palmieri, P. A., Jackson, A. P., & Hobfoll, S. E. (2007). Emotional numbing weakens abused inner-city women's resiliency resources. *Journal of Traumatic Stress*, 20(2), 197-206.
- Johnson, J. W. (2001). The relative importance of task and contextual performance dimensions to supervisor judgments of overall performance. *Journal of Applied Psychology*, 86(5), 984-996.
- Johnson, K., Chisholm, A., & Weatherman, P. (2008). Work schedules and job performance: What's the link? *Nursing Management*, 39(6), 44-47.
- Jones, F., & Fletcher, B. C. (1996). Job control and health. In M. J. Schabracq, J. A. M. Winnubst & C. L. Cooper (Eds.), *Handbook of work and health psychology* (pp. 33-50). Chichester: Wiley & Sons.

- Judge, T. A., Erez, A., & Bono, J. E. (1998). The power of being positive: The relation between positive self-concept and job performance. *Human Performance*, 11(2-3), 167-187.
- Judge, T. A., Thoresen, C. J., Bono, J. E., & Patton, G. K. (2001). The job satisfaction-job performance relationship: A qualitative and quantitative review. *Psychological Bulletin*, 127(3), 376-407.
- Kacmar, K. M., Collins, B. J., Harris, K. J., & Judge, T. A. (2009). Core self-evaluations and job performance: The role of the perceived work environment. *Journal of Applied Psychology*, 94(6), 1572-1580.
- Kahn, R. L., Wolfe, D. M., Quinn, R. P., Snoek, J. D., & Rosenthal, R. A. (1964). *Organizational stress*. New York: Wiley.
- Kahn, S. E., & Long, B. C. (1988). Work-related stress, self-efficacy, and well-being of female clerical workers. *Counselling Psychology Quarterly*, 1(2), 145-153.
- Kaiser, H. F. (1960). The application of electronic computers to factor analysis. *Educational and Psychological Measurement*, 20, 141-151.
- Karasek Jr, R. A. (1979). Job demands, job decision latitude, and mental strain: Implications for job redesign. *Administrative Science Quarterly*, 24(2), 285-308.
- Karasek, R., Baker, D., Marxer, F., Ahlbom, A., & Theorell, T. (1981). Job decision latitude, job demands, and cardiovascular disease: a prospective study of Swedish men. *American Journal of Public Health*, 71(7), 694-705.
- Karasek, R., & Theorell, T. (1990). *Healthy work: stress, productivity, and the reconstruction of working life*. New York, USA: Basic Books.
- Karatepe, O. M. (2011). Do job resources moderate the effect of emotional dissonance on burnout?: A study in the city of Ankara, Turkey. *International Journal of Contemporary Hospitality Management*, 23(1), 44-65.

- Karlson, B., Eek, F., Orbek, P., & Osterberg, K. (2009). Effects on sleep-related problems and self-reported health after a change of shift schedule. *Journal of Occupational Health Psychology, 14*(2), 97-109.
- Karriker, J. H., & Williams, M. L. (2009). Organizational justice and organizational citizenship behavior: A mediated multifoci model. *Journal of Management, 35*(1), 112-135.
- Katz, D., & Kahn, R. L. (1966). *The social psychology of organizations*. New York: Wiley & Sons.
- Kaufmann, G. M., & Beehr, T. A. (1986). Interactions between job stressors and social support: Some counterintuitive results. *Journal of Applied Psychology, 71*(3), 522-526.
- Kawano, Y. (2008). Association of job-related stress factors with psychological and somatic symptoms among Japanese hospital nurses: Effect of departmental environment in acute care hospitals. *Journal of Occupational Health, 50*(1), 79-85.
- Keijsers, G. J., Schaufeli, W. B., Blanc, P. M. L., Zwerts, C., & Miranda, D. R. (1995). Performance and burnout in intensive care units. *Work & Stress, 9*(4), 513-527.
- Kemper, M. (2001). The role and effectiveness of napping on the work performances of shift workers. *Work: A Journal of Prevention, Assessment and Rehabilitation, 16*(2), 153-157.
- Kennedy, P. (1985). *A guide to econometrics* (2nd ed.). Oxford: Basil Blackwell.
- Khurram, S. (2009). Perceived organizational support, antecedents and consequences proposing and testing a model in a public sector university of Pakistan. *South Asian Journal of Management, 16*(1), 7-26.

- Kim, I. H., Geiger-Brown, J., Trinkoff, A., & Muntaner, C. (2010). Physically demanding workloads and the risks of musculoskeletal disorders in homecare workers in the USA. *Health & Social Care in the Community*, 18(5), 445-455.
- Kinnear, P. R., & Gray, C. D. (1994). *SPSS for Windows made simple*. UK: Lawrence Erlbaum Associates Publishers.
- Kinnunen, U., Feldt, T., & Makikangas, A. (2008). Testing the effort-reward imbalance model among Finnish managers: The role of perceived organizational support. *Journal of Occupational Health Psychology*, 13(2), 114-127.
- Kirkpatrick, M. G., Haney, M., Vosburg, S. K., Comer, S. D., Foltin, R. W., & Hart, C. L. (2009). Methamphetamine self-administration by humans subjected to abrupt shift and sleep schedule changes. *Psychopharmacology*, 203(4), 771-780.
- Kivimäki, M., Vahtera, J., Pentti, J., & Ferrie, J. E. (2000). Factors underlying the effect of organisational downsizing on health of employees: Longitudinal cohort study. *BMJ*, 320(7240), 971-975.
- Knoop, R. (1994). Relieving stress through value-rich work. *The Journal of Social Psychology*, 134(6), 829-836.
- Knutsson, A. (2003). Health disorders of shift workers. *Occupational Medicine*, 53(2), 103-108.
- Knutsson, A. (2004). Methodological aspects of shift-work research. *Chronobiology International*, 21(6), 1037-1047.
- Ko, I. (2011). *Crafting a job: Creating optimal experiences at work*. Doctoral thesis. The Claremont Graduate University, Claremont, California.
- Kohn, L. T., Corrigan, J., & Donaldson, M. S. (2000). *To err is human: Building a safer health system* (Vol. 6). USA: National Academies Press.

- Koys, D. J. (2001). The effects of employee satisfaction, organizational citizenship behavior, and turnover on organizational effectiveness: A unit-level, longitudinal study. *Personnel Psychology*, 54(1), 101-114.
- Krafcik, J. F. (1988). Triumph of the lean production system. *Sloan Management Review*, 30(1), 41-52.
- Kraimer, M. L., Wayne, S. J., & Jaworski, R. A. A. (2001). Sources of support and expatriate performance: The mediating role of expatriate adjustment. *Personnel Psychology*, 54(1), 71-99.
- Kraimer, M. L., Wayne, S. J., Liden, R. C., & Sparrowe, R. T. (2005). The role of job security in understanding the relationship between employees' perceptions of temporary workers and employees' performance. *Journal of Applied Psychology*, 90(2), 389-398.
- Krejcie, R. V., & Morgan, D. W. (1970). Determining sample size for research activities. *Educational and Psychological Measurement*, 30, 607-610.
- Kristensen, T. S., Bjorner, J. B., Christensen, K. B., & Borg, V. (2004). The distinction between work pace and working hours in the measurement of quantitative demands at work. *Work & Stress*, 18(4), 305-322.
- Kristensen, T. S., Borg, V., & Hannerz, H. (2002). Socioeconomic status and psychosocial work environment: Results from a Danish national study. *Scandinavian Journal of Public Health*, 30(59 suppl), 41-48.
- Kuhnert, K. W., Sims, R. R., & Lahey, M. A. (1989). The relationship between job security and employee health. *Group & Organization Management*, 14(4), 399-410.

- Kwakman, K. (2001). Work stress and work-based learning in secondary education: Testing the Karasek model. *Human Resource Development International*, 4(4), 487-501.
- Kyriacou, C. (2001). Teacher stress: Directions for future research. *Educational Review*, 53(1), 27-35.
- Lachman, V. D. (2010). Clinical ethics committees: Organizational support for ethical practice. *Journal of the Academy of Medical-Surgical Nurses*, 19(6), 351-353.
- Lagace, R. R. (1988). Role-stress differences between salesmen and saleswomen: Effect on job satisfaction and performance. *Psychological Reports*, 62(3), 815-825.
- Lang, J., Thomas, J. L., Bliese, P. D., & Adler, A. B. (2007). Job demands and job performance: The mediating effect of psychological and physical strain and the moderating effect of role clarity. *Journal of Occupational Health Psychology*, 12(2), 116-124.
- Laschinger, H. K. S., Purdy, N., Cho, J., & Almost, J. (2006). Antecedents and consequences of nurse managers' perceptions of organizational support. *Nursing Economics*, 24(1), 20-29.
- Lautert, L. (1999). Work overload in the perception of nurses working at hospitals. *Revista Gaucha de Enferm*, 20(2), 50-64.
- Lawler, E. E. (1973). *Motivation in work organizations*. Monterey, California: Brooks/Cole Publishing Co.
- Lazarova, M., Westman, M., & Shaffer, M. A. (2010). Elucidating the positive side of the work-family interface on international assignments: A model of expatriate work and family performance. *The Academy of Management Review (AMR)*, 35(1), 93-117.

- Lazarus, R. S. (1990). Theory-based stress measurement. *Psychological Inquiry*, 1(1), 3-13.
- Lazarus, R. S. (1991). Progress on a cognitive-motivational-relational theory of emotions. *American Psychologist*, 46(8), 819-834.
- Lazarus, R. S., & Folkman, S. (1984). *Stress, appraisal, and coping*. New York, NY, USA: Springer Publishing Company, Inc.
- Le Blanc, P. M., Bakker, A. B., Peeters, M. C. W., van Heesch, N. C. A., & Schaufeli, W. B. (2001). Emotional job demands and burnout among oncology care providers. *Anxiety, Stress and Coping*, 14(3), 243-263.
- Lee, H., Wilbur, J. E., Kim, M. J., & Miller, A. M. (2008). Psychosocial risk factors for work-related musculoskeletal disorders of the lower-back among long-haul international female flight attendants. *Journal of Advanced Nursing*, 61(5), 492-502.
- Lee, I. S. F., & Low, L. P. L. (2010). Nurses' role in the early defibrillation of cardiac patients: Implications for nursing in Hong Kong. *Contemporary Nurse*, 35(1), 88-94.
- Lee, K., Joshi, K., Kim, Y., & Lee, J. Y. (2008). *A proposed investigation of the employee job context*. Paper presented at the CPR conference on computer personnel doctoral consortium and research, New York, NY, USA.
- Leger, D. (1994). The cost of sleep-related accidents: A report for the national commission on sleep disorders research. *Sleep*, 17(1), 84-93.
- Leonard, C., Bourke, S., & Schofield, N. (2000). *Student stress and absenteeism in primary schools*. Paper presented at the annual conference of the Australian Association for Research in Education, Melbourne.

- LePine, J. A., Erez, A., & Johnson, D. E. (2002). The nature and dimensionality of organizational citizenship behavior: A critical review and meta-analysis. *Journal of Applied Psychology*, 87(1), 52-65.
- Leroux, I., Dionne, C. E., Bourbonnais, R., & Brisson, C. (2005). Prevalence of musculoskeletal pain and associated factors in the Quebec working population. *International Archives of Occupational and Environmental Health*, 78(5), 379-386.
- Lewiston, N. J., Conley, J., & Blessing-Moore, J. (1981). Measurement of hypothetical burnout in cystic fibrosis caregivers. *Acta Paediatrica*, 70(6), 935-939.
- Lexshimi, R., Tahir, S., Santhna, L., & Nisam, J. (2007). Prevalence of stress and coping mechanism among staff nurses in the intensive care unit. *Med & Health*, 2(2), 146-153.
- Li, J., Fu, H., Hu, Y., Shang, L., Wu, Y., Kristensen, T. S., et al. (2010). Psychosocial work environment and intention to leave the nursing profession: Results from the longitudinal chinese NEXT study. *Scandinavian Journal of Public Health*, 38(3 suppl), 69-80.
- Li, J., Yang, W., Cheng, Y., Siegrist, J., & Cho, S. I. (2005). Effort-reward imbalance at work and job dissatisfaction in Chinese healthcare workers: A validation study. *International Archives of Occupational and Environmental Health*, 78(3), 198-204.
- Lim, V. K. G. (1996). Job insecurity and its outcomes: Moderating effects of work-based and nonwork-based social support. *Human Relations*, 49(2), 171-194.
- Lim, V. K. G. (1997). Moderating effects of work-based support on the relationship between job insecurity and its consequences. *Work & Stress*, 11(3), 251-266.

- Lim, V. K. G., & Teo, T. S. H. (2000). To work or not to work at home-an empirical investigation of factors affecting attitudes towards teleworking. *Journal of Managerial Psychology*, 15(6), 560-586.
- Lin, S. L., & Hsieh, A. T. (2002). Constraints of task identity on organizational commitment. *International Journal of Manpower*, 23(2), 151-165.
- Lindholm, M. (2006). Working conditions, psychosocial resources and work stress in nurses and physicians in chief managers' positions. *Journal of Nursing Management*, 14(4), 300-309.
- Lingard, H. (2003). The impact of individual and job characteristics on 'burnout' among civil engineers in Australia and the implications for employee turnover. *Construction Management & Economics*, 21(1), 69-80.
- Llorens, S., Bakker, A. B., Schaufeli, W., & Salanova, M. (2006). Testing the robustness of the job demands-resources model. *International Journal of Stress Management*, 13(3), 378-391.
- Loi, R., Hang-Yue, N., & Foley, S. (2006). Linking employees' justice perceptions to organizational commitment and intention to leave: The mediating role of perceived organizational support. *Journal of Occupational and Organizational Psychology*, 79(1), 101-120.
- Lowden, A., Akerstedt, T., & Wibom, R. (2004). Suppression of sleepiness and melatonin by bright light exposure during breaks in night work. *Journal of Sleep Research*, 13(1), 37-43.
- Luna, L. (1998). Culturally competent health care: A challenge for nurses in Saudi Arabia. *Journal of Transcultural Nursing*, 9(2), 8-14.

- Lynch, P. D., Eisenberger, R., & Armeli, S. (1999). Perceived organizational support: Inferior versus superior performance by wary employees. *Journal of Applied Psychology, 84*(4), 467-483.
- MacDonald, W. (2003). The impact of job demands and workload on stress and fatigue. *Australian Psychologist, 38*(2), 102-117.
- Mache, S., Vitzthum, K., Nienhaus, A., Klapp, B. F., & Groneberg, D. A. (2009). Physicians' working conditions and job satisfaction: Does hospital ownership in Germany make a difference? *BMC Health Services Research, 9*(1), 148-157.
- MacKenzie, S. B., Podsakoff, P. M., & Fetter, R. (1991). Organizational citizenship behavior and objective productivity as determinants of managerial evaluations of salespersons' performance. *Organizational Behavior and Human Decision Processes, 50*(1), 123-150.
- Madhi, S. T., & Barrientos, A. (2003). Saudisation and employment in Saudi Arabia. *Career Development International, 8*(2), 70-77.
- Madsen, S. R., John, C., & Miller, D. (2005). Work-family conflict and health: A study of the workplace, psychological, and behavioral correlates. *Journal of Behavioral and Applied Management, 225*-247.
- Maertz Jr, C. P., Griffeth, R. W., Campbell, N. S., & Allen, D. G. (2007). The effects of perceived organizational support and perceived supervisor support on employee turnover. *Journal of Organizational Behavior, 28*(8), 1059-1075.
- Maier, N. R. F. (1955). *Psychology in industry: A psychological approach to industrial problems*. Oxford, England: Houghton Mifflin.
- Mak, A. S., & Mueller, J. (2000). Job insecurity, coping resources and personality dispositions in occupational strain. *Work & Stress, 14*(4), 312-328.

- Marshall, N. L., & Barnett, R. C. (1992). Work-related support among women in caregiving occupations. *Journal of Community Psychology*, 20(1), 36-42.
- Marshall, N. L., Barnett, R. C., Baruch, G. K., & Pleck, J. H. (1991). More than a job: Women and stress in caregiving occupations. *Current Research on Occupations and Professions*, 6, 61-81.
- Martens, M. F. J., Nijhuis, F. J. N., Van Boxtel, M. P. J., & Knottnerus, J. A. (1999). Flexible work schedules and mental and physical health. A study of a working population with non-traditional working hours. *Journal of Organizational Behavior*, 20(1), 35-46.
- Martin, R., & Wall, T. D. (1989). Attentional demand and cost responsibility as stressors in shopfloor jobs. *Academy of Management Journal*, 32(1), 69-86.
- Maslach, C. (2003). *Burnout: The cost of caring*. USA: Ishk Book Service.
- Maslach, C., Schaufeli, W. B., & Leiter, M. P. (2001). Job burnout. *Annual Review of Psychology*, 52(1), 397-422.
- Maslow, A. H. (1943). A theory of motivation. *Psychological Review*, 50(4), 370-396.
- Masterson, S. S., Lewis, K., Goldman, B. M., & Taylor, M. S. (2000). Integrating justice and social exchange: The differing effects of fair procedures and treatment on work relationships. *Academy of Management Journal*, 43(4), 738-748.
- Mathieu, J. E., & Zajac, D. M. (1990). A review and meta-analysis of the antecedents, correlates, and consequences of organizational commitment. *Psychological Bulletin*, 108(2), 171-194.
- Matteson, M. T., Ivancevich, J. M., & Smith, S. V. (1984). Relation of type a behavior to performance and satisfaction among sales personnel. *Journal of Vocational Behavior*, 25(2), 203-214.

- McFadzean, F., & McFadzean, E. (2005). Riding the emotional roller-coaster: A framework for improving nursing morale. *Journal of Health Organization and Management*, 19(4/5), 318-339.
- McGrath, J. E. (1976). Stress and behavior in organizations. In M. D. Dunnette (Ed.), *Handbook of industrial and organizational psychology* (pp. 1351-1395). Chicago: Rand McNally.
- McGuire, D., & McLaren, L. (2009). The impact of physical environment on employee commitment in call centres: The mediating role of employee well-being. *Team Performance Management*, 15(1/2), 35-48.
- McKnight, D. H., Phillips, B., & Hardgrave, B. C. (2009). Which reduces IT turnover intention the most: Workplace characteristics or job characteristics? *Information & Management*, 46(3), 167-174.
- McLean, A. A. (1974). *Occupational stress*. Springfield, Illinois: Charles C. Thomas.
- Mebrouk, J. (2008). Perception of nursing care: Views of Saudi Arabian female nurses. *Contemporary Nurse*, 28(1-2), 149-161.
- Meglino, B. M. (1977). Stress and performance: Are they always incompatible. *Supervisory Management*, 22(3), 2-12.
- Mehta, V., & Shah, H. (2005). Characteristics of a work organization from a lean perspective. *Engineering Management Journal*, 17(2), 14-20.
- Menzel, N. N. (2007). Psychosocial factors in musculoskeletal disorders. *Critical Care Nursing Clinics of North America*, 19(2), 145-153.
- Merriam Webster Online Dictionary. (2010). *Performance*. Retrieved 22 July, 2010, from <http://www.merriam-webster.com/dictionary/performance>
- Meyers, L. S., Gamst, G., & Guarino, A. J. (2006). *Applied multivariate research: Design and interpretation*. London, United Kingdom: Sage Publications, Inc.

- Miao, R., & Kim, H. G. (2010). Perceived organizational support, job satisfaction and employee performance: An Chinese empirical study. *Journal of Service Science and Management*, 3(2), 257-264.
- Michiel, P., Looze, D. E., Zinzen, E., Caboor, D., Van Roy, P., & Clarijs, J. A. N. P. (1998). Muscle strength, task performance and low back load in nurses. *Ergonomics*, 41(8), 1095-1104.
- Mikkelsen, A., Ogaard, T., & Landsbergis, P. (2005). The effects of new dimensions of psychological job demands and job control on active learning and occupational health. *Work & Stress*, 19(2), 153-175.
- Mikkelsen, A., Ogaard, T., & Lovrich, N. (2000). Modeling the effects of organizational setting and individual coping style on employees subjective health, job satisfaction and commitment. *Public Administration Quarterly*, 24(3), 371-397.
- Miller, D. E., & Kunce, J. T. (1973). Prediction and statistical overkill revisited. *Measurement and Evaluation in Guidance*, 6(3), 157-163.
- Miller-Rosser, K., Chapman, Y., & Francis, K. (2006). Historical, cultural, and contemporary influences on the status of women in nursing in Saudi Arabia. *Online Journal of Issues in Nursing*, 11(3), 3-3.
- Millette, V., & Gagne, M. (2008). Designing volunteers' tasks to maximize motivation, satisfaction and performance: The impact of job characteristics on volunteer engagement. *Motivation and Emotion*, 32(1), 11-22.
- Mintz-Binder, R. D., & Sanders, D. L. (2012). Workload demand: A significant factor in the overall well-being of directors of associate degree nursing programs. *Teaching and Learning in Nursing*, 7(1), 10-16.

- Mitchell, J. E. (2009). *Job satisfaction and burnout among foreign-trained nurses in Saudi Arabia: A mixed-method study*. Doctoral thesis. University of Phoenix.
- MOCS. (2009). *Salary of health personnel at the ministry of health*. Retrieved August, 2010, from <http://www.mcs.gov.sa/McsImages/r106.pdf>
- MOFA. (2006). Administrative divisions of the Kingdom. Retrieved 2 August, 2010, from <http://www.mofa.gov.sa/Detail.asp?>
- MOH. (2009). *Health statistical year book*. Riyadh: Saudi Ministry of Health.
- MOH. (2010). *Health statistical year book*. Riyadh: Saudi Ministry of Health.
- Mohamed, M. S., & Anisa, H. (2013). Job engagement: Medical transcription. *SCMS Journal of Indian Management*, 10(1), 22-32.
- Mohr, G. B. (2000). The changing significance of different stressors after the announcement of bankruptcy: A longitudinal investigation with special emphasis on job insecurity. *Journal of Organizational Behavior*, 21(3), 337-359.
- Monk, T. H., & Folkard, S. (1985). Individual differences in shift work adjustment. In *Hours of Work-Temporal Factors in Work-Scheduling* (pp. 227-237). New York: Wiley.
- Monk, T. H., & Folkard, S. (1992). *Making shift work tolerable*. London: Taylor & Francis.
- Montgomery, A. J., Panagopolou, E., & Benos, A. (2006). Work-family interference as a mediator between job demands and job burnout among doctors. *Stress and Health*, 22(3), 203-212.
- Moody, R. C., & Pesut, D. J. (2006). The motivation to care: Application and extension of motivation theory to professional nursing work. *Journal of Health Organization and Management*, 20(1), 15-48.

- Moore-Ede, M. C., & Richardson, G. S. (1985). Medical implications of shift-work. *Annual Review of Medicine*, 36(1), 607-617.
- Morgeson, F. P., & Humphrey, S. E. (2006). The work design questionnaire (WDQ): Developing and validating a comprehensive measure for assessing job design and the nature of work. *Journal of Applied Psychology*, 91(6), 1321-1339.
- Mori, M., Nakashima, Y., Yamazaki, Y., & Kurita, H. (2002). Sex-role orientation, marital status and mental health in working women. *Archives of Women's Mental Health*, 5(4), 161-176.
- Morris, J. A., & Feldman, D. C. (1996). The dimensions, antecedents, and consequences of emotional labor. *Academy of Management Review*, 21(4), 986-1010.
- Morrison, E. W. (1994). Role definitions and organizational citizenship behavior: The importance of the employee's perspective. *Academy of Management Journal*, 37(6), 1543-1567.
- Morrison, R. S., Jones, L. D., & Fuller, B. (1997). The relation between leadership style and empowerment on job satisfaction of nurses. *Journal of Nursing Administration*, 27(5), 27-34.
- Motowildo, S. J., Borman, W. C., & Schmit, M. J. (1997). A theory of individual differences in task and contextual performance. *Human Performance*, 10(2), 71-83.
- Motowidlo, S. J., Packard, J. S., & Manning, M. R. (1986). Occupational stress: Its causes and consequences for job performance. *Journal of Applied Psychology*, 71(4), 618-629.

- Motowidlo, S. J., & Van Scotter, J. R. (1994). Evidence that task performance should be distinguished from contextual performance. *Journal of Applied Psychology*, 79(4), 475-480.
- Mrayyan, M. T., & Al-Faouri, I. (2008). Predictors of career commitment and job performance of Jordanian nurses. *Journal of Nursing Management*, 16(3), 246-256.
- Munz, D. C., Kohler, J. M., & Greenberg, C. I. (2001). Effectiveness of a comprehensive worksite stress management program: Combining organizational and individual interventions. *International Journal of Stress Management*, 8(1), 49-62.
- Murphy, F. C., Michael, A., Robbins, T. W., & Sahakian, B. J. (2003). Neuropsychological impairment in patients with major depressive disorder: The effects of feedback on task performance. *Psychological Medicine*, 33(3), 455-467.
- Murphy, G., Athanasou, J., & King, N. (2002). Job satisfaction and organizational citizenship behaviour: A study of Australian human-service professionals. *Journal of Managerial Psychology*, 17(4), 287-297.
- Murphy, K. R. (1989). Is the relationship between cognitive ability and job performance stable over time? *Human Performance*, 2(3), 183-200.
- Murphy, L. A. (2011). *A Macroergonomics approach examining the relationship between work-family conflict and employee safety*. Portland State University.
- Muse, L. A., Harris, S. G., & Feild, H. S. (2003). Has the inverted-U theory of stress and job performance had a fair test? *Human Performance*, 16(4), 349-364.
- Muse, L. A., & Stamper, C. L. (2007). Perceived organizational support: Evidence for a mediated association with work performance. *Journal of Managerial Issues*, 19(4), 517-535.

- Myers, R. H. (1990). *Classical and modern regression with applications* (2nd ed.). Boston: Duxbury Press.
- Nabe-Nielsen, K., Fallentin, N., Christensen, K. B., Jensen, J. N., & Diderichsen, F. (2008). Comparison of two self-reported measures of physical work demands in hospital personnel: A cross-sectional study. *BMC Musculoskeletal Disorders*, 9(1), 1-7.
- Nabirye, R. C., Brown, K. C., Pryor, E. R., & Maples, E. H. (2011). Occupational stress, job satisfaction and job performance among hospital nurses in Kampala, Uganda. *Journal of Nursing Management*, 19(6), 760-768.
- Nahrgang, J. D., Morgeson, F. P., & Hofmann, D. A. (2011). Safety at work: A meta-analytic investigation of the link between job demands, job resources, burnout, engagement, and safety outcomes. *Journal of Applied Psychology*, 96(1), 71-94.
- Naswall, K., Sverke, M., & Hellgren, J. (2005). The moderating role of personality characteristics on the relationship between job insecurity and strain. *Work & Stress: An International of Work, Health & Organizations*, 19(1), 37-49.
- Neuman, W. L. (1997). *Social research methods*. London: Allyn & Bacon.
- Nielsen, M. B., Mearns, K., Matthiesen, S. B., & Eid, J. (2011). Using the job demands-resources model to investigate risk perception, safety climate and job satisfaction in safety critical organizations. *Scandinavian Journal of Psychology*, 52(5), 465-475.
- NIOSH. (2007). *Stress at work*. Retrieved 20 May, 2010, from <http://www.cdc.gov/niosh/docs/99-101/>
- Noble, C. H. (2008). The influence of job security on field sales manager satisfaction: Exploring frontline tensions. *Journal of Personal Selling and Sales Management*, 28(3), 247-262.

- Nonis, S. A., & Wright, D. (2003). Moderating effects of achievement striving and situational optimism on the relationship between ability and performance outcomes of college students. *Research in Higher Education*, 44(3), 327-346.
- Norman, G. R., Sloan, J. A., & Wyrwich, K. W. (2003). Interpretation of changes in health-related quality of life: The remarkable universality of half a standard deviation. *Medical Care*, 41(5), 582-592.
- Norusis, M. J. (1997). *SPSS 6.1 Guide to data analysis* (1 ed.). USA, NJ: Prentice Hall Press.
- Nunnally, J. C. (1978). *Psychometric theory*. NY: McGraw-Hill Inc.
- Ohayon, M. M., Lemoine, P., Arnaud-Briant, V., & Dreyfus, M. (2002). Prevalence and consequences of sleep disorders in a shift worker population. *Journal of Psychosomatic Research*, 53(1), 577-583.
- Olofsson, B., Bengtsson, C., & Brink, E. (2003). Absence of response: A study of nurses' experience of stress in the workplace. *Journal of Nursing Management*, 11(5), 351-358.
- Olson, K. J. (2011). *Development and initial validation of a measure designed to assess conflict associated with work, family, and school roles*. Doctoral thesis. Washington State University, Washington.
- O'Neill, O. A., Vandenberg, R. J., DeJoy, D. M., & Wilson, M. G. (2009). Exploring relationships among anger, perceived organizational support, and workplace outcomes. *Journal of Occupational Health Psychology*, 14(3), 318-333.
- Organ, D. W., & Konovsky, M. (1989). Cognitive versus affective determinants of organizational citizenship behavior. *Journal of Applied Psychology*, 74(1), 157-164.

- Organ, D. W., & Lingl, A. (1995). Personality, satisfaction, and organizational citizenship behavior. *The Journal of Social Psychology, 135*(3), 339-350.
- Orpen, C. (1985). The effects of need for achievement and need for independence on the relationship between perceived job attributes and managerial satisfaction and performance. *International Journal of Psychology, 20*(1), 207-219.
- Orpen, C., & Welch, M. (1989). Stress and work attitudes among Australian nurses: An empirical study. *Psychological Studies-University of Calicut, 34*, 214-214.
- Ostry, A. S., Yassi, A., Ratner, P. A., Park, I., Tate, R., & Kidd, C. (2003). Work organization and patient care staff injuries: The impact of different care models for "alternate level of care" patients. *American Journal of Industrial Medicine, 44*(4), 392-399.
- Ovretveit, J. (1998). *Evaluating health interventions: An introduction to evaluation of health treatments, services, policies, and organizational interventions*. PA: Open University Press.
- Pal, S., & Saksvik, P. O. (2008). Work-family conflict and psychosocial work environment stressors as predictors of job stress in a cross-cultural study. *International Journal of Stress Management, 15*(1), 22-42.
- Pallant, J. (2001). *SPSS survival manual: A step by step guide to data analysis using SPSS for Windows (Version 10)*. England: Open University Press, McGraw-Hill Education.
- Pallant, J. (2007). *SPSS survival manual: A step by step guide to data analysis using SPSS for windows (version 15)* (3rd ed.). England: Open University Press, McGraw-Hill Education.

- Pallant, J. (2010). *SPSS survival manual: A step by step guide to data analysis using SPSS for windows (version 10 and 11)*. Philadelphia, PA, USA: Open University Press.
- Panatik, S. A., O'Driscoll, M. P., & Anderson, M. H. (2009). *Psychological strain as a mediator of the relationship between job design, employee work reactions and job performance*. Paper presented at the 8th industrial & organizational psychology conference, Australia, Sydney.
- Pang, S., Wong, T. K. S., Wang, C. S., Zhang, Z. J., Chan, H. Y. L., Lam, C. W. Y., et al. (2004). Towards a Chinese definition of nursing. *Journal of Advanced Nursing*, 46(6), 657-670.
- Parasuraman, S., Greenhaus, J. H., & Granrose, C. S. (1992). Role stressors, social support, and well-being among two-career couples. *Journal of Organizational Behavior*, 13(4), 339-356.
- Park, K. O., & Wilson, M. G. (2003). Psychosocial work environments and psychological strain among Korean factory workers. *Stress and Health*, 19(3), 173-179.
- Parkhouse, W., & Gall, B. (2004). Task frequency as a function of age for the powerline technician trade. *Ergonomics*, 47(6), 660-670.
- Parry-Jones, B., Grant, G., McGrath, M., Caldock, K., Ramcharan, P., & Robinson, C. A. (1998). Stress and job satisfaction among social workers, community nurses and community psychiatric nurses: Implications for the care management model. *Health & Social Care in the Community*, 6(4), 271-285.
- Payne, R. L., Jabri, M. M., & Pearson, A. W. (1988). On the importance of knowing the affective meaning of job demands. *Journal of Organizational Behavior*, 9(2), 149-158.

- Pearlin, L. I. (1993). *The social contexts of stress* (2nd ed.). New York: Free Press.
- Peeters, M. C. W., Montgomery, A. J., Bakker, A. B., & Schaufeli, W. B. (2005). Balancing work and home: How job and home demands are related to burnout. *International Journal of Stress Management*, 12(1), 43-63.
- Peng, K. Z., Wong, C. S., & Che, H. S. (2010). The missing link between emotional demands and exhaustion. *Journal of Managerial Psychology*, 25(7), 777-798.
- Penini, G., & Carmeli, A. (2010). Auditing in organizations: A theoretical concept and empirical evidence. *Systems Research and Behavioral Science*, 27(1), 37-59.
- Perrewe, P. L., & Ganster, D. C. (1989). The impact of job demands and behavioral control on experienced job stress. *Journal of Organizational Behavior*, 10(3), 213-229.
- Perry, C. M., Sheik-Nainar, M. A., Segall, N., Ma, R., & Kaber, D. B. (2008). Effects of physical workload on cognitive task performance and situation awareness. *Theoretical Issues in Ergonomics Science*, 9(2), 95-113.
- Peters, V. P. J. M., De Rijk, A. E., & Boumans, N. P. G. (2009). Nurses' satisfaction with shiftwork and associations with work, home and health characteristics: A survey in the Netherlands. *Journal of Advanced Nursing*, 65(12), 2689-2700.
- Peterson, U., Demerouti, E., Bergstrom, G., Samuelsson, M., Asberg, M., & Nygren, A. (2008). Burnout and physical and mental health among Swedish healthcare workers. *Journal of Advanced Nursing*, 62(1), 84-95.
- Pierce, J. L., Jussila, I., & Cummings, A. (2009). Psychological ownership within the job design context: Revision of the job characteristics model. *Journal of Organizational Behavior*, 30(4), 477-496.

- Pinikahana, J., & Happell, B. (2004). Stress, burnout and job satisfaction in rural psychiatric nurses: A Victorian study. *Australian Journal of Rural Health, 12*(3), 120-125.
- Pizam, A., & Neumann, Y. (1988). The effect of task characteristics on hospitality employees' job satisfaction and burnout. *Journal of Hospitality & Tourism Research, 12*(2), 99-105.
- Podsakoff, P. M., MacKenzie, S. B., Lee, J. Y., & Podsakoff, N. P. (2003). Common method biases in behavioral research: A critical review of the literature and recommended remedies. *Journal of Applied Psychology, 88*(5), 879-903.
- Poggenpoel, M., Myburgh, C. P. H., & Morare, M. N. (2011). Registered nurses' experiences of interaction with patients with mental health challenges in medical wards in Johannesburg. *Journal of Nursing Management, 19*(7), 950-958.
- Polly, L. M. (2002). *Social exchange and customer service: The relationship between perceived organizational support, leader-member exchange, and customer service behavior*. Doctoral thesis. Louisiana State University.
- Pongruengphant, R., & Tyson, P. D. (1997). *Coping strategies, stress, and job satisfaction in Thailand's hospital nurses*. Thailand: Siam Design & Management.
- Pope, D. P., Silman, A. J., Cherry, N. M., Pritchard, C., & Macfarlane, G. J. (1998). Validity of a self-completed questionnaire measuring the physical demands of work. *Scandinavian Journal of Work, Environment & Health, 24*(5), 376-385.
- Pope, D. P., Silman, A. J., Cherry, N. M., Pritchard, C., & Macfarlane, G. J. (2001). Association of occupational physical demands and psychosocial working environment with disabling shoulder pain. *Annals of the Rheumatic Diseases, 60*(9), 852-858.

- Posdakoff, P. M., & MacKenzie, S. B. (1994). Organizational citizenship behaviors and sales unit effectiveness. *Journal of Marketing Research*, 31(3), 351-363.
- Poulton, E. C. (1978). Blue collar stressors. In C. L. Cooper, & R. Payne, (Eds.), *Stress at work* (pp. 51-79). New York: Wiley.
- Pousette, A., & Jacobsson, C. (1999). Consequences of feedback environment in human service organizations. *Goteborg Psychological Reports*, 29, 1-21.
- Probst, T. M. (2002). Layoffs and tradeoffs: Production, quality, and safety demands under the threat of job loss. *Journal of Occupational Health Psychology*, 7(3), 211-220.
- Punnett, L., & Wegman, D. H. (2004). Work-related musculoskeletal disorders: The epidemiologic evidence and the debate. *Journal of Electromyography and Kinesiology*, 14(1), 13-23.
- Rodel, A., Siegrist, J., Hessel, A., & Brahler, E. (2004). Questionnaire measuring effort-reward imbalance. *Journal of Personality and Social Psychology*, 25(4), 227-238.
- Rabinowitz, S., & Stumpf, S. A. (1987). Facets of role conflict, role-specific performance, and organizational level within the academic career. *Journal of Vocational Behavior*, 30(1), 72-83.
- Rafferty, Y., Friend, R., & Landsbergis, P. A. (2001). The association between job skill discretion, decision authority and burnout. *Work & Stress*, 15(1), 73-85.
- Rauhala, A., Kivimaki, M., Fagerstrom, L., Elovainio, M., Virtanen, M., Vahtera, J., et al. (2007). What degree of work overload is likely to cause increased sickness absenteeism among nurses? Evidence from the RAFAELA patient classification system. *Journal of Advanced Nursing*, 57(3), 286-295.

- Redfern, S. J., & Norman, I. J. (1990). Measuring the quality of nursing care: A consideration of different approaches. *Journal of Advanced Nursing*, 15(11), 1260-1271.
- Redman, B. K., & Fry, S. T. (2000). Nurses' ethical conflicts: What is really known about them? *Nursing Ethics*, 7(4), 360-366.
- Rehman, M. S. (2011). Human resource practices and job performance in Pakistan, analysis of a hypothesized model. *Information Management and Business Review*, 3(2), 78-90.
- Reisel, W. D., Chia, S. L., & Maloles Iii, C. M. (2005). Job insecurity spillover to key account management: Negative effects on performance, effectiveness, adaptiveness, and esprit de corps. *Journal of Business and Psychology*, 19(4), 483-503.
- Rentsch, J. R., & Steel, R. P. (1998). Testing the durability of job characteristics as predictors of absenteeism over a six-year period. *Personnel Psychology*, 51(1), 165-190.
- Rhoades, L., & Eisenberger, R. (2002). Perceived organizational support: A review of the literature. *Journal of Applied Psychology*, 87(4), 698-714.
- Rice, G. (2004). Doing business in Saudi Arabia. *Thunderbird International Business Review*, 46(1), 59-84.
- Rich, B. L., Lepine, J. A., & Crawford, E. R. (2010). Job engagement: Antecedents and effects on job performance. *The Academy of Management Journal (AMJ)*, 53(3), 617-635.
- Richardson, K. M., & Rothstein, H. R. (2008). Effects of occupational stress management intervention programs: A meta-analysis. *Journal of Occupational Health Psychology*, 13(1), 69-93.

- Rijk, A. E., Blanc, P. M. L., Schaufeli, W. B., & Jonge, J. (1998). Active coping and need for control as moderators of the job demand-control model: Effects on burnout. *Journal of Occupational and Organizational Psychology*, 71(1), 1-18.
- Robert, G., & Hockey, J. (1997). Compensatory control in the regulation of human performance under stress and high workload: A cognitive-energetical framework. *Biological Psychology*, 45(1), 73-93.
- Robinson, P. K. (1986). Age, health and job performance. In J. E. Birren, P. K. Robinson & J. Livingston (Eds.), *Age, Health and Employment*. Englewood Cliffs, N.J.: Prentice-Hall.
- Rocha, C. M., & Chelladurai, P. (2011). Relationship between organizational support and performance of college coaches: A mediational model. *European Sport Management Quarterly*, 11(3), 301-319.
- Rodriguez-Calcano, M., & Brewer, E. W. (2005). Job stress among Hispanic professionals. *Hispanic Journal of Behavioral Sciences*, 27(4), 504-516.
- Rodriguez-Munoz, A., Sanz-Vergel, A. I., Demerouti, E., & Bakker, A. B. (2012). Reciprocal relationships between job demands, job resources, and recovery opportunities. *Journal of Personnel Psychology*, 11(2), 86-94.
- Rosa, R. R., & Colligan, M. J. (1997). *Plain language about shift work*: CSA Illumina.
- Roscoe, J. T. (1975). *Fundamental research statistics for the behavioral sciences* (2nd ed.). New York: Holt, Rinehart and Winston.
- Rose, M. (1984). Shift work how does it affect you? *The American Journal of Nursing*, 84(4), 442-447.

- Rosenblatt, Z., & Ruvio, A. (1996). A test of a multidimensional model of job insecurity: The case of Israeli teachers. *Journal of Organizational Behavior*, 17(1), 587-605.
- Roskies, E., & Louis-Guerin, C. (1990). Job insecurity in managers: Antecedents and consequences. *Journal of Organizational Behavior*, 11(5), 345-359.
- Roskies, E., Louis-Guerin, C., & Fournier, C. (1993). Coping with job insecurity: How does personality make a difference? *Journal of Organizational Behavior*, 14(7), 617-630.
- Rothmann, S., & Joubert, J. H. M. (2007). Job demands, job resources, burnout and work engagement of managers at a platinum mine in the North West Province. *South African Journal of Business Management*, 38(3), 49-61.
- Rotundo, M., & Sackett, P. R. (2002). The relative importance of task, citizenship, and counterproductive performance to global ratings of job performance: A policy-capturing approach. *Journal of Applied Psychology*, 87(1), 66-80.
- Rousseau, D. M. (1977). Technological differences in job characteristics, employee satisfaction, and motivation: A synthesis of job design research and sociotechnical systems theory. *Organizational Behavior and Human Performance*, 19(1), 18-42.
- Ruggiero, J. S., & Pezzino, J. M. (2006). Nurses' perceptions of the advantages and disadvantages of their shift and work schedules. *Journal of Nursing Administration*, 36(10), 450-453.
- Rugulies, R., Aust, B., & Pejtersen, J. H. (2010). Do psychosocial work environment factors measured with scales from the Copenhagen psychosocial questionnaire predict register-based sickness absence of 3 weeks or more in Denmark? *Scandinavian Journal of Public Health*, 38(3 suppl), 42-50.

- Russell, C. J., Settoon, R. P., McGrath, R. N., Blanton, A. E., Kidwell, R. E., Lohrke, F. T., et al. (1994). Investigator characteristics as moderators of personnel selection research: A meta-analysis. *Journal of Applied Psychology*, 79(2), 163-170.
- Russell, D. W., Altmaier, E., & Van Velzen, D. (1987). Job-related stress, social support, and burnout among classroom teachers. *Journal of Applied Psychology*, 72(2), 269-274.
- Sackett, P. R., Zedeck, S., & Fogli, L. (1988). Relations between measures of typical and maximum job performance. *Journal of Applied Psychology*, 73(3), 482-486.
- Sadi, M. A., & Al-Buraey, M. A. (2009). A framework of the implementation process: The case of Saudization. *International Management Review*, 5(1), 70-84.
- Sagie, A., & Krausz, M. (2003). What aspects of the job have most effect on nurses? *Human Resource Management Journal*, 13(1), 46-62.
- Saks, A. M. (2006). Antecedents and consequences of employee engagement. *Journal of Managerial Psychology*, 21(7), 600-619.
- Salami, A., Ojokuku, R., & Ilesanmi, O. (2010). Impact of job stress on managers' performance. *European Journal of Scientific Research*, 45(2), 249-260.
- Salleh, A. L., Abu Bakar, A., & Keong, W. K. (2008). How detrimental is job stress?: A case study of executives in the Malaysian furniture industry. *International Review of Business Research Papers*, 4(5), 64-73.
- Saudi Human Rights Commission. (2008). *Human rights - fact and practice* (No. 30). Riyadh.
- SCFHS. (2009). *Professional classification manual for health practitioners* (5th ed.). Riyadh, Saudi Arabia: Saudi Commission for Health Specialties.
- SCFHS. (2010). *About us*. Retrieved 14 January, 2010, from <http://scfhs.org.sa/>

- Schaefer, J. A., & Moos, R. H. (1993). Work stressors in health care: Context and outcomes. *Journal of Community & Applied Social Psychology*, 3(4), 235-242.
- Schaubroeck, J., Ganster, D. C., & Kemmerer, B. E. (1994). Job complexity, "type A" behavior, and cardiovascular disorder: A prospective study. *Academy of Management Journal*, 37(2), 426-439.
- Schaufeli, W., & Enzmann, D. (1998). *The burnout companion to study and practice: A critical analysis*. London: Taylor & Francis.
- Schaufeli, W. B., & Bakker, A. B. (2004). Job demands, job resources, and their relationship with burnout and engagement: A multi-sample study. *Journal of Organizational Behavior*, 25(3), 293-315.
- Schaufeli, W. B., Bakker, A. B., & Van Rhenen, W. (2009). How changes in job demands and resources predict burnout, work engagement, and sickness absenteeism. *Journal of Organizational Behavior*, 30(7), 893-917.
- Schaufeli, W. B., Keijsers, G. J., & Reis Miranda, D. R. (1995). Burnout, technology use, and ICU-performance. In S. L. Sauter, & L. R. Murphy, (Eds.), *Organizational risk factors for job stress* (pp. 259-271). US, Washington, DC: American Psychological Association.
- Schaufeli, W. B., Leiter, M. P., & Maslach, C. (2009). Burnout: 35 years of research and practice. *Career Development International*, 14(3), 204-220.
- Schmidt, F. L., & Hunter, J. E. (1998). The validity and utility of selection methods in personnel psychology: Practical and theoretical implications of 85 years of research findings. *Psychological Bulletin*, 124(2), 262-274.
- Schonberger, R. J. (1982). *Japanese manufacturing techniques: Nine hidden lessons in simplicity*. New York: Collier Macmillan.

- Schuler, R. S. (1975). Sex, organizational level, and outcome importance: Where the differences are. *Personnel Psychology*, 28(3), 365-375.
- Schwarzer, R., & Hallum, S. (2008). Perceived teacher self-efficacy as a predictor of job stress and burnout: Mediation analyses. *Applied Psychology*, 57(1), 152-171.
- Schwerha, D. J., & McMullin, D. L. (2002). Prioritizing ergonomic research in aging for the 21st century American workforce. *Experimental Aging Research*, 28(1), 99-110.
- Schwirian, P. M. (1978). Evaluating the performance of nurses: A multidimensional approach. *Nursing Research*, 27(6), 347-351.
- Scott, W. E. (1966). Activation theory and task design. *Organizational Behavior and Human Performance*, 1(1), 3-30.
- Searle, B. J., Bright, J. E. H., & Bochner, S. (1999). Testing the 3-factor model of occupational stress: The impact of demands, control and social support on a mail sorting task. *Work & Stress*, 13(3), 268-279.
- Sekaran, U. (2003). *Research methods for business: A skill building approach* (4th ed.). New York: John Wiley & Sons.
- Selye, H. (1976). *The stress of life*. New York, NY, US: McGraw-Hill.
- Selye, H. (1977). Stress without distress. *School Guidance Worker*, 32(5), 5-13.
- Sethi, V., King, R. C., & Quick, J. C. (2004). What causes stress in information system professionals? *Communications of the ACM*, 47(3), 99-102.
- Settoon, R. P., Bennett, N., & Liden, R. C. (1996). Social exchange in organizations: Perceived organizational support, leader-member exchange, and employee reciprocity. *Journal of Applied Psychology*, 81(3), 219-227.
- Seyle, H. (1975). *Stress without distress*. New York: McGraw-Hill.

- Shaffer, M. A., Harrison, D. A., & Gilley, K. M. (1999). Dimensions, determinants, and differences in the expatriate adjustment process. *Journal of International Business Studies*, 30(3), 557-581.
- Shamian, J., O'Brien-Pallas, L., Thomson, D., Alksnis, C., & Kerr, M. S. (2003). Nurse absenteeism, stress and workplace injury: What are the contributing factors and what can/should be done about it? *International Journal of Sociology and Social Policy*, 23(8/9), 81-103.
- Sharkey, K. M., Fogg, L. F., & Eastman, C. I. (2001). Effects of melatonin administration on daytime sleep after simulated night shift work. *Journal of Sleep Research*, 10(3), 181-192.
- Sharma, D., Gassenheimer, J. B., & Alford, B. L. (2010). Internet channel and cannibalization: An empirical assessment of sales agents' perspective. *Journal of Personal Selling and Sales Management*, 30(3), 209-222.
- Shen, H. C., Cheng, Y., Tsai, P. J., Lee, S. S., & Guo, Y. L. (2005). Occupational stress in nurses in psychiatric institutions in Taiwan. *Journal of Occupational Health*, 47(3), 218-225.
- Shen, J., Botly, L. C. P., Chung, S. A., Gibbs, A. L., Sabanadzovic, S., & Shapiro, C. M. (2006). Fatigue and shift work. *Journal of Sleep Research*, 15(1), 1-5.
- Shephard, R. J. (1969). The working capacity of the older employee. *Archives of Environmental Health*, 18(6), 982.
- Sherehiy, B., Karwowski, W., & Marek, T. (2004). Relationship between risk factors and musculoskeletal disorders in the nursing profession: A systematic review. *Occupational Ergonomics*, 4(4), 241-279.

- Shore, L. M., & Wayne, S. J. (1993). Commitment and employee behavior: Comparison of affective commitment and continuance commitment with perceived organizational support. *Journal of Applied Psychology, 78*(5), 774-780.
- Shostak, A. B. (1980). *Blue-collar stress*. Reading Mass: Addison-Wesley Pub. Co.
- Shurique, M., While, A., & Fitzpatrick, J. (2008). Nursing work in Jordan: An example of nursing work in the Middle East. *Journal of Clinical Nursing, 17*(8), 999-1010.
- Siegrist, J., Wege, N., Puhlhofer, F., & Wahrendorf, M. (2009). A short generic measure of work stress in the era of globalization: effort-reward imbalance. *International Archives of Occupational and Environmental Health, 82*(8), 1005-1013.
- Simpson, E., Butler, M., Al-Somali, S., & Courtney, M. (2006). Guiding the transition of nursing practise from an inpatient to a community-care setting: A Saudi Arabian experience. *Nursing & Health Sciences, 8*(2), 120-124.
- Sims Jr, H. P., Szilagyi, A. D., & Keller, R. T. (1976). The measurement of job characteristics. *Academy of Management Journal, 19*(2), 195-212.
- Sims, R. L., & Keon, T. L. (1997). Ethical work climate as a factor in the development of person-organization fit. *Journal of Business Ethics, 16*(11), 1095-1105.
- Singh, A. K., & Singh, A. P. (2010). Role of stress and organizational support in predicting organizational citizenship behavior. *The IUP Journal of Organizational Behavior, IX*(4), 7-25.
- Siu, O. (2003). Job stress and job performance among employees in Hong Kong: The role of Chinese work values and organizational commitment. *International Journal of Psychology, 38*(6), 337-347.

- Skipper Jr, J. K., Jung, F. D., & Coffey, L. C. (1990). Nurses and shift work: Effects on physical health and mental depression. *Journal of Advanced Nursing*, 15(7), 835-842.
- Smith, L., Folkard, S., Tucker, P., & Macdonald, I. (1998). Work shift duration: A review comparing eight hour and 12 hour shift systems. *Occupational and Environmental Medicine*, 55(4), 217-229.
- Smith, P. M., & Mustard, C. A. (2004). Examining the associations between physical work demands and work injury rates between men and women in Ontario, 1990-2000. *Occupational and Environmental Medicine*, 61(9), 750-756.
- Smith, S. S., Kilby, S., Jorgensen, G., & Douglas, J. A. (2007). Napping and nightshift work: Effects of a short nap on psychomotor vigilance and subjective sleepiness in health workers. *Sleep and Biological Rhythms*, 5(2), 117-125.
- Snelgrove, S. R. (1998). Occupational stress and job satisfaction: A comparative study of health visitors, district nurses and community psychiatric nurses. *Journal of Nursing Management*, 6(2), 97-104.
- Sonnentag, S., & Frese, M. (2002). Performance concepts and performance theory. In S. Sonnentag (Ed.), *Psychological management of individual performance* (pp. 3-25). New York, USA: John Wiley & Sons, Inc.
- Sonnentag, S., & Niessen, C. (2008). Staying vigorous until work is over: The role of trait vigour, day-specific work experiences and recovery. *Journal of Occupational and Organizational Psychology*, 81(3), 435-458.
- Spector, P. E. (2006). Method variance in organizational research. *Organizational Research Methods*, 9(2), 221-232.

- Spector, P. E., & Jex, S. M. (1991). Relations of job characteristics from multiple data sources with employee affect, absence, turnover intentions, and health. *Journal of Applied Psychology*, 76(1), 46-53.
- Sperlich, S., Arnhold-Kerri, S., Engelke, S., Noeres, D., Collatz, J., & Geyer, S. (2009). Development of a questionnaire for measuring effort-reward imbalance in household and family work. *Psychother Psychosom Med Psychol*, 59(5), 177-185.
- Stamper, C. L., & Johlke, M. C. (2003). The impact of perceived organizational support on the relationship between boundary spanner role stress and work outcomes. *Journal of Management*, 29(4), 569-588.
- Staufenbiel, T., & Konig, C. J. (2010). A model for the effects of job insecurity on performance, turnover intention, and absenteeism. *Journal of Occupational and Organizational Psychology*, 83(1), 101-117.
- Stewart, W., & Barling, J. (1996). Fathers' work experiences effect children's behaviors via job-related affect and parenting behaviors. *Journal of Organizational Behavior*, 17(3), 221-232.
- Sudman, S., & Bradburn, N. M. (1982). *Asking questions: A practical guide to questionnaire design* (1 ed.). San Francisco: Jossey-Bass Publishers.
- Suleiman, W. (2002, May). Local market need of nurses over 90 000 nurses. *Health Forum*, 31, 36-37.
- Sun, L. Y., & Pan, W. (2008). HR practices perceptions, emotional exhaustion, and work outcomes: A conservation-of-resources theory in the Chinese context. *Human Resource Development Quarterly*, 19(1), 55-74.
- Sveinsdottir, H., Biering, P., & Ramel, A. (2006). Occupational stress, job satisfaction, and working environment among Icelandic nurses: A cross-sectional questionnaire survey. *International Journal of Nursing Studies*, 43(7), 875-889.

- Sverke, M., & Hellgren, J. (2002). The nature of job insecurity: Understanding employment uncertainty on the brink of a new millennium. *Applied Psychology*, 51(1), 23-42.
- Tabachnick, B. G., & Fidell, L. S. (2007). *Using multivariate statistics* (5th ed.). Boston: Pearson Education.
- Taber, T. D., & Taylor, E. (1990). A review and evaluation of the psychometric properties of the job diagnostic survey. *Personnel Psychology*, 43(3), 467-500.
- Takeuchi, R., Wang, M., Marinova, S. V., & Yao, X. (2009). Role of domain-specific facets of perceived organizational support during expatriation and implications for performance. *Organization Science*, 20(3), 621-634.
- Tan, C. C. (1991). Occupational health problems among nurses. *Scandinavian journal of work, environment & health*, 17(4), 221-230.
- Taris, T. W., & Schreurs, P. J. G. (2009). Explaining worker strain and learning: How important are emotional job demands? *Anxiety, Stress & Coping*, 22(3), 245-262.
- Taris, T. W., Schreurs, P. J. G., Eikmans, K. J. L., & Van Riet, P. (2008). Work Characteristics, well-being and organizational performance: A test of the happy-productive worker hypothesis at the organizational level. *Behavior and Organization*, 21(1), 3-18.
- Taris, T. W., Schreurs, P. J. G., & Schaufeli, W. B. (1999). Construct validity of the Maslach burnout inventory-general survey: A two-sample examination of its factor structure and correlates. *Work & Stress*, 13(3), 223-237.
- Teas, R. K. (1983). Supervisory behavior, role stress, and the job satisfaction of industrial salespeople. *Journal of Marketing Research*, 20(1), 84-91.

- Terborg, J. R. (1977). Validation and extension of an individual differences model of work performance. *Organizational Behavior and Human Performance*, 18(1), 188-216.
- Tholdy Doncevic, S., Romelsjo, A., & Theorell, T. (1998). Comparison of stress, job satisfaction, perception of control, and health among district nurses in Stockholm and Prewar Zagreb. *Scandinavian Journal of Public Health*, 26(2), 106-114.
- Tilley, A. J., Wilkinson, R. T., Warren, P. S. G., Watson, B., & Drud, M. (1982). The sleep and performance of shift workers. *Human Factors: The Journal of the Human Factors and Ergonomics Society*, 24(6), 629-641.
- Tooren, M., & Jonge, J. (2010). The role of matching job resources in different demanding situations at work: A vignette study. *Journal of Occupational and Organizational Psychology*, 83(1), 39-54.
- Tourangeau, A., Cranley, L., Laschinger, H. K. S., & Pachis, J. (2010). Relationships among leadership practices, work environments, staff communication and outcomes in long-term care. *Journal of Nursing Management*, 18(8), 1060-1072.
- Tourigny, L., Baba, V. V., & Wang, X. (2010). Stress episode in aviation: The case of China. *Cross Cultural Management: An International Journal*, 17(1), 62-78.
- Treadway, D. C., Ferris, G. R., Hochwarter, W., Perrewe, P., Witt, L. A., & Goodman, J. M. (2005). The role of age in the perceptions of politics-job performance relationship: A three-study constructive replication. *Journal of Applied Psychology*, 90(5), 872-881.
- Trinkoff, A. M., Johantgen, M., Storr, C. L., Han, K., Liang, Y., Gurses, A. P., et al. (2010). A comparison of working conditions among nurses in magnet and non-magnet hospitals. *Journal of Nursing Administration*, 40(7/8), 309-315.

- Trinkoff, A. M., Lipscomb, J. A., Geiger-Brown, J., Storr, C. L., & Brady, B. A. (2003). Perceived physical demands and reported musculoskeletal problems in registered nurses. *American Journal of Preventive Medicine*, 24(3), 270-275.
- Trinkoff, A. M., Storr, C. L., & Lipscomb, J. A. (2001). Physically demanding work and inadequate sleep, pain medication use, and absenteeism in registered nurses. *Journal of Occupational and Environmental Medicine*, 43(4), 355-363.
- Trochim, W. M. K. (2006). Research methods knowledge base. Retrieved 20 July, 2010, from <http://www.socialresearchmethods.net/kb/statdesc.php>
- Tse, J. L. M., Flin, R., & Mearns, K. (2007). Facets of job effort in bus driver health: Deconstructing "effort" in the effort-reward imbalance model. *Journal of Occupational Health Psychology*, 12(1), 48-62.
- Tsui, A. S., Ashford, S. J., St. Clair, L., & Xin, K. R. (1995). Dealing with discrepant expectations: Response strategies and managerial effectiveness. *Academy of Management Journal*, 38(6), 1515-1543.
- Tsui, A. S., & Farh, J. L. L. (1997). Where guanxi matters: Relational demography and guanxi in the Chinese context. *Work and Occupations*, 24(1), 56-79.
- Tsutsumi, A., Iwata, N., Wakita, T., Kumagai, R., Noguchi, H., & Kawakami, N. (2008). Improving the measurement accuracy of the effort-reward imbalance scales. *International Journal of Behavioral Medicine*, 15(2), 109-119.
- Tsutsumi, A., Umehara, K., Ono, H., & Kawakami, N. (2007). Types of psychosocial job demands and adverse events due to dental mismanagement: A cross sectional study. *BMC Oral Health*, 7(1), 1-6.
- Tucker, P., Smith, L., Macdonald, I., & Folkard, S. (1999). Distribution of rest days in 12 hour shift systems: Impacts on health, wellbeing, and on shift alertness. *Occupational and Environmental Medicine*, 56(3), 206-214.

- Tumulty, G. (2001). Professional development of nursing in Saudi Arabia. *Journal of Nursing Scholarship*, 33(3), 285-290.
- Tuomi, K., Vanhala, S., Nykyri, E., & Janhonen, M. (2004). Organizational practices, work demands and the well-being of employees: A follow-up study in the metal industry and retail trade. *Occupational Medicine*, 54(2), 115-121.
- Tustin, N. (2010). The cost of shift work on employee health and performance: Can organizations afford to ignore the consequences? *India Review*, 9(4), 425-449.
- Tuten, T. L., & Neidermeyer, P. E. (2004). Performance, satisfaction and turnover in call centers: The effects of stress and optimism. *Journal of Business Research*, 57(1), 26-34.
- Tyler, P., & Cushway, D. (1992). Stress, coping and mental well-being in hospital nurses. *Stress Medicine*, 8(2), 91-98.
- Tyler, P., & Cushway, D. (1995). Stress in nurses: The effects of coping and social support. *Stress Medicine*, 11(1), 243-251.
- Tyson, P. D., & Pongruengphant, R. (2004). Five-year follow-up study of stress among nurses in public and private hospitals in Thailand. *International Journal of Nursing Studies*, 41(3), 247-254.
- Tzeng, H. M. (2004). Nurses' self-assessment of their nursing competencies, job demands and job performance in the Taiwan hospital system. *International Journal of Nursing Studies*, 41(5), 487-496.
- Umstot, D. D. (1988). *Understanding organizational behavior* (2nd ed.). St. Paul: West Publishing Company.
- Vagg, P. R., & Spielberger, C. D. (1998). Occupational stress: Measuring job pressure and organizational support in the workplace. *Journal of Occupational Health Psychology*, 3(4), 294-305.

- Van den berg, P. T., & Feij, J. A. (2003). Complex relationships among personality traits, job characteristics, and work behaviors. *International Journal of Selection and Assessment*, 11(4), 326-339.
- Van den Broeck, A., Vansteenkiste, M., De Witte, H., & Lens, W. (2008). Explaining the relationships between job characteristics, burnout, and engagement: The role of basic psychological need satisfaction. *Work & Stress*, 22(3), 277-294.
- Van Den Tooren, M., & De Jonge, J. (2008). Managing job stress in nursing: What kind of resources do we need? *Journal of Advanced Nursing*, 63(1), 75-84.
- van der Heijden, B. I. J. M., Demerouti, E., Bakker, A. B., & Hasselhorn, H. (2008). Work-home interference among nurses: Reciprocal relationships with job demands and health. *Journal of Advanced Nursing*, 62(5), 572-584.
- Van Dyne, L., Jehn, K. A., & Cummings, A. (2002). Differential effects of strain on two forms of work performance: Individual employee sales and creativity. *Journal of Organizational Behavior*, 23(1), 57-74.
- van Emmerik, I. J. H., Bakker, A. B., & Euwema, M. C. (2009). Explaining employees' evaluations of organizational change with the job-demands resources model. *Career Development International*, 14(6), 594-613.
- van Emmerik, I. J. H., & Peeters, M. C. W. (2009). Crossover specificity of team-level work-family conflict to individual-level work-family conflict. *Journal of Managerial Psychology*, 24(3), 254-268.
- van Hooff, M. L. M., Geurts, S. A. E., Kompier, M. A. J., & Taris, T. W. (2007). Workdays, in-between workdays and the weekend: A diary study on effort and recovery. *International Archives of Occupational and Environmental Health*, 80(7), 599-613.

- Van Yperen, N. W., & Hagedoorn, M. (2003). Do high job demands increase intrinsic motivation or fatigue or both? The role of job control and job social support. *The Academy of Management Journal*, 46(3), 339-348.
- Vanroelen, C., Louckx, F., Moors, G., & Levecque, K. (2010). The clustering of health-related occupational stressors among contemporary wage-earners. *European Journal of Work and Organizational Psychology*, 19(6), 654-674.
- Vassar, L. (2011). *An analysis of educator resiliency within a rural public secondary setting*. Doctoral thesis. Trevecca Nazarene University.
- Vegchel, N., Jonge, J., Soderfeldt, M., Dormann, C., & Schaufeli, W. (2004). Quantitative versus emotional demands among Swedish human service employees: Moderating effects of job control and social support. *International Journal of Stress Management*, 11(1), 21-40.
- Vieira, E. R. (2007). Why do nurses have a high incidence of low back disorders, and what can be done to reduce their risk? *Bariatric Nursing and Surgical Patient Care*, 2(2), 141-148.
- Viswesvaran, C., Sanchez, J. I., & Fisher, J. (1999). The role of social support in the process of work stress: A meta-analysis. *Journal of Vocational Behavior*, 54(2), 314-334.
- Voydanoff, P. (2004). Implications of work and community demands and resources for work-to-family conflict and facilitation. *Journal of Occupational Health Psychology*, 9(4), 275-285.
- Vroom, V. H. (1964). *Work and motivation*. New York: Wiley.
- Walker, J. (1985). Social problems of shiftwork. In S. Folkard & T. H. Monk (Eds.), *Hours of work. Temporal factors in work-scheduling* (pp. 211-225). Chichester: John Wiley & Sons.

- Wall, T. D., Michie, J., Patterson, M., Wood, S. J., Sheehan, M., Clegg, C. W., et al. (2004). On the validity of subjective measures of company performance. *Personnel Psychology*, 57(1), 95-118.
- Wandelt, M. A., & Phaneuf, M. C. (1972). Three instruments for measuring the quality of nursing care. *Hospital Topics*, 50(8), 20-29.
- Wang, K., & Shu, Q. (2008). *The moderating impact of perceived organizational support on the relationship between technostress and role stress*. Paper presented at the Database and expert systems application, 2008. DEXA '08. 19th international workshop.
- Wang, M. L. (2009). Does organizational support promote citizenship in service settings? The moderating role of service climate. *The Journal of Social Psychology*, 149(6), 648-676.
- Warr, P. (1994). Age and job performance. In J. Snel & R. Cremer (Eds.), *Work and aging: A European Perspective* (pp. 309-322). London: Taylor and Francis.
- Watson, D., & Clark, L. A. (1984). Negative affectivity: The disposition to experience aversive emotional states. *Psychological Bulletin*, 96(3), 465-490.
- Way, M., & MacNeil, M. (2006). Organizational characteristics and their effect on health. *Nursing Economic*, 24(2), 67-76.
- Wayne, S. J., Shore, L. M., Bommer, W. H., & Tetrick, L. E. (2002). The role of fair treatment and rewards in perceptions of organizational support and leader-member exchange. *Journal of Applied Psychology*, 87(3), 590-598.
- Wayne, S. J., Shore, L. M., & Liden, R. C. (1997). Perceived organizational support and leader-member exchange: A social exchange perspective. *The Academy of Management Journal*, 40(1), 82-111.

- Webster, J. R., & Adams, G. A. (2010). Organizational support and contract fulfillment as moderators of the relationship between preferred work status and performance. *Journal of Business and Psychology*, 25(1), 131-138.
- Weinberg, A., & Creed, F. (2000). Stress and psychiatric disorder in healthcare professionals and hospital staff. *The Lancet*, 355(9203), 533-537.
- Welker-Hood, K. (2006). Does workplace stress lead to accident or error?: Many nurses feel the pressure. *AJN The American Journal of Nursing*, 106(9), 104-105.
- Wennerberg, R. W. (2011). *A systemic perspective of stress in emergency medical personnel, emergency medical technicians and firefighters*. Doctoral thesis. Pepperdine University.
- Westman, M., & Eden, D. (1991). Implicit stress theory: The spurious effects of stress on performance ratings. *Journal of Social Behavior & Personality*, 6(7), 127-140.
- Westman, M., & Eden, D. (1996). The inverted-U relationship between stress and performance: A field study. *Work & Stress*, 10(2), 165-173.
- Wheeler, H., & Riding, R. (1994). Occupational stress in general nurses and midwives. *British Journal of Nursing (Mark Allen Publishing)*, 3(10), 527-534.
- WHO. (2006). *The world health report 2006: Working together for health*. Geneva: World Health Organization.
- Wiley, C. (1997). What motivates employees according to over 40 years of motivation surveys. *International Journal of Manpower*, 18(3), 263-280.
- Wilk, S. L., & Moynihan, L. M. (2005). Display rule" regulators": The relationship between supervisors and worker emotional exhaustion. *Journal of Applied Psychology*, 90(5), 917-927.

- Wilkes, L., Beale, B., Hall, E., Rees, E., Watts, B., & Denne, C. (1998). Community nurses' descriptions of stress when caring in the home. *International Journal of Palliative Nursing*, 4, 14-20.
- Wilkins, K., & Beaudet, M. P. (1998). Work stress and health. *Health Reports*, 10(3), 47-62.
- Williams, B. (2010). *Stimulate employee job performance with motivational feedback*. Retrieved 10 May, 2010, from https://www.hrtools.com/insights/bev_williams/stimulate_employee_job_performance_with_motivational_feedback.aspx
- Williams, L. J., & Anderson, S. E. (1991). Job satisfaction and organizational commitment as predictors of organizational citizenship and in-role behaviors. *Journal of Management*, 17(3), 601-617.
- Williams, S., Dale, J., Glucksman, E., & Wellesley, A. (1997). Senior house officers' work related stressors, psychological distress, and confidence in performing clinical tasks in accident and emergency: A questionnaire study. *British Medical Journal*, 314, 713-718.
- Williams, S., Michie, S., & Pattani, S. (1998). *Improving the health of the NHS workforce: Report of the partnership on the health of the NHS workforce*. London: Nuffield Trust.
- Witt, L. A., & Carlson, D. S. (2006). The work-family interface and job performance: Moderating effects of conscientiousness and perceived organizational support. *Journal of Occupational Health Psychology*, 11(4), 343-357.
- Witt, L. A., Kacmar, K. M., Carlson, D. S., & Zivnuska, S. (2002). Interactive effects of personality and organizational politics on contextual performance. *Journal of Organizational Behavior*, 23(8), 911-926.

- Witt, L. A., & Spitzmuller, C. (2007). Person-situation predictors of maximum and typical performance. *Human Performance*, 20(3), 305-315.
- Wolfe, F., & Hawley, D. J. (1998). The long term outcomes of rheumatoid arthritis: Work disability: a prospective 18 year study of 823 patients. *The Journal of Rheumatology*, 25(11), 2108- 2117.
- Wong, Y. T., Ngo, H. Y., & Wong, C. S. (2002). Affective organizational commitment of workers in Chinese joint ventures. *Journal of Managerial Psychology*, 17(7), 580-598.
- Woods, R. C. (1993). Managing to meet employee expectations: Quality improvement tools narrow the gap between employee expectation and company resources. *Human Resource Planning*, 16(4), 13-29.
- Wright Jr, K. P., Hull, J. T., & Czeisler, C. A. (2002). Relationship between alertness, performance, and body temperature in humans. *American Journal of Physiology-Regulatory, Integrative and Comparative Physiology*, 283(6), 1370-1377.
- Wright, T. A., & Hobfoll, S. E. (2004). Commitment, psychological well-being and job performance: An examination of conservation of resources (COR) theory and job burnout. *Journal of Business and Management*, 9(4), 389-406.
- Wu, H., Chi, T. S., Chen, L., Wang, L., & Jin, Y. P. (2010). Occupational stress among hospital nurses: Cross-sectional survey. *Journal of Advanced Nursing*, 66(3), 627-634.
- Wu, S., Zhu, W., Wang, Z., Wang, M., & Lan, Y. (2007). Relationship between burnout and occupational stress among nurses in China. *Journal of Advanced Nursing*, 59(3), 233-239.

- Wu, Y. C. (2011). Job stress and job performance among employees in the Taiwanese finance sector: The role of emotional intelligence. *Social Behavior and Personality: An International Journal*, 39(1), 21-31.
- Xanthopoulou, D., Baker, A. B., Heuven, E., Demerouti, E., & Schaufeli, W. B. (2008). Working in the sky: A diary study on work engagement among flight attendants. *Journal of Occupational Health Psychology*, 13(4), 345-356.
- Xanthopoulou, D., Bakker, A. B., Demerouti, E., & Schaufeli, W. B. (2007). The role of personal resources in the job demands-resources model. *International Journal of Stress Management*, 14(2), 121-141.
- Xie, J. L. (1996). Karasek's model in the People's Republic of China: Effects of job demands, control, and individual differences. *Academy of Management Journal*, 39(6), 1594-1618.
- Xie, J. L., & Johns, G. (1995). Job scope and stress: Can job scope be too high? *Academy of Management Journal*, 38(5), 1288-1309.
- Xu, Y., Bach, E., & Orhede, E. (1997). Work environment and low back pain: The influence of occupational activities. *Occupational and Environmental Medicine*, 54(10), 741-745.
- Yahaya, N., Yahaya, A., Tamyas, F. F., Ismail, J., & Jaalam, S. (2010). The effect of various modes of occupational stress, job satisfaction, intention to leave and absenteeism companies commission of Malaysia. *Australian Journal of Basic and Applied Sciences*, 4(7), 1676-1684.
- Yassi, A., Cooper, J., & Tate, R. (2000). Early intervention for back-injured nurses at a large hospital. *Spine*, 25(19), 2549-2549.

- Yassi, A., Cooper, J. E., Tate, R. B., Gerlach, S., Muir, M., Trottier, J., et al. (2001). A randomized controlled trial to prevent patient lift and transfer injuries of health care workers. *Spine*, 26(16), 1739-1746.
- Yassi, A., Khokhar, J., Tate, R., Cooper, J., Snow, C., & Vallentyne, S. (1995). The epidemiology of back injuries in nurses at a large Canadian tertiary care hospital: Implications for prevention. *Occupational Medicine*, 45(4), 215-220.
- Yerkes, R. M., & Dodson, J. D. (1908). The relation of strength of stimulus to rapidity of habit-formation. *Journal of Comparative Neurology and Psychology*, 18(5), 459-482.
- Yousef, D. A. (1998). Satisfaction with job security as a predictor of organizational commitment and job performance in a multicultural environment. *International Journal of Manpower*, 19(3), 184-194.
- Yousef, D. A. (2000). Organizational commitment: A mediator of the relationships of leadership behavior with job satisfaction and performance in a non-western country. *Journal of Managerial Psychology*, 15(1), 6-24.
- Zeytinoglu, I. U., Denton, M., Davies, S., Baumann, A., Blythe, J., & Boos, L. (2007). Associations between work intensification, stress and job satisfaction: The case of nurses in Ontario. *Relations Industrielles*, 62(2), 201-225.
- Zeytinoglu, I. U., Denton, M., & Plenderleith, J. M. (2011). Flexible employment and nurses' intention to leave the profession: The role of support at work. *Health Policy*, 99(2), 149-157.
- Zhou, M., Li, J., Zhang, H., Qiu, K., & Yang, J. (2010). A Study on influential factors of job burnout in Kunming enterprise employees. *Journal of Environmental & Occupational Medicine*, 9, 1-4.

Zikmund, W. G. (2003). *Business research methods* (7th ed.). USA, Ohio: Thomson South-Western.

Zikmund, W. G., Babin, B. J., Carr, J. C., & Griffin, M. (2010). *Business research methods* (8th ed.). Canada: South-Western, Cengage Learning.