

Bibliografia articolo “Il fenomeno del burnout e work engagement, cause ed effetti sul benessere nei Sacerdoti”

- Abraham, R. (2000). Organizational cynicism: Bases and consequences. *Genetic, Social and General Psychology Monographs*, 126, 269-292.
- Adams, J. G. & Walls, R. M. (2020). Supporting the health care workforce during the COVID-19 global epidemic. *JAMA*, 323(15), 1439.
- Ahola, K. (2007). *Occupational Burnout and Health*. Helsinki, Finnish Institute of Occupational Health.
- Alarcon, G., Eschleman, K. J. & Bowling, N. A. (2009). Relationships between personality variables and burnout: a meta-analysis. *Work Stress*, 23, 244-63.
- Alarcon, G. (2011). A meta-analysis of burnout with job demands, resources, and attitudes. *Journal of Vocational Behaviour*, 79, 549-62.
- Albendin, L., Gomez, J. L., Canadas-De la Fuente, G. A., Canadas, G. R., San Luis, C. & Aguayo, R. (2016). Bayesian prevalence and burnout levels in emergency nurses. A systematic review. *Revista Latinoamericana de Psicologia*, 48, 137-145.
- Albrecht, S. L. (2010). *Handbook of Employee Engagement: Perspectives, Issues, Research and Practice*. Glos, UK: Elgar
- Armon, G, Melamed, S., Shirom, A. & Shapira, I. (2010). Elevated burnout predicts the onset of musculoskeletal pain among apparently healthy employees. *Journal of Occupational Health Psychology*, 15, 399-408.
- Ashford, S. J., Blatt, R. & VandeWalle, D. (2003). Reflections on the looking glass: A review of research on feedback-seeking behavior in organizations. *Journal of Management*, 29, 773-799.
- Avallone, F. & Paplomatas, A. (2005). *Salute organizzativa. Psicologia del benessere nei contesti lavorativi*. Milano: Raffaello Cortina editore.
- Avallone, F. (2011). *Psicologia del Lavoro e delle Organizzazioni. Costruire e gestire relazioni nei contesti professionali e sociali*. Roma: Carocci editore.
- Bakker, A. B, Albrecht, S. L. & Leiter, M. P. (2011) Key questions regarding work engagement. *European Journal of Work and Organizational Psychology*, 20, 4-28.
- Bakker, A. B. (2009). Building engagement in the workplace. In R. J. Burke & C. L. Cooper (Eds.), *The Peak Performing Organization* (pp. 50-72). Abingdon, UK: Routledge.
- Bakker, A. B., Demerouti, E. & Ten Brummelhuis, L. L. (2012). Work engagement, performance, and active learning: the role of conscientiousness. *Journal of Vocational Behaviour*, 80(2), 555-564.
- Bakker, A. B, Demerouti E. (2008). Towards a model of work engagement. *Career Development International*, 13, 209-223.
- Bakker, A. B., Tims, M. & Derks, D. (2012). Proactive personality and job performance: the role of job crafting and work engagement. *Human Relations*, 65, 1359-178.
- 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, 309-324.

- Bakker, A. B. & Leiter, M. P. (2010). *Work engagement: A handbook of essential theory and research*. New York: Psychology Press.
- 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, 16-38.
- Bakker, A. B., Schaufeli, W. B., Sixma, H. J., Bosveld, W. & van Dierendonck, D. (2000). Patient demands, lack of reciprocity, and burnout: A five-year longitudinal study among general practitioners. *Journal of Organizational Behaviour*, 21, 425-441.
- Bakker, A. B., Schaufeli, W. B., Sixma, H. J., Bosveld, W. & van Dierendonck, D. (2000). Patient demands, lack of reciprocity, and burnout: A five-year longitudinal study among general practitioners. *Journal of Organizational Behaviour*, 21, 425-441.
- Bakker, A. B. & Schaufeli, W. B. (2008). Positive organizational behavior: Engaged employees in flourishing organizations. *Journal of Organizational Behavior*, 29, 147-154.
- Bakker, A. B. & Bal, P. M. (2010). Weekly work engagement and performance: A study among starting teachers. *Journal of Occupational and Organizational Psychology*, 83, 189-206.
- Bakker, A. B. & Demerouti, E. (2007). The Job Demands-Resources model: State of the art. *Journal of Managerial Psychology*, 22, 309-328.
- Bakker, A. B., Demerouti, E. & Schaufeli, W. B. (2003). Dual processes at work in a call centre: An application of the job demands-resources model. *European Journal of Work and Organisational Psychology*, 12(4), 393-417.
- 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, 170-80.
- Bakker, A. B., Demerouti, E., De Boer, E. & Schaufeli, W. B. (2003). Job demands and job resources as predictors of absence duration and frequency. *Journal of Vocational Behavior*, 62, 341-56.
- Bakker, A. B. & Leiter, M. P. (2010). *Work engagement: A handbook of essential theory and research*. New York: Taylor & Francis.
- Bakker, A. B., Van Veldhoven, M.J.P.M. & Xanthopoulou, D. (2010). Beyond the Demand-Control model: Thriving on high job demands and resources. *Journal of Personnel Psychology*, 9, 3-16.
- Bakker, A. B., Demerouti, E. & Verbeke, W. (2004). Using the job demands-resources model to predict burnout and performance. *Human Resource Management*, 43, 83-104.
- Bakker, A. B. & Heuvel, E. (2006). Emotional dissonance, burnout, and in-role performance among nurses and police officers. *International Journal of Stress Management*, 13, 423-440.
- Bandura, A. (1986). *Social foundations of thought and action: A social cognitive theory*. New Jersey: Prentice-Hall.
- Bandura, A. (1997). *Self-efficacy: The exercise of control*. New York: W.H. Freeman and Company.

- Bandura, A. (2000). Cultivate self-efficacy for personal and organizational effectiveness. In E. A. Locke (Ed.), *Handbook of principles of organization behavior* (pp. 120-136). Oxford: Blackwell.
- Bandura, A. (2001). Social cognitive theory: An agentic perspective. *Annual Review of Psychology*, 52, 1-26
- Batt, R. (2002). Managing customer services: Human resources practices, quit rates and sales growth. *Academy of Management Journal*, 45(3), 587-597.
- Berg, J. M., Dutton, J. E. & Wrzesniewski, A. (2013). Job crafting and meaningful work. In B. J. Dik, Z. S. Byrne & M. F. Steger (Eds.), *Purpose and meaning in the work-place* (pp. 81-104). Washington, DC: American Psychological Association.
- Billings, J., Ching, B. C. F., Gkofa, V., Greene, T. & Bloomfield, M. (2020). *Healthcare workers experiences of working on the frontline and views about support during COVID-19 and comparable pandemics: A rapid review and meta-synthesis*. medRxiv.
- Bindl, U. & Parker, S.K. (2011). Feeling good and performing well? Psychological engagement and positive behaviors at work. In S. Albrecht (Ed.), *Handbook of Employee Engagement: Perspectives, Issues, Research and Practice* (pp. 385-398). Cheltenham: Edward Elgar.
- Biringer, E., Mykletun, A., Dahl, A. A., Smith, A. D., Engedal, K., Nygaard, H. A. & Lund, A. (2005). The association between depression, anxiety, and cognitive function in the elderly general population-the Hordaland Health Study. *International Journal of Geriatric Psychiatry. A Journal of the psychiatry of late life and allied sciences*, 20(10), 989-997.
- Borgogni, L., Dello Russo S., Latham. G. P. (2011). The Relationship of employee perceptions of the immediate supervisor and top management with collective efficacy. *Journal of Leadership and organizational studies*, 18(1), 5-13.
- Borgogni, L. & Consiglio, C. (2005). Job Burnout: Evoluzione di un costrutto. *Giornale Italiano di Psicologia*, 32(1), 23-57.
- Borgogni, L., Armandi, F., Amaducci, M. & Consiglio, C. (2007). Integrazione alla misura del Job Burnout: la scala di sovraccarico relazionale. *Giornale Italiano di Psicologia*, 34(3), 699-711.
- Borgogni, L., Consiglio, C., Alessandri, G. & Schaufeli, W. B. (2012). Don't throw the baby out with the bathwater. Interpersonal strain at work and burnout. *European Journal of Work and Organizational Psychology*, 21(6), 875-898.
- Borgogni, L., Galati, D., Petitta, L. & Centro Formazione A. Schweitzer. (2005). *Questionario di Check-up Organizzativo, Manuale [Organizational Check up Systems Questionnaire: Manual]*. Firenze: Organizzazioni Speciali.
- Borritz, M., Rugulies, R., Christensen, K. B., Villadsen, E. & Kristensen T. (2006). Burnout as a predictor of self-reported sickness absence among human service workers: prospective findings from three-year follow-up of the PUMA study, *Journal of Occupational Environment*, 63, 98-106.
- Boswell, W. R., Olson-Buchanan, J. B. & LePine, M. A. (2004). Relations between stress and work outcomes: The role of felt challenge, job control, and psychological strain. *Journal of Vocational Behavior*, 64, 165-181.

- Bria, M., Baban, A. & Dumitrascu, D. L. (2012). Systematic review of burnout risk factors among European healthcare professionals. *Cognition, Brain, Behavior: An Interdisciplinary Journal*, 16(3), 423-452.
- Bridges, J., May, C., Fuller, A., Griffiths, P., Wigley, W., Gould, L., ... Libberton, P. (2017). Optimising impact and sustainability: A qualitative process evaluation of a complex intervention targeted at compassionate care. *BMJ Quality & Safety*, 26(12), 970-977.
- Brunborg, G. S. (2008). Core self-evaluations: a predictor variable for job stress. *European Psychologist*, 13, 96-102.
- Buunk, B. P. & Schaufeli, W. B. (1993). Professional burnout: A perspective from social comparison theory. In W. B. Schaufeli, C. Maslach, & T. Marek (Eds.), *Professional burnout: Recent developments in theory and research* (pp. 53-69). Washington, DC: Taylor & Francis.
- Carver, C. S., Scheier, M. F. & Weintraub, J. K. (1989). Assessing coping strategies: A theoretically based approach. *Journal of Personality and Social Psychology*, 56, 267-283
- Castanheira, F. & Chambel, M. J. (2010). Reducing Burnout in Call Centers Through HR Practices. *Human Resource Management*, 49(6), 1047-1065.
- Catton, H. (2020). Global challenges in health and health care for nurses and midwives everywhere. *International Nursing Review*, 67(1), 4-6.
- Cavanaugh, M. A., Boswell, W. R., Roehling, M. V. & Boudreau, J. W. (2000). An empirical examination of self-reported work stress among U.S. managers. *Journal of Applied Psychology*, 85, 65-74.
- Chen, Q., Liang, M., Li, Y., Guo, J., Fei, D., Wang, L., ... & Zhang, Z. (2020). Mental health care for medical staff in China during the COVID-19 outbreak. *The Lancet Psychiatry*, 7(4), e15-e16.
- Chou, L. P., Li, C. Y. & Hu, S. C. (2014). Job stress and burnout in hospital employees: Comparisons of different medical professions; in a regional hospital in Taiwan. *British Medical Journal Open*, 4, e004185.
- Christian, M. S., Garza, A. S. & Slaughter, J. E. (2011). Work engagement: a quantitative review and test of its relations with task and contextual performance. *Personnel psychology*, 64, 89-136.
- Consiglio, C., Borgogni, L., Alessandri, G. & Schaufeli, W. B. (2013). Does self-efficacy matter for burnout and sickness absenteeism? The mediating role of demands and resources at the individual and team levels. *Work & Stress*, 27(1), 22-42.
- 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, 834-848.
- D'Agostino, A., Serafini, R. & Ward-Warmedinger, M. (2006). Sectorial explanations of employment in Europe: The role of services. *European Central Bank-Working Paper Series*, 625, 3-59.
- Dall'Ora, C., Ball, J., Redfern, O., Recio-Saucedo, A., Maruotti, A., Meredith, P. & Griffiths, P. (2019). Are long nursing shifts on hospital wards associated with sickness absence? A

- longitudinal retrospective observational study. *Journal of Nursing Management*, 27, 19-26.
- De Croon, E. M., Sluiter, J. K., Blonk, R. W., Broersen, J. P. & Frings-Dresen, M. H. (2004). Stressful Work, Psychological Job Strain, and Turnover: A 2-Year Prospective Cohort Study of Truck Drivers, *Journal of Applied Psychology*, 89(3), 442-454.
- Deci, E. L. & Ryan, R. M. (2000). The “what” and “why” of goal pursuits: Human needs and the self-determination of behavior. *Psychological Inquiry*, 11, 319-338.
- Deery, S. & Kinnie, N. (2002). Call centres and beyond: a thematic evaluation. *Human Resource Management Journal*, 12(4), 3-13.
- Deery, S. & Kinnie, N. (2004). Introduction: The nature and management of call centre work. In S. Deery & N. Kinnie (Eds.), *Call centres and human resource management: A crossnational perspective* (pp. 1-21). New York: Palgrave Macmillan.
- Deery, S., Iverson, R. & Walsh, J. (2002). Work relationships in telephone call centres: understanding emotional exhaustion and employee withdrawal. *Journal of Management Studies*, 39(4), 472-494.
- Del Rio, G. (1990). *Stress e lavoro nei servizi. Sintomi, cause e rimedi del Burnout*. Roma: La Nuova Italia Scientifica.
- Demerouti, E., Bakker, A. B., Nachreiner, F. & Ebbinghaus, M. (2002). From mental strain to burnout. *European Journal of Work and Organizational Psychology*, 11, 423-441.
- Dorman, C. & Zapf, D. (2002). Social stressors at work, irritation, and depressive symptoms: accounting for unmeasured third variables in a multi-wave study. *Journal of Occupational and Organizational Psychology*, 75(1), 33-58.
- Dormann, C. & Zapf, D. (2004). Customer-related social stressors and burnout. *Journal of Occupational Health Psychology*, 9(1), 61-82.
- Elrggal, M. E., Karami, N. A., Rafea, B., Alahmadi, L., Al Shehri, A., Alamoudi, R., ... & Cheema, E. (2018). Evaluation of preparedness of healthcare student volunteers against Middle East respiratory syndrome coronavirus (MERS-CoV) in Makkah, Saudi Arabia: a cross-sectional study. *Journal of Public Health*, 26, 607-612.
- Fernie, S. & Metcalf, D. (1998). (Not) hanging on the telephone: Payment systems in the new sweatshops. *CEP Discussion Paper*, 390, 1-41.
- Fitzgerald, M. R. (2003). Organizational Cynicism: Its relationship to perceived organizational injustice and explanatory style. Dissertation Abstract International Section B. *The Science & Engineering*, 63(8), 39-76.
- Folkard, S. & Tucker, P. (2003). Shift work, safety and productivity. *Occupational Medicine*, 53, 95-101.
- Folkman, S. & Lazarus, R. S. (1985). If it changes it must be a process: a study of emotion and coping during three stages of a college examination. *Journal of Personality and Social Psychology*, 48, 150-170.
- Fox, S., Spector, P. E. & Miles, D. (2001). Counterproductive Work Behavior (CWB) in Response to Job Stressors and Organizational Justice: Some Mediator and Moderator Tests for Autonomy and Emotions. *Journal of Vocational Behavior*, 59, 291-309.
- Fraccaroli, B. (2011). *Stress e rischi psicosociali nelle organizzazioni*. Bologna: Il Mulino.

- Francis, L. J. & Crea, G. (2021). Psychological predictors of professional burnout among priests, religious brothers, and religious sisters in Italy: The Dark Triad versus the bright Trinity. *Pastoral Psychology*, 70(4), 399-418.
- Fredrickson, B. L. & Levinson, R. W. (1998). Positive emotions speed recovery from the Cardiovascular sequel of negative emotions. *Cognitive Emotion*, 12, 191-220
- Freudenbreger, H. J. (1974). Staff burn out. *Journal of Social Issues*, 30, 15-165.
- Gates D. M., Gillespie G. L. & Succop, P. (2011). Violence against nurses and its impact on stress and productivity. *Nursing Economics*, 29(2), 59-66.
- Gebbie, K. M. & Qureshi, K. (2002). Emergency and Disaster Preparedness: Core Competencies for Nurses: What every nurse should but may not know. *The American Journal of Nursing*, 102(1), 46-51.
- González-Romá, V., Schaufeli, W. B., Bakker, A. B. & Lloret, S. (2006). Burnout and work engagement: independent factors or opposite poles? *Journal of Vocational. Behaviour*, 68, 165-74.
- Graeme, D. (2020). COVID-19: Emerging compassion, courage and resilience in the face of misinformation and adversity. *Journal of Clinical Nursing*, 29(9/10), 1425-1428.
- Grandey, A. A., Dickter, D. N. & Sin, H. P. (2004). The customer is not always right: Customer aggression and emotion regulation of service employees. *Journal of Organizational Behavior*, 25(3), 397-418.
- Grant, A. M. & Parker, S. K. (2009). Redesigning work design theories: The rise of relational and proactive perspectives. *Academy of Management Annals*, 3(1), 317-375.
- Grebner, S., Semmer, N. K., Faso, L., Gut, S., Kälin, W. & Elfering, A. (2003). Working conditions, well-being, and job-related attitudes among call centre agents. *European Journal of Work and Organizational Psychology*, 12(4), 341-365.
- Hakanen, J. J., Bakker, A. B. & Demerouti, E. (2005). How dentists cope with their job demands and stay engaged: The moderating role of job resources. *European Journal of Oral Sciences*, 113, 479- 487.
- Halbesleben, J. R. B. (2009). A meta-analysis of work engagement: Relationships with burnout, demands, resources and consequences. A. B. Bakker & M. P. Leiter (Eds.), *Work engagement: The handbook of essential theory and research*. New York: Psychology Press.
- Hansen, N., Sverke, M. & Näswall, K. (2009). Predicting nurse burnout from demands and resources in three acute care hospitals under different forms of ownership: A cross-sectional questionnaire survey. *International Journal of Nursing Studies*, 46(1), 96-107.
- Harter, J. K., Schmidt, F. L. & Hayes, T. L. (2002). Business-unit-level relationship between employee satisfaction, employee engagement, and business outcomes: a meta-analysis. *Journal of Applied Psychology*, 87, 268-79.
- Häusser, J. A., Mojzisch, A., Niesel, M. & Schulz-Hardt S. (2010). Ten years on: A review of recent research on the Job Demand-Control (-Support) model and psychological well-being. *Work & Stress*, 24(1), 1-35.
- Hobfoll, S. E. (1989). Conservation of resources: A new attempt at conceptualizing stress. *American Psychologist*, 44, 513-524

- Holman, D. (2002) Phoning in sick? An overview of employee stress in call centres. *Leadership and Organisation Development Journal*, 24(3), 123-130.
- Holman, D. (2004). Employee well-being in call centres. In S. Deery & N. Kinnie (Eds.), *call centres and human resource management: A cross-national perspective* (pp. 223-245). New York: Palgrave Macmillan.
- Holman, D. (2005). Call centers. In D. Holman, T. D. Wall, C. Clegg, P. Sparrow, & A. Howard (Eds.), *The essentials of the new workplace: A guide to the human impact of modern work practices* (pp. 111-131). UK: John Wiley & Sons.
- Holman, D. J. & Wall, T. (2002). Work characteristics, learning-related outcomes, and strain: A test of competing direct effects, mediated and moderated models. *Journal of Occupational Health Psychology*, 7(4), 283-301.
- Holman, D., Chissick, C. & Totterdell, P. (2002). The effects of performance monitoring on emotional labor and well-being in call centers. *Motivation and Emotion*, 26, 57-81.
- Hu, Q. & Schaufeli, W. (2011). The convergent validity of four burnout measures in a Chinese sample: A confirmative factor-analytic approach. *Applied Psychology: An International Journal*, 60(1), 87-111.
- Huang, C., Wang, Y. & Li, X. (2020). Clinical features of patients infected with 2019 novel coronavirus in Wuhan, China. *Lancet*, S0140/6736(20), 30183-30185.
- Huang, L., Lei, W., Xu, F., Liu, H. & Yu, L. (2020). Emotional responses and coping strategies in nurses and nursing students during Covid-19 outbreak: A comparative study. *Plos one*, 15(8), e0237303.
- Hung, S. L. (2003). The SARS epidemic in Hong Kong: What lessons have we learned? *Journal of the Royal Society of Medicine*, 96(8), 374-378.
- Hyvönen, E. (2009). Semantic Portals for Cultural Heritage. In Staab & Studer (Eds), *Handbook on Ontologies* (pp. 757-778). Berlin: Springer-Verlag.
- Ing, E. B., Xu, Q., Salimi, A. & Torun, N. (2020). Physician deaths from corona virus (COVID-19) disease. *Occupational Medicine*, 70(5), 370-374.
- Isa, K. Q., Ibrahim, M. A., Abdul-Manan, H. H., Mohd-Salleh, Z. A. H., Abdul-Mumin, K. H., & Rahman, H. A. (2019). Strategies used to cope with stress by emergency and critical care nurses. *British Journal of Nursing*, 28(1), 38-42.
- Jackson, D., Bradbury-Jones, C., Baptiste, D., Gelling, L., Morin, K., Neville, S. & Smith, G. D. (2020). Life in the pandemic: Some reflections on nursing in the context of COVID-19. *Journal of clinical nursing*, 29(13-14), 2041.
- Jackson, L. T. B., Rothmann, S. R. & Van de Vijver, F.J. R. (2006). A model of work-related well-being for educators in South-Africa. *Stress and Health*, 22, 263-274.
- Jiang, F., Deng, L., Zhang, L., Cai, Y., Cheung, C. W. & Xia, Z. (2020). Review of the clinical characteristics of coronavirus disease 2019 (COVID-19). *Journal of general internal medicine*, 1-5.
- Jones, K. E., Patel, N. G., Levy, M. A., Storygard, A., Balk, D. and Gittleman, J. L. 2008 Global Trends in Emerging Infectious Diseases. *Nature*, 451, 990-994.
- Judge, T. A., Bono, J. E. & Locke, E. A. (2000). Personality and job satisfaction: the mediating role of job characteristics. *Journal of Applied Psychology*, 85, 237-249.

- Kahill, S. (1988). Symptoms of professional burnout: A review of the empirical evidence. *Canadian Psychology/Psychologie canadienne*, 29(3), 284.
- Kahn, W. A. (1990). Psychological conditions of personal engagement and disengagement at work. *Academic Management Journal*, 33, 692-724
- Kahn, W. A. (1992). To be fully there: psychological presence at work. *Human Relations*, 45,321-49.
- Kahn, R. L. & Byosiere, P. B. (1992). Stress in organizations. In M. D. Dunnette & L. M Hugh (Eds), *Handbook of Industrial and Organizational Psychology* (pp. 571-650). Carlifonia: Consulting Psychologists Press.
- Kang, L., Li, Y. I., Shaohua, H. U., Chen, M., Yang, C., Yang, B. X., ... Liu, Z. (2020). The mental health of medical workers in Wuhan, China dealing with the 2019 novel coronavirus. *Lancet Psychiatry*, 7, e14.
- Karasek, R. A. (1979). Job Demands, Job Decision Latitude, and Mental Strain: Implications for Job Redesign. *Administrative Science Quarterly*, 24, 285-308.
- Karasek, R. A. (1998). Demand/Control Model: A social, emotional, and physiological approach to stress risk and active behaviour development. In J. M. Stellman (Ed.), *Encyclopedia of occupational health and safety* (pp. 34.6–34.14). Geneva: ILO.
- Karasek, R. A. & Theorell, T. (1990). *Healthy work: stress, productivity and the reconstruction of working life*. New York: Basic Books.
- Khalid, I., Khalid, T. J., Qabajah, M. R., Barnard, A. G. & Qushmaq, I. A. (2016). Healthcare workers emotions, perceived stressors and coping strategies during a MERS-CoV outbreak. *Clinical medicine & research*, 14(1), 7-14.
- Khamisa, N., Oldenburg, B., Peltzer, K. & Ilic, D. (2015). Work related stress, burnout, job satisfaction and general health of nurses. *International Journal of Environmental Research and Public Health*, 12(1), 652-666.
- Kim, H. J., Ji J, Kao D. (2011). Burnout and physical health among social workers: a three-year longitudinal study. *Social Work*, 56, 258-268.
- Kim, Y. (2018). Nurses' experiences of care for patients with Middle East respiratory syndrome-coronavirus in South Korea. *American journal of infection control*, 46(7), 781-787.
- Kulik, C. T., Oldham, G. R. & Hackman, J. R. (1987). Work Design as an Approach to Person-Environment fit. *Journal of Vocational Behavior*, 31, 278-296.
- Kuper H. & Marmot M. (2003). Job Strain, Job Demands, Decision Latitude, amd Risk of Coronary Heart Disease. *Journal of Epidemiology and Community Health*, 57(2), 147-153.
- Laschinger H. K. & Grau A. L. (2012). The influence of personal dispositional factors and organizational resources on workplace violence, burnout, and health outcomes in new graduate nurses: A cross-sectional study. *International Journal of Nursing Studies*, 49(3), 282-291.
- Lau, B. (2020). Mental health challenges and work engagement: The results from a cross-sectional study of Norwegian priests. *Cogent Psychology*, 7(1), 1726094.
- Lazarus, R. S. & Folkman, S. (1984). *Stress, appraisal, and coping*. New York: Springer

- Lee, R. T. & Ashforth, B. E. (1996). A meta-analytic examination of the correlates of the three dimensions of job burnout. *Journal of Applied Psychology*, 81, 123-33.
- Lee, R. T. & Ashforth, B. E. (1996). A meta-analytic examination of the correlates of the three dimensions of job burnout. *Journal of Applied Psychology*, 81, 123-133.
- Leiter, (1993). Burnout as a developmental process: Consideration of models. In: W. Schaufeli, C. Maslach & T. Marek (Eds), *Professional Burnout: Recent Developments in theory and research* (pp. 237-250). Washington, DC: Taylor e Francis.
- Leiter, M. P. & Maslach, C. (1998). Burnout. In H. Friedman (Ed.), *Encyclopedia of mental health* (pp. 202-215). New York: Academic Press.
- Leiter, M. P. & Schaufeli, W. B. (1996). Consistency of the burnout construct across occupations. *Anxiety, Stress, and Coping*, 9, 229-243.
- LePine, J. A., LePine, M. A. & Jackson, C. L. (2004). Challenge and hindrance stress: Relationships with exhaustion, motivation to learn, and learning performance. *Journal of Applied Psychology*, 89, 883-891.
- LePine, J. A., Podsakoff, N. P. & LePine, M. A. (2005). A meta-analytic test of the challenge stressor–hindrance stressor framework: An explanation for inconsistent relationships among stressors and performance. *Academy of Management Journal*, 48, 764-775.
- Lewig, K., Xanthopoulou, D., Bakker, A. B., Dollard, M. & Metzger, J. (2007). Burnout and connectedness among Australian volunteers: A test of the Job Demands–Resources model. *Journal of Vocational Behavior*, 71, 429-445.
- Li, Q., Guan, X., Wu, P., Wang, X., Zhou, L. & Tong, Y., Feng, Z. (2020). Early transmission dynamics in Wuhan, China, of novel coronavirus-infected pneumonia. *New England Journal of Medicine*, 10.1056/NEJMoa2002032.
- Lin, S. H., Liao, W. C., Chen, M. Y. & Fan, J. Y. (2014). The impact of shift work on nurses' job stress, sleep quality and self-perceived health status. *Journal of Nursing Management*, 22(5), 604-612.
- Lindsley, D. H., Brass, D. J. & Thomas, J. B. (1995). Efficacy-performance spirals: A multilevel perspective. *Academy of Management Review*, 20, 645–678.
- Llorens, S., Schaufeli, W. B., Bakker, A. B. & Salanova, M. (2007). Does a positive gain spiral of resources, efficacy beliefs and engagement exist? *Computers in Human Behavior*, 23, 825-841.
- López-López, I. M., Gómez-Urquiza, J. L., Cañadas, G. R., De la Fuente, E. I., Albendín-García, L. & Cañadas-De la Fuente, G. A. (2019). Prevalence of burnout in mental health nurses and related factors: a systematic review and meta-analysis. *International Journal of Mental Health Nursing*, 28(5), 1035-1044.
- Low, G.S., Cravens, D.W., Grant, K. & Moncrief, W. C. (2001). Antecedents and consequences of salesperson burnout. *European Journal of Marketing*, 35(5/6), 587-611.
- Maben, J., Taylor, C. & Bridges, J. (2020). *Guidance to support nurses' psychological well-being during Covid-19 crisis*. Southampton: University of Surrey and the University of Southampton.
- Macey, W. H. & Schneider, B. (2008). The meaning of employee engagement. *Industrial and Organizational Psychology. Perspectives on Science and Practice*, 1(1), 3-30.

- Mäkikangas, A., Feldt, T., Kinnunen, U. & Mauno, S. (2013). Does personality matter? Research on individual differences in occupational well-being. In A. B Bakker (Ed.), *Advances in Positive Organizational Psychology* (pp. 107-143). United Kingdom: Emerald.
- Malhotra, N. & Mukherjee, A. (2004). The relative influence of organisational commitment and job satisfaction on service quality of customer-contact employees in banking call centres. *Journal of services Marketing*, 18(3), 162-174.
- Malinauskiene, V., Leisyte, P., Romualdas, M. & Kirtiklyte, K. (2011). Associations between self-rated health and psychosocial conditions, lifestyle factors and health resources among hospital nurses in Lithuania. *Journal of Advanced Nursing*, 67(11), 2383-2393.
- Maslach, C. (1982). *Burnout: The Cost of Caring*. New Jersey: Prentice-Hall.
- Maslach, C. & Leiter, M. P. (1997). *The Truth About Burnout: How Organizations Cause Personal Stress and What to Do About It*. California: Jossey-Bass
- Maslach, C. & Leiter, M. P. (1999). Burnout and engagement in the workplace: A contextual analysis. *Advances and Motivation Achievement*, 11, 275-302.
- Maslach C, Schaufeli WB, Leiter MP. (2001). Job burnout. *Annual Review of Psychology*, 52, 397-422.
- Maslach, C. & Jackson, S. E. (1981). *MBI: Maslach Burnout Inventory*. California: Consulting Psychologists Press.
- Maslach, C. & Jackson, S. E. (1986). *Maslach Burnout Inventory Manual* (Second Edition). California: Consulting Psychologist Press.
- Maslach, C., Schaufeli, W. B. & Leiter, M. P. (2001). Job Burnout. *Annual Reviews of Psychology*, 52, 397-422.
- Maunder, R., Lancee, W., Balderson, K., Bennett, J., Borgundvaag, B., Evans, S. & Wasylenki, D. (2006). Long-term psychological and occupational effects of providing hospital healthcare during SARS outbreak. *Emerging Infectious Diseases*, 12(12), 1924-1932.
- May, D. R., Gilson, R. L. & Harter, L.M. (2004). The psychological conditions of meaningfulness, safety and availability and the engagement of the human spirit at work. *Journal of Occupational and Organizational Psychology*, 77, 11-37.
- McCauley, C. D., Ruderman, M. N., Ohlott, P. J. & Morrow, J. E. (1994). Assessing the developmental components of managerial jobs. *Journal of Applied Psychology*, 79, 544-560.
- McMullan, C., Brown, G. D. & O'Sullivan, D. (2016). Preparing to respond: Irish nurses' perceptions of preparedness for an influenza pandemic. *International Emergency Nursing*, 26, 3-7.
- Meijman, T. F. & Mulder, G. (1998). Psychological aspects of workload. In P. J. D. Drenth, H. Thierry & C. J. de Wolff (Eds.), *Handbook of work and organizational psychology* (pp. 5-33). England: Psychology Press.
- Melamed, A., Shirom, A., Toker, S., Berliner, S. & Shapira, I. (2006). Burnout and risk of cardiovascular disease: Evidence, possible causal paths, and promising research directions. *Psychological Bulletin*, 132, 327-353.

- Melnikov, S., Blaer, Y., Shaiman, L., Levi, H. & Kagan, I. (2019). To command is to serve: Senior leadership and policy-making predict hospital ward functioning in emergency. *Journal of Nursing Management*, 27, 697-705.
- Mo, Y., Deng, L., Zhang, L., Lang, Q., Liao, C., Wang, N., ... & Huang, H. (2020). Work stress among Chinese nurses to support Wuhan in fighting against COVID-19 epidemic. *Journal of Nursing Management*, 28(5), 1002-1009.
- Moreau, M., Valente, F., Mak R., Pelfrene E., de Smet, P., de Backer, G. & Kornitzer, M. (2004). Occupational stress and incidence of sick leave in the Belgian workforce: the Belstress study. *Journal of Epidemiology and Community Health*, 58, 507-516.
- 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.
- Mosso, C. & Briante, G. (2001). Discordanza lavoro-persona nella manifestazione del burnout secondo la prospettiva organizzativa. *Risorsa uomo*, 4, 1-2.
- Nixon, A. E., Mazzola, J. J. & Spector, P. E. (2011). Can Work Make You Sick? A Meta-Analysis of the Relationships between Job Stressors and Physical Symptoms, *Work and stress*, 25(1), 1-22.
- O'Boyle, C., Robertson, C. & Secor-Turner, M. (2006). Nurses' beliefs about public health emergencies: fear of abandonment. *American Journal of Infection Control*, 34(6), 351-357.
- Pan, Y., Guan, H., Zhou, S., Wang, Y., Li, Q., Zhu, T., ... & Xia, L. (2020). Initial CT findings and temporal changes in patients with the novel coronavirus pneumonia (2019-nCoV): a study of 63 patients in Wuhan, China. *European Radiology*, 30, 3306-3309.
- Parker, S. K & Griffin, M. A. (2011) Understanding active psychological states: Embedding engagement in a wider nomological net and closer attention to performance. *European Journal of Work and Organizational Psychology*, 20, 60-67.
- Parker, S. K. & Collins, C. G. (2010). Taking stock: Integrating and differentiating multiple proactive behaviors. *Journal of Management*, 36 (3), 633-662.
- Peaucelle, J. L. (2000). From taylorism to post -taylorism - simultaneously pursuing several management objectives, *Journal of Organisational Change*, 13, 5.
- Peterson, U., Demerouti, E., Bergström, G., Samuelsson, M., Åsberg, M. & Nygren, Å. (2008). Burnout and physical and mental health among Swedish healthcare workers. *Journal of Advanced Nursing*, 62, 84-95.
- Petrou, P., Demerouti, E., Peeters, M. C., Schaufeli, W. B. & Hetland, J. (2012). Crafting a job on a daily basis: Contextual correlates and the link to work engagement. *Journal of Organizational Behavior*, 33(8), 1120-1141.
- Phoseka, V. J. (2017). *Association between work engagement and dimensions of Burnout among catholic priests in Durban Metro, South Africa* (Doctoral dissertation, Tangaza University College).
- Pick, D. & Leiter, M. P. (1991). Nurses' perceptions of the nature and causes of burnout: a comparison of self-reports and standardized measures. *Canadian Journal of Nursing Research*, 23, 33-48.

- Picornell-Gallar, D. & González-Fraile, E. (2024). Burnout syndrome among Catholic Clergy: A systematic review. *Journal of Religion and Health*, 63(3), 1830-1848.
- Pisanti, R., Paplomatas, A. & Bertini, M. (2008). Misurare le dimensioni positive nel lavoro in sanità: Un contributo all'adattamento italiano della UWES-Utrecht Work Engagement Scale. *Giornale Italiano di Medicina del Lavoro ed Ergonomia*, 30(1), 111-119.
- Podsakoff, N. P., LePine, J. A. & LePine, M. A. (2007). Differential challenge stressor–hindrance stressor relationships with job attitudes, turnover intentions, turnover, and withdrawal behavior: A meta-analysis. *Journal of Applied Psychology*, 92, 438-454.
- Poghosyan, L., Clarke, S. P., Finlayson, M. & Aiken, L. H. (2010). Nurse burnout and quality of care: cross-national investigation in six countries. *Research in Nursing & Health*, 33, 288-298.
- Potter, P., Divanbeigi, J., Berger, J., Cipriano, D., Norris, L. & Olsen, S. (2010). Compassion fatigue and burnout: prevalence among oncology nurses. *Clinical Journal of Oncology Nursing*, 12, E56–E62.
- Reissman, D. B., Watson, P. J. Klomp, R. W., Tanielian, T. L. and Prior, S. D. (2006). Pandemic Influenza Preparedness: Adaptive Responses to an Evolving Challenge. *Journal of Homeland Security and Emergency Management*, 3(2), 1-26.
- Richardsen, A. M., Burke, R. J. & Martinussen, M. (2006) Work and health outcomes among police officers: the mediating role of police cynicism and engagement. *International Journal of Stress Management*, 13, 555-574.
- Rizzo, J., House, R. & Lirtzman, S. (1970). Role conflict and ambiguity in complex organizations. *Administrative Science Quarterly*, 150-163.
- Romeo, R. D. (2013). The Teenage Brain: The Stress Response and the Adolescent Brain. *Current Directions in Psychological Science*, 22 (2), 140-145.
- Ruiz-Prada, M., Fernández-Salineró, S., García-Ael, C. & Topa, G. (2021). Occupational stress and catholic priests: A scoping review of the literature. *Journal of Religion and Health*, 60, 3807-3870.
- Ryan, R. M. & Frederick, C. M. (1997). On energy, personality, and health: Subjective vitality as a dynamic reflection of well-being. *Journal of Personality*, 65, 529-565.
- Salanova, M., Agut, S. & Peiró, J. M. (2005). Linking organizational resources and work engagement to employee performance and customer loyalty: the mediation of service climate. *Journal of Applied Psychology*, 90, 1217-27.
- Salanova, M., Bakker, A.B. & Llorens, S. (2006). Flow at work: Evidence for an upward spiral of personal and organizational resources. *Journal of Happiness Studies*, 7, 1-22
- Salanova, M., Llorens, S., Garcí'a-Renedo, M., Burriel, R., Bresó, E. & Schaufeli, W. B. (2005). Towards a four-dimensional model of burnout: A multigroup factor-analytic study including depersonalization and cynicism. *Educational and Psychological Measurement*, 65(5), 807-819.
- Salanova, M., Schaufeli, W. B., Xanthopoulou, D. & Bakker, A. B. (2010). The gain spiral of resources and work engagement: Sustaining a positive worklife. *Work engagement: A handbook of essential theory and research*, 118-131.

- Santinello, M. (2001). Introduzione alla syndrome del burnout: aspetti e modelli teorici. In F. Di Maria, S. Di Nuovo & G. Lavanco (A cura di), *Stress e aggressività* (pp. 11-44). Milano: Franco Angeli.
- Savitsky, B., Findling, Y., Erel, A. & Hendel, T. (2020). Anxiety and coping strategies among nursing students during the covid-19 pandemic. *Nurse Education in Practice*, 102809.
- 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 Behaviour*, 30, 893-917.
- 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 Behaviour*, 25, 293-315.
- Schaufeli, W. B., Enzmann, D. (1998). *The Burnout Companion to Study and Practice: A Critical Analysis*. London: Taylor & Francis
- Schaufeli, W. B., Salanova, M., González-Romá, V. & Bakker, A. B. (2002). The measurement of burnout and engagement: a confirmatory factor analytic approach. *Journal of Happiness Studies*, 3, 71-92.
- Schaufeli, W. B. (2006). The balance of give and take: Toward a social exchange model of burnout. *International Review of Social Psychology*, 19, 87-131.
- 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, 293-315.
- Schaufeli, W. B. & Enzmann, D. (1998). *The burnout companion to study and practice: A critical analysis*. London: Taylor & Francis.
- Schaufeli, W. B. & Taris, T. T. (2005). The conceptualization and measurement of burnout: Common ground and worlds apart. *Work and Stress*, 19, 256-262.
- Schaufeli, W. B., Leiter, M. P. & Maslach, C. (2009). Burnout: 35 years of research and practice. *Career Development International*, 14, 204-220.
- Schaufeli, W. B., Shimazu, A. & Taris, T. W. (2009). Being driven to work excessively hard: The evaluation of a two-factor measures of workaholism in the Netherlands and Japan. *Cross-cultural Research*, 43, 320-348.
- Schaufeli, W. B., & Buunk, B. P. (2003). Burnout: An overview of 25 years of research and theorizing. *The handbook of work and health psychology*, 2(1), 282-424.
- Schaufeli, W. B. & Taris, T.W. (2014). A critical review of the Job Demands-Resources model: Implications for improving work and health. In G. Bauer & O. Hammig (Eds.), *Bridging Occupational, Organizational and Public Health* (pp. 43-68). Dordrecht: Springer.
- Schaufeli, W. B. & Bakker, A. B. (2001). Work and well-being: Towards a positive occupational health psychology, *Gedrag en organisatie*, 14(5), 229-253.
- Schaufeli, W. B., Bakker, A. B. & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66, 701-716.

- Schaufeli, W. B., Bakker, A. B. & Salanova, M. (2006). The measurement of work engagement with a short questionnaire: A cross-national study. *Educational and Psychological Measurement*, 66, 701-716
- Schaufeli, W. B., Salanova, M., Gonzalez-Roma, V. & Bakker, A. B. (2002). The measurement of engagement and burnout: A two-sample confirmatory factor analytic approach. *Journal of Happiness Studies*, 3,71-92.
- Seligman, M. & Csikszentmihalyi, M. (2000). Positive psychology: an introduction. *American Psychologist*, 55(1), 5-14.
- Selye, H. (1956). *The stress of life*. New York: McGraw-Hill.
- Shih, F. J., Turale, S., Lin, Y. S., Gau, M. L., Kao, C. C., Yang, C. Y. & Liao, Y. C. (2009). Surviving a life-threatening crisis: Taiwan's nurse leaders' reflections and difficulties fighting the SARS epidemic. *Journal of Clinical Nursing*, 18(24), 3391-3400.
- Shirom A, Melamed S, Toker S, Berliner S, Shapira I. (2005). Burnout and health review: current knowledge and future research directions. *International Review of Industrial and Organizational Psychology*, 20, 269-307.
- Siegrist, J. (1996). Adverse health effects of high-effort/low-reward conditions. *Journal of Occupational Health Psychology*, 1, 27-41.
- Singh, J. (2000). Performance productivity and quality of frontline employees in service organizations. *Journal of Marketing Research*, 64(2), 15-35.
- Sonnentag S. (2003). Recovery, work engagement, and proactive behavior: a new look at the interface between non-work and work. *Journal of Applied Psychology*, 88, 518-28.
- Spector P. E., Zhou Z. E. & Che X. X. (2014). Nurse exposure to physical and nonphysical violence, bullying, and sexual harassment: A quantitative review. *International Journal of Nursing Studies*, 51(1), 72-84.
- Spector, P. E. & Jex, S. M. (1998). Development of four self-report measures of job stressors and strain: Interpersonal conflict at work scale, organizational constraints scale, quantitative workload inventory, and physical symptoms inventory. *Journal of Occupational Health Psychology*, 3, 356-367.
- Speranza, R. (2020). *Lettera inviata alla Fnopi (Federazione nazionale degli ordini delle professioni infermieristiche) in data 20 maggio 2020*. Roma: Il messaggero.
- Sprigg, C. A. & Jackson, P. R. (2006). Call centers as lean service environments: Job-related strain and the mediating role of work design. *Journal of Occupational Health Psychology*, 11(2), 197-212.
- Stajkovic, A. D. & Luthans, F. (1988). Self-efficacy and work-related performance: A meta-analysis. *Psychological Bulletin*, 124 (2), 240- 261
- Stimpfel A. W. & Aiken L. H. (2013). Hospital staff nurses' shift length associated with safety and quality of care. *Journal of Nursing Care Quality*, 28(2), 122-129.
- Su, T. P., Lien, T. C., Yang, C. Y., Su, Y. L., Wang, J. H., Tsai, S. L. & Yin, J. C. (2007). Prevalence of psychiatric morbidity and psychological adaptation of the nurses in a structured SARS caring unit during outbreak: a prospective and periodic assessment study in Taiwan. *Journal of Psychiatric Research*, 41(1-2), 119-130.

- Tabolli, S., Ianni, A., Renzi, C., Di Pietro, C. & Puddu, P. (2006). Soddifazione lavorativa, burnout e stress del personale infermieristico: indagine in due ospedali di Roma. *Giornale Italiano Medicina del Lavoro ed Ergonomia*, 28, 49-52.
- Takeuchi R., Wang M. & Marinova S. V. (2005). Antecedents, and Consequences of Psychological Workplace Strain During Expatriation: A Cross-Sectional and Longitudinal Investigation, *Personnel Psychology*, 58(4), 925-48.
- Teoh, K. & Kinman, G. (2020). Looking after doctors' mental wellbeing during the covid-19 pandemic. *BMJ Opinion*, 23-54.
- Thoits, P. A. (2010). Stress and Health: Major Findings and Policy Implications, *Journal of Health and Social Behavior*, 51(S), S41-S53.
- Tims, M. & Bakker, A. B. (2010). Job crafting: Towards a new model of individual job redesign. *South African Journal of Industrial Psychology*, 36, 1-9
- Tims, M., Bakker, A. B. & Derks, D. (2012). The development and validation of the job crafting scale. *Journal of Vocational Behavior*, 80, 173-186.
- Tims, M., Bakker, A. B. & Derks, D. (2013). The impact of job crafting on job demands, job resources, and well-being. *Journal of Occupational Health Psychology*, 18, 230-240.
- Toppinen-Tanner, S., Ojajarvi, A., Väänänen, A., Kalimo, R. & Jäppinen, P. (2005). Burnout as a predictor of medically certified sick-leave absences and their diagnosed causes. *Behavioral Medicine*, 31(1), 18-32.
- 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, 277-294.
- Van den Broeck, A., De Cuyper, N., De Witte, H. & Vansteenkiste, M. (2010). Not all job demands are equal: Differentiating job hindrances and job challenges in the Job Demands-Resources model. *European Journal of Work and Organizational Psychology*, 19(6), 735-759.
- Van Vegchel, N., de Jonge, J., Bosma, H. & Schaufeli, W. B. (2005). Reviewing the effort-reward imbalance model: Drawing up the balance of 45 empirical studies. *Social Science & Medicine*, 60(5), 1117-1131.
- Vargas, C., Canadas, G. A., Aguayo, R., Fernandez, R. & de la Fuente, E. I. (2014). Which occupational risk factors are associated with burnout in nursing? A meta-analytic study. *International Journal of Clinical and Health Psychology*, 14, 28-38.
- Visser, W. A. & Rothmann, S. (2008). Exploring antecedents and consequences of burnout in a call centre. *South African Journal of Industrial Psychology*, 34(2), 79-87.
- Visser, W. A. & Rothmann, S. (2009). The development of a hassle-based diagnostic scale for predicting burnout in call centres. *South African Journal of Human Resource Management*, 7(1), 1-8.
- Vroom, V. H. (1964). *Work and motivation*. California: Jossey-Bass
- Watson, P. (2020). *Caring for yourself & others during the COVID-19 pandemic: managing healthcare workers' stress*. *Compassion in Action Webinar Series*. Schwartz Center Boston.

- Watson, P. J., Brymer, M. J. & Bonanno, G. A. (2011). Postdisaster psychological intervention since 9/11. *American Psychologist*, 66, 482-494.
- Watson, P., Gist, R., Taylor, V., Evlander, E., Leto, F., Martin, R., Litz, B. (2013). *Stress First Aid for firefighters and emergency services personnel. National Fallen Firefighters Foundation.*
- Wong, J. G., Cheung, E. P., Cheung, V., Cheung, C., Chan, M. T., Chua, S. E., ... & Ip, M. S. (2004). Psychological responses to the SARS outbreak in healthcare students in Hong Kong. *Medical teacher*, 26(7), 657-659.
- Wood, S., Holman, D. & Stride, C. (2006). Human resource management and performance in UK call centres. *British Journal of Industrial Relations*, 44(1), 99-122.
- Wright, T. A. & Bonett, D. G. (1997). The contribution of burnout to work performance. *Journal of Organizational Behaviour*, 491-499
- Wrzesniewski, A. & Dutton, J. E. (2001). Crafting a job: Revisioning employees as active crafters of their work. *Academy of Management Review*, 26 (2), 179-201
- 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 and Management*, 14, 121-141.
- Xanthopoulou, D., Bakker, A. B., Demerouti, E. & Schaufeli, W. B. (2009). Reciprocal relationships between job resources, personal resources, and work engagement. *Journal of Vocational Behaviour*, 74, 235-244.
- Xiang, Y., Yang, Y., Li, W., Zhang, L. & Zhang, Q. (2020). Timely mental health care for the 2019 novel coronavirus outbreak is urgently needed. *The lancet Psychiatry*, 7(3), 228-229.
- Zapf, D. (2002). Emotion work and psychological well-being: A review of the literature and some conceptual considerations. *Human Resource Management Review*, 12, 237-268.
- Zapf, D. & Holz, M. (2006). On the positive and negative effects of emotion work in organizations. *European Journal of Work and Organizational Psychology*, 15(1), 1-28.
- Zapf, D., Isic, A., Bechtoldt, M. & Blau, P. (2003). What is typical for call centre jobs? Job characteristics and service interactions in different call centres. *European Journal of Work and Organizational Psychology*, 12(4), 311-340.
- Zapf, D., Seifert, C., Schmutte, B., Mertini, H. & Holz, M. (2001). Emotion work and job stressors and their effects on burnout. *Psychology and Health*, 16(5), 527-545.