Index

absenteeism 16
  job satisfaction and 37–8
  work–family balance and 79
AbuAlRub, R.F. 148
accidents 19, 24
action plans 136
adaptive coping 59
addiction to work 87–8, 96–7
  antecedents 91–2
    demographic characteristics 92–3
    personality 92
  consequences 95–6
  as shortcoming or merit 88–91
affective well-being model 3
age
  ageing workforce 31
  violence in the workplace and 110
aggression 101–2, 103–4
  cyberaggression 114
alcohol 28–30
Allen, R.S. 35
Allen, T.D. 79
Anderson, M.Z. 134
Andreassen, C.S. 91, 95
anxiety 2, 3
  technological 121–4
appraisal support 54
Aquino, K. 106
Armony, J. 5
arousal 2, 3
Aryee, S. 81
audit, stress 112
autonomy
  cocaine use and 30
  technological anxiety and 123

Bacharach, S.B. 78
Bakker, A.B. 50, 61
Barling, J. 79
Barnett, R. 81
Baron, R.A. 98, 101, 103
Beas, M.I. 127
Beaton, R.D. 114
Beatty, C.A. 77
Beaudry, A. 129
Beck, A. 148
Beckers, J.J. 121–2, 126, 129
Beehr, T.A. 56, 57, 104, 147, 148
Beer, M. 144
Behson, S.J. 82
Belkin, K.L. 25
Bellotti, V. 119
Bessière, K. 124, 125
Besswick, J. 25
Beutell, N.J. 74
biological antecedents of psychological
  well-being 5–6
Bloom, N. 149
Bluckert, P. 138
Blum, T.C. 149
Böckerman, P. 38
Boehm, J.K. 15
Boggild, H. 25
Bonett, D.G. 39
Bordin, C. 147
Boswell, W.R. 50
Bowlng, N.A. 37, 40, 104
Boyar, S.L. 76, 79
Branch, S. 107
Brief, A.P. 34
Brosnan, M.J. 122
Brough, P. 8, 16, 74, 75, 77, 79, 83,
  105, 109
Brown, M. 151
Brown, S.D. 36
Browne, J.H. 145
Bruck, C.S. 42
Brunner, E.J. 26
Buelens, M. 90, 93
bullying 105–8
  prevention programmes 154
Burke, R.J. 95
burnout 3, 59, 60, 65–7, 71, 143, 147
stress and burnout management programs 153–4

Caputi, P. 122
cardiovascular disease (CVD) 24, 25–6
Carlson, D.S. 77, 81
Carlson, J.R. 66
Carr, D. 81
Cartwright, S. 68
casual workforce 31
Caulfield, N. 70
Ceaparu, I. 125
children
birth defects 26
parental leave 83–5
Cieslak, R. 56
circadian rhythms 27
Clark, A.E. 7, 11, 42–3
Clugston, M. 39
couching see executive coaching
cocaine 30
cognitive interference model 122
Cohen-Charash, Y. 36, 40
comfort 2
Compeau, D. 123, 128
conditions of work 32
addiction to work and 93
alcohol/drug use and 28–30
obesity and 27–8
occupational illnesses and 20, 21, 23–6
psychological well-being and 12
reproductive health and 26–7
suicide and 30–31
consciousness 5
Conservation of Resources (COR)
theory 60, 75, 76
contracting stage of coaching 135
control
job control 22–3, 46–53
low 146
personal control over technology
128–30
Cooper, C.L. 68, 94
Coover, M.D. 117, 129
coping 59, 62–5, 67, 71
work–family balance and 82
Corbett, D. 145
country characteristics, addiction to
work and 94–5
Croppanzano, R. 76
culture see organizational culture
cyberaggression 114

Danna, K. 1
De Witte, H. 52
Deelstra, J.T. 57
demands see job demands
Dembe, A.E. 24
Demerouti, E. 50
depression 2, 3, 4, 6, 124
development programmes 149–50
diagnosis stage of coaching 136
Diamante, T. 135
Diener, E. 2, 4, 5, 6, 8, 9, 10, 11, 12,
13, 17
discrimination 28, 104
displeasure 2, 4
dispositional theory of job satisfaction
36
divorce 8
Dollard, M.F. 62
Douglas, S.C. 101
downsizing 20
drug use 28–30
Durnell, A. 123
Dvash, A. 130
Eaton, W.W. 146
Eden, D. 17
educational level, occupational illnesses and 26
Einarsen, S. 105
email 118–19
emotions 6
burnout and 65, 66
emotional support 53
employee assistance programmes (EAPs) 152
employee fitness and exercise
programmes (EFPs) 153
employment see work/employment
empowerment of employees 150–51
engagement 67
enthusiasm 2
addiction to work and 90
equity theory of job satisfaction 35
Escriba-Aguir, V. 55
Index

executive coaching 131–2, 142
  antecedents 136–9
  consequences 139–40
  definitions 134
  process 134–6
  research methods 140–41
  exercise programmes 153
  expectancy theory of job satisfaction 35
  expectations 123
  experience 2
  exploration stage of coaching 135
  external coaching 136–7
  extraversion 7, 40, 92
  Eyer, J. 24

families
  addiction to work and 92–3, 95–6
  psychological well-being and
    marriage/personal relationships 8
  work–family balance 42, 85–6, 149
    consequences 77–9
    definitions 73–5
    moderators 80–82
    policies to enhance 82–5
    work and family demands 76–7
    work and family resources 75–6
  Fassel, D. 88
  feedback on coaching 136
  Feldman, D.C. 141
  Feskanich, D. 30
  Fischer, J.A.V. 41

fitness
  exercise programmes 153
  organizational 144
  flexible working 31, 41, 83
  Folkman, S. 62, 63, 65
  follow-up stage of coaching 136
  Fox, M.L. 47
  Frame, R. 16, 105
  Freas, A. 132
  French, J.R.P. 14
  Frone, M.R. 77, 78
  frustration 101–2
    with technology 124–6
  Gallo, W.T. 29
  Gelade, G.A. 150
  Gelfand, M.J. 105

gender
  addiction to work and 92–3
  burnout and 66
  discrimination 104
  job satisfaction and 6–7, 42–3
  psychological well-being and 6–7
  technological anxiety and 123–4
  work–family balance and 81
  workplace violence and 109–10
    bullying 107
  genetic basis of well-being 6
  Glazer, S. 147
  goal-setting 134
  Goldberg, C.B. 38
  Grandley, A.A. 76
  Greenhaus, G.H. 74, 79
  Griffith, R.W. 39
  Griffin, R.W. 1
  gross national product (GNP),
    psychological well-being and 9, 10
  growth and development programmes 149–50
  Grzywacz, J. 28
  Gustafsson, E. 117
  Guthrie, J.P. 150

Haag, Z. 123
Hackett, R.D. 16
Hair, M. 119, 129
Halberg, F. 17
Hall, E.M. 48
Hallman, T. 26
Hamdy, H.I. 147
harassment 103, 104–5, 110
Harpaz, I. 92, 94
Health and Safety Executive (HSE) 68

health and well-being
  addiction to work and 95
  definition 2
  healthy workplace practices 149,
    154–5
  employee growth and
    development 149–50
  employee health and safety 151
  employee involvement 151
  employee recognition and
    empowerment 150–51
  work–family balance 149
  job satisfaction and employee health 41–2
occupational health and safety
19–20, 68–9, 151
occupational illnesses see occupational illnesses
organizational 144–5
psychological see psychological well-being
remedial programmes see remedial workplace programmes
subjective 4
unhealthy practices see unhealthy workplace practices
work–family balance and 78
heart disease 24, 25–6
Heiskanen, M. 99
Hershcovic, M.S. 103, 106
Hewitt, J.B. 109
Hobfoll, S.E. 60
holidays 16–17
Hom, P.W. 39
horizontal control 51
hostility 103
hours of work
addiction to work and 87–8
occupational illnesses and 23–5, 27
House, J.S. 53
Howard, J. 98
human potential management 155
Hurrell, J.J. 70
Huselid, M.A. 150
Hyde, J. 81
Iaffaldano, M.T. 37
illnesses see occupational illnesses
Ilmakunnas, P. 38
income, psychological well-being and 8–11
incompetence as response to technology 126–8
infertility 27
information support 53
information technology see technological change
injuries at work 21
internal coaching 136–7
Internet 123–4
interventions
occupational stress 68–71
violence in the workplace 111–14
introversion 7
involvement of employees 151
iso-strain hypothesis 55
Ivery, M. 150
James, William 5
Jeffrey, R.W. 27
Jennifer, D. 106
Jimmieson, N.L. 147
job control 22–3, 46–53
low 146
job demands 22–3
high job demands 146
job demand–control model 47, 49, 52, 128
job demand–control–support model 48
Job Demands–Resources (JD-R) model 50, 60–62, 71
work–family balance and 76–7
Job Descriptive Index (JDI) 44
job performance
addiction to work and 96
job satisfaction and 13–15, 36–7
organizational citizenship behaviour (OCB) 15–16
job satisfaction 3, 12, 33, 45
absenteeism and 37–8
definitions 33–4
dispositional theory 36
employee health and 41–2
equity theory 35
expectancy theory 35
gender and 6–7, 42–3
job performance and 13–15, 36–7
measurement 34–5
methodological issues 43–5
organizational citizenship behaviour (OCB) and 15–16
personality and 40
situational theory 36
turnover and 38–9
work–family balance and 78–9
work–family conflict 42
job security 12, 29
job strain model 22
job support 46–8, 58
reduced 147–9
job turnover, job satisfaction and 38–9
Johnson, J.V. 48
Joiner, R. 123
Jones, F. 55
Judge, T.A. 37, 40
Kahneman, D. 12
Kalliath, T. 74, 75, 148
Kampa-Kokesch, S. 134
Kanai, A. 93, 95
Karasek, R.A. 22, 47, 48, 49, 127, 128, 146
Kaufmann, G.M. 57
Kelling, A. 8, 77
Kelloway, E.K. 78, 99, 103
Kessler, R.C. 104
Ketelaar, T. 7
Kilburg, R.R. 134
Kinicki, A.J. 39
Kirk-Brown, A. 147
Kivimäki, M. 25
Knutsen, A. 25
Kristensen, N. 39
Kropf, M.B. 83
Kuper, H. 146
Lamontagne, A.D. 153–4
Langan-Fox, J. 106
Lankau, M.J. 57
Larsen, R.J. 7
Lawrence, S.A. 54
Lazar, J. 117, 125
Lazarus, R.S. 54, 62, 63, 65
LeBlanc, M.M. 99
LeDoux, J. 5
Lee, J.A. 78
Lent, R.W. 36
Levin, P.F. 109
Lewig, K.A. 62
Liu, Y. 24
Llorens, S. 61
Lo, S. 83
Locke, E.A. 33
locus of control (LOC) 129
Lu, L. 149
Lucas, R.E. 6, 13
Luszcynska, A. 56
Lyubomirsky, S. 15
MacEwen, K.E. 79
McMillan, L.H.W. 90, 95
Maes, S. 146
Major, V. 77
Mannheim, B. 130
Marks, N. 28
Marmot, M. 146
marriage
addiction to work and 92–3, 95–6
psychological well-being and 8
work–family balance and 76
Maslach, C. 65
Maslach Burnout Inventory (MBI) 66, 71
mastery as response to technology 126–8
matching hypothesis 56
maternity leave 84
Matsui, T. 81
Mausner-Dorsch, H. 146
memory, well-being and 5–6
menstrual cycles 26
mental health, definition of 2
Merritt, D.E. 52, 53
Michie, S. 147
Mikkelsen, A. 50–51, 123
Miles, M.B. 144
mobbing 107–8
mobile computing 118
Mobley, W.H. 38
Morgan, R.D. 66
motivation, job satisfaction and 35
Muchinsky, P.M. 37
Muhammad, A.H. 147
Murphy, G.D. 150
Murphy, L.R. 68
Natale, S.M. 135
Ndiwane, A. 148
Neuman, J.H. 98, 103
neuroticism 7, 40
work–family balance and 82
Newton, C.J. 147
Ng, D.M. 27
Ng, T.W.H. 91, 92
Noor, N.M. 77
Nordenmark, M. 77
Oates, W. 88
obesity 27–8
obstructionism 103
occupational health and safety 19–20, 68–9, 151
occupational illnesses 19, 20–21
heart disease 24, 25–6
obesity 27–8
occupational stress 1, 59, 71–2, 143
burnout 3, 59, 60, 65–7, 71, 143, 147
cardiovascular disease (CVD) and 25–6
coping 59, 62–5, 67, 71
work–family balance and 82
excessive workload and 147
holidays/time off and 17
job demand–control model 47, 49, 52, 128
job demand–control–support model 48
Job Demand–Resources (JD-R) model 50, 60–62, 71
management interventions 68–71
obesity and 27–8
role stressors 147
stress and burnout management programmes 153–4
technostress 118, 119, 120
O’Driscoll, M. 149
optimism 7
organizational citizenship behaviour (OCB) 15–16
organizational culture
addiction to work and 93–4
bullying and 106, 107, 108–9
organizational fitness 144
organizational health 144–5
Oswald, A.J. 11
Overgaard, D. 28
overweight problems 27–8
Palmer, S. 69, 70
parental leave 83–5
Park, K.-O. 148
Parker, S.K. 14
participation by employees 151
Payne, N. 28
Peek-Asa, C. 112
perceptions of health 5
Pérez-Hoyos, S. 55
performance see job performance
Pérotin, V. 151
Perrewe, P.L. 81
Perry-Smith, J.E. 149
personality
addiction to work and 92
coaches 137
job satisfaction and 40
psychological well-being and 7
Person–Environment fit model 14, 59
Petty, M.M. 14
physical injuries at work 21
Pinsonneault, A. 129
pleasure 2, 3, 4
Poelmans, S.A.Y. 86, 90, 93
positive coping 63, 65
Pozzi, C. 109
prevention of stress 68–71
proactive coping 63, 67
psychological well-being 17–18
antecedents 5
biological 5–6
employment 11–13
financial income 8–11
gender 6–7
marriage and personal relationships 8
personality 7
definitions 1–5
psychologically healthy workplace 145
work–family balance and 78
racial discrimination 104
Raver, J.L. 105
recognition of employees 150–51
relationships
addiction to work and 92–3, 95–6
psychological well-being and 8
work–family balance and 76
remedial workplace programmes 152
employee fitness and exercise programmes 153
stress and burnout management programmes 153–4
workplace violence and bullying prevention programmes 154
reproductive health 26–7
resilience 63
reverse buffering effect 57
Richardson, K.M. 70
Richman, J.A. 104
risk management 68
Robbins, A.S. 89, 90
Robinson, A. 151
Robinson, B.E. 90, 93, 95
role strain theory 75
Rosengren, A. 25
Rospenda, K.M. 104
Rothstein, H.R. 70
Runyan, C.W. 111

safety at work 19–20, 68–9, 151
Salanova, M. 127, 128, 129
Salin, D. 105
Sankey, M. 106
satisfaction 1
job see job satisfaction
work–family balance and 78–9
Sauter, S. 145
Schat, A.C. 103, 110
Schauroeck, J. 52, 53
Schmidt, H.G. 121, 129
Schnabel, C. 111
Schneider, J.K. 150
Schulte, P.A. 28
Scott, K.S. 89
self-awareness, coaching and 135
self-efficacy 92
technology and 123, 126–8
self-esteem 92
self-evaluation 40
self-validation 2
Seligman, M.E.P. 2, 8, 9, 10, 11, 12
sexual harassment 104–5, 110
Shallcross, L. z. 107
Sherman, S. 132
Shields, M.A. 39
shift-work, occupational illnesses and
23–5, 27
Siegrist, J. 25
situational theory of job satisfaction
36
Siu, O.L. 38
small and medium-sized enterprises
(SMEs) 31
Smith, B. 122
Snir, R. 92, 94
Snizek, W.E. 2929
Snyder, L.A. 102
social identity theory 100
social interaction theory 100–101
social norms, gender and 7
social support 53–8
prevention of violence in the
workplace and 113–14
work–family balance and 80–81
social-cognitive theory 123
Sousa-Poza, A. 41, 43
Sousa-Poza, A.A. 43
Southey, G. 150
Sparks, K. 12
Spector, P.E. 101, 109
Spence, J.T. 89, 90
Spreitzer, G.M. 150–51
Staw, B.M. 36, 40
Stoeva, A.Z. 82
Storr, C.L. 29
strategic coaching 132
stress see occupational stress
stress audit 112
stress-buffering hypothesis 53, 55
subjective well-being 4
suicide 30–31
support
job support 46–8, 58
reduced 147–9
social support 53–8
prevention of violence in the
workplace and 113–14
work–family balance and 80–81
Tanaka, H. 24
technological change 116–18, 130
electronic mail 118–19
psychological responses to
technology 119–20
anxiety 121–4
frustration 124–6
incompetence versus mastery
126–8
personal control 128–30
technostress 118, 119, 120
technological imperative 130
user-friendly technology 130
Tellegen, A. 6
Theorell, T. 146
Thieblot, A.J. 111
Thompson, B. 79
Thompson, L.F. 117, 129
Thorpe, S.J. 122
time divide 23
time off from work 16–17
Workplace psychological health

Tourigny, L. 148
trade unions, violence in the workplace and 111
turnover see job turnover
type A behaviour 92

unemployment
alcohol use and 29–30
psychological well-being and 12–13

unhealthy workplace practices 145–6
excessive workload 147
high job demands, low job control and autonomy 146
reduced co-worker support 148–9
reduced supervisory support 147–8
role stressors 147
unions, violence in the workplace and 111
user-friendly technology 130

van der Doef, M. 146
van Saane, N. 43
Verhoeven, C, 146
vertical control 51
Vieitez, J.C. 121
violence in the workplace 98, 114–15
aggression 101–2, 103–4
cyberaggression 114
bullying 105–8
definitions 98–100
harassment 103, 104–5, 110
interventions 111–14
physical violence 102
prevention programmes 154
theoretical models 100
frustration–aggression 101–2
social identity and social interaction theories 100–101
variations of risk 108
age 110
gender 109–10
occupation 108–9
union membership 111
vitamin stress model 12, 59
Vredenburgh, A.G. 151

Wager, N. 25
Wagner, J. 111
Wakabayashi, M. 93

Waldman, D.A. 38
Wales, S. 135
Wall, T.D. 51–2
Wallace, D. 147
Ward, M. 39
Warr, P. 2, 3, 4, 6, 9, 11, 12, 13, 17
wealth, psychological well-being and 8–11
Wegge, J. 38
well-being see health and well-being
Westergård-Nielsen, N. 39
White, J. 25
Williams, S. 147
Willness, C.R. 104–5
Wilson, M.G. 148
withdrawal behaviours 79
women
addiction to work and 92–3
bullying and 107
discrimination 104
psychological well-being 6–7
reproductive health 26–7
sexual harassment 104–5
technological anxiety and 123–4
Wong, S.-S. 52, 53
Work Stress model 59
workalolicism see addiction to work
work/employment
absenteeism 16
addiction see addiction to work
future challenges 31–2
health and safety 19–20, 68–9, 151
healthy workplace practices 149, 154–5
employee growth and development 149–50
employee health and safety 151
employee involvement 151
employee recognition and empowerment 150–51
work–family balance 149
holidays/time off 16–17
hours of work see hours of work
illnesses see occupational illnesses
job control see job control
job demands see job demands
job performance see job performance
job satisfaction see job satisfaction
job security 12, 29
job strain model 22
job support see job support
job turnover 38–9
psychological well-being and 1, 11–13
social support 53–8
unhealthy workplace practices 145–6
excessive workload 147
high job demands, low job control and autonomy 146
reduced co-worker support 148–9
reduced supervisory support 147–8
role stressors 147
violence at work see violence in the workplace
work–family balance 42, 85–6
consequences 77–9
definitions 73–5
policies to enhance 82–5
work and family demands 76–7
work and family resources 75–6
working conditions see conditions of work
World Health Organization (WHO) 2
Wright, T.A. 14, 39
Yamada, Y. 27
Yun, S. 15
Zhang, Z. 2929