References

- Abhayakoon, P. G. I. D. W., & Balathasan, Y. (2013). "Transformational leadership and Organizational innovation in selected Sri Lankan Industries".

 Unpublished Master's dissertation, Postgraduate Institute of Management, University of Sri Jayewardenepura, Sri Lanka.
- Agervold, M., & Mikkelsen, E. G. (2004). Relationships between bullying, psychosocial work environment and individual stress reactions. *Journal of Work and Stress*, 18(4), 336–351.
- Aiken, L.S., & West, S.G. (1991). Multiple Regression: Testing and Interpreting Interactions, Newbury Park, CA: Sage
- Akgun, S. (2004). The effects of situation and learned resourcefulness on coping responses. *International review of industrial and organizational psychology* 21 (2), 1–34.
- Aldea, N.M., & Rice, C.S. (2006). Emotion in the workplace: the new challenge for managers. *Academy of Management Executive*, 16 (1), 76-86.
- Anderson, N., & King, N. (1993). Innovation in organizations. In C. L. Cooper & I. T. Robertson (Eds.), Chichester: Wiley.
- Anshel, A.F. (2001). Beyond Baron and Kenny: statistical mediation analysis in the new era. *Journal of the statistics*, 31 (3), 323-326.
- Aquino, K. (2008). Structural and individual determinants of workplace victimization:

 The effects of hierarchical status and conflict management style. *Journal of Management*, 26, 57-68
- Aquino, K., & Byron, K. (2002). Dominating interpersonal behavior and perceived victimization in groups: evidence for curvilinear relationship. *Journal of Management*, 28, 69-87.

- Aquino, K., & Lamertz, K. (2004). A relational model of workplace victimization: social roles and patterns of victimization in dyadic relationships. *Journal of Applied Psychology*, 89, 1023-1034.
- Arbuckle, J. L., & Wothke. (2009). AMOS (Version 7) [Computer software]. Chicago: SPSS.p.26
 - Auerbach, G., & Gramling, S. (1998). Coping with occupational problems: the limits of individual efforts, *Journal of Health and Social Behaviour*, 25, 406-423. doi: 2307/2136379.
 - Aulakh, M. and Gencturk, A. (200) Critical Reading and Writing for Postgraduates.

 London: Sage.
 - Ayoko, O.B., Callan, V.J., & Hartel, C.E. (2003). Workplace conflict, bullying and counter-productive behaviours. *International Journal of Organisational Analysis* 11(4), 283–301.
 - Bandura, H. (1977). Verbal abuse in nursing: Report of a study. *Nursing Management*, 18, 47–50.
 - Barron, M.R. (1998). Workplace violence and workplace aggression: evidence on their relative frequency and potential causes. *Aggressive Behavior*, 22, 161-173.
 - Baron, M. R., & Kenny, A. D. (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.
 - Bar-On, R. (2000). Emotional and social intelligence: insights from the emotional quotient inventory", in Bar-On, R. and Parker, J.D.A. (Eds), *The Handbook of Emotional Intelligence*, Jossey-Bass, San Francisco, CA,. 363-388.

- Bar-On, R. (2007). Emotional and social intelligence: Insights from the emotional quotient inventory. In R. Bar-On & J.D.A. Parker (Eds.), *Handbook of emotional intelligence*. San Francisco: Jossey-Bass.
- Baron, R., & Parleer, A. (2000). Influence of teacher empowerment on teachers organizational commitment, professional commitment and organizational citizenship behavior in schools. *Teaching and Teacher Education*, 20 (3), 277-289.
- Belsley, B., Alpin, C., Forth, J., Bryson, A., Bewley, H., Dix, G., & Oxenbridge, S. (1980) *Inside the Workplace: Findings from the 2004 Workplace Employment Relations Survey.* London: Routledge.
- Berens, G., & Riel, C.B.M. (2004). Corporate associations in the academic literature: three main streams of thought in the reputation measurement literature *Corporate Reputation Review*, 7, 161-178.
- Berrocal, R. A., Jette, R. D., & Katzell, R. A. (2006). The effects of psychologically based intervention programs on worker productivity: A meta-analysis. *Personnel Psychology*, 38, 275–291.
- Beswick, E., Gore, J., & Palferman, T. (2006). Experiences of belittlement and harassment and their correlates among medical students in the United States: Longitudinal survey. *British Medical Journal*, 333 (7), 682–688.
- Biemer, R., & Lyberg, M. (2003). *Nonresponse in Household Interview Surveys*. John Wiley & Sons.
- Björkqvist, W., Österman, J., & Hjelt-Bäck., K.. (1994). Aggression among university employees. *Aggressive Behavior*, 20, 173–184.
- Björkqvist, W., Österman, J., & Hjelt-Bäck., K. (1994). The sources of bullying:

 Psychological work environment and organizational climate. *European Journal of Work and Organizational Psychology*, 5, 203–214.

- Blaxter, R., Edwards, J. R., & Bagozzi, R. P. (2006). On the Nature and Direction of Relationships between Constructs and Measures, *Journal of Research Methods*, 5(2), 155-174.
- Bliss, S.E. (2000). "The effect of emotional intelligence on a modern organizational leader's ability to make effective decisions." Unpublished master's thesis. Bellevue University, Nebraska
- Boddy, M. (2011). Workplace bullying: Dealing with some emotional intelligence. *International Journal of Management*, 20, 57–69.
- Borman, W. C., & Brush, D. H. (1993). More progress toward a taxonomy of managerial performance requirements. *Journal of Human Performance*, 6, 1–21.
- Borman, W. C., & Motowidlo, S. J. (1997). Task performance and contextual performance: The meaning for personnel selection research. *Journal of Human Performance*, 10, 99–109.
- Bowen, D. E., & Waldman, D. A. (1999). Customer-driven employee performance. In D. R. Ilgen & E. D. Pulakos (Eds.),
- Bower, A. (2003). The relationship between emotional intelligence and work attitudes, behavior and outcomes: An examination among senior managers. *Journal of Managerial Psychology*, 18(8), 788–813.
- Bowling, N. A., & Beehr, T. A. (2006). Workplace harassment from the victim's perspective: A theoretical model and meta analysis. *Journal of Applied Psychology*, 91(5), 998–1012.
- Boyatzis, R.E. (1982). The Competent Manager: A Model for Effective Performance. New York: John Wiley.
- Brentari, A. H. & Golia, E. (2007). Assessing the Unidimensionality of Measurement: A Paradigm and Illustration within the Context of Information Systems Research, *Omega*, 25(1), 107-121.

- Brief, A. P., & Motowidlo, S. J. (1986). Prosocial organizational behavior. *Academy of Management Review*, 11, 710–725.
- Browne, M.W., & Cudeck, R. (1993). Alternative ways of assessing model fit. *Journal of Statistics*, 18 (4), 42-56.
- Bollen & J. S. Long (Eds.), *Testing structural equation models* (pp. 136–162). Newbury Park, CA: Sage.
- Browning, E.K. & Browning, J.M. (1987), Public Finance and the Price System, (3rd ed), Macmillan, New York,
- Bruk-Lee, V. & Spector, P.E. (2006). The social stressors-counterproductive work behaviors link: are conflicts with supervisors and coworkers the same. *Journal of Occupational Health Psychology*, 11 (2), 145-156.
- Bryman A. & Bell, (2007). Reporting Analyses of Covariance Structural *Equation Modeling*, 7 (3), 461-83.
- Bunchanan T. A., & Thornthwhite, E. A. (2001). Research Methodology in Management: Current Practices, Trends, and Implications for Future Research. *Academy of Management Journal*, 43 (6), 1248-1264.
- Byrne, B.M. (1998), Structural Equation Modeling with LISREL, PRELIS and SIMPLIS: Basic Concepts, Applications and Programming. Mahwah, New Jersey: Lawrence Erlbaum Associates.
- Campbell, R. (1982) Doing Research: A Handbook for Teachers. London: Methuen
- Campbell, J. P. (1999). The definition and measurement of performance in the new age. In D. R.
- Campbell, J. P., Gasser, M. B., & Oswald, F. L. (1993). The substantive nature of job performance variability. In K. R. Murphy (Ed.), *Individual differences and behavior in organizations* (pp. 258–299). San Francisco: Jossey-Bass.

- Campbell, J. P., Gasser, M. B., & Oswald, F. L. (1996). job performance variability.

 In K. R. Murphy (Ed.), *Individual differences and behavior in organizations* (pp. 258–299). San Francisco: Jossey-Bass
- Cantor, J., & Kihlstrom, T. (1987). Engendering trust in manager-subordinate relationships: predictors and outcomes. *Personnel Review*, 32 (5), 569-587.
- Carter, C. (1990) Grounded Theory: A Practical Guide for Management. Business and Market Researchers. London: Sage
- Cartwright, J. (2008), Relations between social and emotional competence and mental health: a construct validation study. *Personality and Individual Differences*, 35, 1947-1963.
- Cascio., R.S. (2005), A meta-analysis of the relationship between organizational citizenship behavior and counterproductive work behavior. *Journal of Applied Psychology*, 90 (6), 430-441.
- Cassitto, M. G., Cowie, H., Naylor, P., Rivers, I., Smith, P. K., & Pereira, B. (2004). Measuring workplace bullying. *Aggressive Violent Behaviour*, 7, 35-51.
- Cavallo, K. (2000). Emotional competence and leadership excellence at Johnson & Johnson: the emotional intelligence and leadership study. Retrieved from http://corpconsultinggroup.com
- Cavanaugh, C. S., Wiprzycka, U., Hasher, L., & Goldstein, D. (2000). Seeing the glass half full: Optimistic expressive writing improves mental health among chronically stressed caregivers. *British Journal of Health Psychology*, 13, 73-76, doi: 10.1348/135910707X251153
- Chan, D.W. (2006). Emotional intelligence and components of burnout among Chinese secondary school teachers in Hong Kong. *Journal of Teaching and Teacher Education*, 22 (8), 1042-1054

- Charlesworth, K. (1996). Perceptions and experience of workplace bullying in five different working populations. *Aggressive Behaviour*, 29, 489-496.
- Cheng, A. (2001). Exploring Statistics Using SPSS (2nd edn). London: Sage.
- Churchill, J.C. (1983). On the Meaning of Within-Factor Correlated Measurement Errors. *Journal of Consumer Research*, 11 (6), 572-580.
- Ciarrochi, M., Forgas J., & Mayer., J. (2001). Towards a multi-foci approach to workplace aggression: A meta-analytic review of outcomes from different perpetrators. *Journal of Organizational Behavior* 31(1): 24-44.
- Cigen, W. C., & Schneider, D. H. (1991). More progress toward a taxonomy of managerial performance requirements. *Human Performance*, 6, 1–21.
- Coetzee, M., Martins, N., Basson, J.S., & Muller, H. (2006). The relationship between personality preferences, self-esteem and emotional competence. *SA Journal of Industrial Psychology*, 32 (2), 64-73.
- Colvin, R.E. (1999). Transformational leadership: a prescription for contemporary organizations. Unpublished Article.
- Cooper, I. & Sawaf, I. (2010). Emotional intelligence in the workplace: exploring its effects on occupational stress and organizational commitment. *The International Journal of Organizational Analysis*, 10 (4), 327-342.
- Cooper, M.N., & Swarf, S.N. (2002). Benefits of multiple roles for managerial women. *Academy of Management Journal*, 45 (2), 369-386.
- Cox, H. C. (1987). Verbal abuse in nursing: Report of a study. *Nursing Management*, 18(11), 47–50.
- Coyne, I., Chong, P.S., Seigne, E., & Randall, P. (2003). Self and peer nominations of bullying: an analysis of incident rates, individual differences, and perceptions of the working environment. *European Journal of Work and Organizational Psychology*, 12, 209-228.

- Craig, M. A. (2007). Job experience correlates of job performance. *Journal of Applied Psychology*, 73, 327–330.
- Crampton, V., & Wagner, P. (1994). Research methods in action: an introduction in V.J. Wass & P.E. Wells (eds) *Principles and Practice in Business and Management Research*. Aldershot: Dartmouth, pp. 1–34.
- Crawford, N. (1998). Conundrums and confusion in organisations: the etymology of the word 'bully". *International Journal of Manpower*, 20, 86-93.
- Crawford, N. (1999). Conundrums and confusion in organisations: the etymology of the word 'bully". *International Journal of Manpower*, 31, 32-51.
- Cronbach, L. J. (1946). "Response sets and test validity". Educational and psychological measurement, 6(4), 475-494.
- Cronbach, L., 1990. Essentials of psychological testing. Harper & Row, New York.
- Dacin, M.T. (1997). Isomorphism in context: the power and prescription of institutional norms. *Academy of Management Journal*, 40, 46-82.
- Davies, M., Stankov, L. & Roberts, R. (1998). Emotional intelligence: in search of an elusive construct. *Journal of Personality and Social Psychology*, 75 (4), 989-1015.
- Dawson, J.F., & Richer, N.G. (2006). Potential Problems With Well Fitting' Models, Journal of Abnormal Psychology, 112 (4), 578-598.
- Dawson.J.F. (2013). Moderation in Management Research why, when and how. Journal of Business and Psychology, (29), 1-19.
- Delbecq, M. (2001). Preventing workplace mobbing and bullying with effective organizational consultation, policies and legislation. *Consulting Psychology Journal*, 61 (3), 242-262.
- Diamantopoulos, A., & Siguaw, J.A. (2000). Introducing LISREL. London: Sage Publications.

- Dietz, J., Robinson, S.L., Folger, R., Baron, R.A., & Schulz, M. (2003). The impacts of community violence and an organization's procedural justice climate on workplace aggression. *Academy of Management Journal*, 46, 317-326.
- DiMaggio, P.J., & Powell, W.W. (1983). The iron cage revisited: institutional isomorphism and collective rationality in organizational fields.

 American Sociological Review, 48, 147-160.
- Djurkovic, N., McCormack, D. & Casimir, G. (2008). The physical and psychological effects of workplace bullying on intention to leave: a test of the psychosomatic and disability hypotheses. *International Journal of Organization Theory and Behavior*. 7, 469-497.
- Doty, D. & Glick, K. (1998). The nature, social organization and promotion of management research: towards policy. *British Journal of Management*. 9, 341–353.
- Drucker, P.F. (1996). The leader of the future: new visions, strategies and practices for the next era. San Francisco, CA: Jossey-Bass
- Druskat, D.L., & Jordan, C. (2001). Emotional intelligence: a meta-analytic investigation of predictive validity and nomological net. *Journal of Vocational Behavior*, 65 (1), 71-95.
- Dunlop, R. & Lee.W (2004).Emotional intelligence in organizations: a conceptualization. *Genetic, Social, and General Psychology Monographs*, 125 (2), 209-224.
- Dyne, S. K., & LePine, P. R. (1998). That's not my job: Developing flexible employee work orientations. *Academy of Management Journal*, 40, 899–929.
- Einarsen, S. (1999). The nature and causes of bullying at work. *International Journal of Manpower*, 10, 16-27.

- Einarsen, S. (2000). Harassment and bullying at work: a review of the Scandinavian approach. *Aggression and Violent Behavior*, 5 (4), 379-401.
- Einarsen, S. (2010). Bullying at work: Aggression and Violent Behaviour, 34, 80-96.
- Einarsen, S., & Raknes, B. I. (1997). Harassment in the workplace and the victimization of men. *Journal of Violence and Victims*, 12(3), 247–263.
- Einarsen, S., & Skogstad, A. (1996). Bullying at work: Epidemiological findings in public and private organizations. *European Journal of Work and Organizational Psychology*, 5, 185–201.
- Einarsen, S., Hoel, H., & Notelaers, G. (2003). Measuring bullying and harassment at work: Validity, factor structure, and psychometric properties of the Negative Acts Questionnaire Revised. *Work and Stress*, 23(1), 24–44.
- Einarsen, S., Hoel, H., & Notelaers, G. (2011). Measuring bullying and harassment at work: *Work and Stress*, 53(7), 69-80.
- Einarsen, S., Hoel, H., Zapf, D. & Cooper, C.L. (Eds) (2011). Bullying and Harassment in the. International perspectives in research and practice. (pp. 127–144). London: Taylor & Francis.
- Einarsen, S., Raknes, B.I.,& Matthiesen, S. (1994), Bullying and harassment at work and their relationships to work environment quality: an exploratory study. *The European Work and Organizational Psychologist*, 4 (4), 360-381.
- Einarsen, S., Raknes, B.I., & Matthiesen, S.B. (1996). Bullying and harassment at work and their relationships to Organizational citizenship behaviour:

 An explorative study. *The European Work and Organizational Psychologist*, 14(7), 160–182.

- Emmerling, J.R. & Goleman, D. (2003). Feeling and believing: the influence of emotion on trust. *Journal of Personality and Social Psychology*, 88 (5), 736-748.
- Engelberg, E. & Sjoberg, L. (2003). Emotional intelligence and inter-personal skills. In R. Schulze & Roberts, R.D. (Eds.) *Emotional Intelligence: An International Handbook* (pp. 289-303). Toronto: Hogrefe.
- Espelage, B., Fox, S., & Stallworth, L. E. (2000). Racial/ethnic bullying: Exploring links between bullying and racism in the US workplace. *Journal of Vocational Behavior*, 66, 438–456.
- Felson, R.B. (1992). Kick'em when they're down: Explanations of the relationships between stress and interpersonal aggression and violence. *Sociological Quarterly*, 33, 1–16.
- Fernández-Berrocal, P., & Extremera, N. (2006). The role of emotional intelligence in anxiety and depression among adolescents. *Individual Differences Research*, 4(1): 16–27.
- Fineman, F.J. (2004). Some historical and scientific issues related to research on emotional intelligence. *Journal of Organizational Behavior*, 26 (4), 411-424.
- Finn, B.L., & Chattopadhyay, C. (2000). Positive emotions broaden the scope of attention and thought-action repertoires. *Cognition and Emotion*, 19 (3), 313-332.
- Folkman, S., & Moskowitz, S. (2004). An analysis of coping in a middle-aged community sample. *Journal of Health and Social Behavior*, 21, 219-239. Retrieved from: http://www.jstor.org/stable/
- Forgas, N., & Moylan. (1987). Co-worker trust as a social catalyst for constructive employee attitudes. *Journal of Managerial Psychology*. 19 (6), 608-622.

- Fornell, C., & Larcker, D. F. (1981). Evaluating Structural Equation Models with Unobservable Variables and Measurement Error. *Journal of Marketing Research* 18(1), 39-50.
- Frazier .K., Chou, C. P., Bentler, P. M., & Satorra, A. (2004). Scaled test statistics and robust standard errors for non-normal data in covariance structure analysis: A Monte Carlo study. *British Journal of Mathematical and Statistical Psychology*, 44, 347–357.
- Furnham, F.E. & House, R.J. (2010). Leadership theory and research: A report of progress. *International Review of Industrial and Organisational Psychology*, 19 (88), 73-91.
- Gabel, B. (2005). The contribution of supervisor behaviour to employee psychological wellbeing. *Work and Stress*, 18 (3), 255-266.
- Gardner, A., & Stough, L.T. (2012). The relationship between thinking styles and emotional intelligence: an exploratory study. *South African Journal of Psychology*, 39 (3), 357-375.
- Geher, G. & Renstrom, K.L. (2004). Measurement issues in emotional intelligence research. In G. Geher (Ed.), *Measuring emotional intelligence:*Common ground and controversy. New York: Nova Science.
- Giorgi, H., & Majer, W.S. (2008). The relationship between emotional intelligence and job performance in a call centre environment. *South African Journal of Industrial Psychology*, 30 (3), 75-81
- Giorgi, H (2010). The relationship between trait emotional intelligence and job performance. *South African Journal of Psychology*, 40 (3), 532-541
- Goldberg, R. (1998). A preliminary typology of organisational response to allegation of workplace bully: *British Journal of Guidance and Counselling*, 32, 389-95.

- Goleman, D. (1998). The mediating effect of burnout on the relationship between structural empowerment and organizational citizenship behaviours.

 **Journal of Nursing Management*, 18 (3), 339-348.
- Goleman, D. (2001). Emotional intelligence: Issues in paradigm building. In C. Cherniss & D. Goleman (Eds.). *The emotionally intelligent workplace* (pp.13-26). Jossey-Bass: San Francisco.
- Greene, C. N., & Organ, D. W. (1973). An evaluation of causal models linking the received role with job satisfaction. *Administrative Science Quarterly*, 18, 95–103.
- Hagihara, A., Rezapur, A., Hashemi, J. & Mohammadi, I. (2003), "An investigation of the changing nature employees. *European Journal of Experimental Biology*, 36(4), 235-251.
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2011). "An assessment of the use of partial least squares structural equation modeling in marketing research". Journal of the Academy of Marketing Science, 40(3), 414–433. doi:10.1007/s11747-011-0261-6.
- Hancock, S.L., & Mueller, X. (2007). Structural Equation Modeling: Basic Concepts and Applications in Personality Assessment Research. *Journal of Personality Assessment*, 68 (3), 508-531.
- Handbook of partial least squares: concepts, methods and applications. (2010).

 Berlin; New York: Springer
- Harvey, S., & Keashly, L. (2007). Predicting the risk for aggression in the workplace: Risk factors, self-esteem and time at work. *Social Behavior and Personality*, 31(8), 807–814.
- Hatten, K.J., & Hatten, M.L. (1987). Strategic groups, asymmetrical mobility barriers and contestability. *Strategic Management Journal*, 8, 329-342.

- Hauge, L., Skogstad, A., & Einarsen, S. (2010). The relative impact of workplace bullying as a social stressor at work, *Scandinavian Journal of Psychology*, 51 (9), 426-433.
- Hauge, N., McCormack, D. & Casimir, G. (2007). Workplace bullying and intention to leave: the moderating effect of perceived organizational support. Human Resource Management Journal, 18 (4), 405-422.
- Haynie, D.L., Nansel, T., Eitel, P., Crump, A.D., Saylor, K., Yu, K., & Simons-Morton, B. (2001). Bullies, victims, and bully/victims: distinct groups of at-risk youth. *Journal of Early Adolescence*, 21, 29-50.
- Heames, J.T., Harvey, M., & Treadway, D. (2006). Status inconsistency: an antecedent to bullying behavior in groups. *International Journal of Human Resource Management*, 17, 348-361.
- Hershcovis, J., & Barling. (2000). Workplace bullying policy in the Australian public sector: Why has gender been ignored?. *Australian Journal of Public Administration* 69(1), 47–60.
- Hilmer, D. A., & Donaldson, S. J. (1996). Mapping individual performance over time. *Journal of Applied Psychology*, 77, 185–195.
- Hoel, H., & Cooper, C.L. (2001). Origins of bullying: Theoretical frameworks for explaining bullying. In N.Tehrani (Ed.), *Building a culture of respect:*Managing bullying at work (pp. 3–19 London: Taylor & Francis.
- Hoel, H., Cooper, C. L., & Faragher, B. (2001). The experience of bullying in Great Britain: The impact of organizational status. *European Journal of Work and Organizational Psychology*, 10, 443–465.
- Hoel, H., Rayner, C., & Cooper, C.L. (2002). Workplace bullying. *International Review of Industrial and Organizational Psychology*, 14, 195–230.
- Hooper, D.W., & Potter, M. (2000). Cognitive versus affective determinants of organizational citizenship behavior. *Journal of Applied Psychology*, 74, 157-164.

- Hu, L., Bentler, P. M., & Kano, Y. (1992). Can test statistics in covariance structure analysis be trusted? *Psychological Bulletin*, 112, 351–362.
- Hubert, A. B., & Van Veldhoven, M. (2001). Risk sectors for undesirable behaviour and mobbing. *European Journal of Work and Organizational Psychology*, 10, 415-424.
- Hubert, A. B. & Van Veldhoven, M. (2001). Risk sectors for undesirable behaviour and mobbing. *European Journal of Work and Organizational Psychology*, 10, 415-424.
- Huisman, M., Krol, B., & Van Sonderen, E. (1998). Handling missing data by reapproaching nonrespondents. *Quality and Quantity*, 32, 77-91.
- Ilgen D. R., & E. D. Pulakos (Eds.). The changing nature of performance.

 Implications for staffing, motivation, and development (pp. 399–429).

 San Francisco: Jossey-Bass.
- Isen, C., Shalker, R., & Clark, M.L., Karp, R. (2003). The role of emotional intelligence in the career commitment and decision- making process. *Journal of Career Assessment*, 11 (4), 379-392.
- Iverson, R. D., & Maguire, C. (2000). The relationship between job and life satisfaction: Evidence from a remote mining community. *Human Relations*, 53, 807–839.
- Jackson, D., Clare, J. & Mannix, J. (2002). Who would want to be a nurse? Violence in the workplace – a factor in recruitment and retention. *Journal of Nursing Management*, 10(1) 13-20.
- Jacques T.R. (2009), "The influence of emotional intelligence on performance", Personality and Individual Differences, Vol. 39 No. 4, pp. 693-703.
- Jayakody, J. A. S. K. (2011). "Effects of Leader Charisma on Follower Dependency in Sri Lanka". An unpublished PHD thesis, Postgraduate Institute of Management, University of Sri Jayewardenepura, Sri Lanka.

- Jockin, U., Jennifer, D., Cowie, H., & Ananiadou, K. (2001). Perceptions and experience of workplace bullying in five different working populations. *Aggressive Behavior*, 29, 489–496.
- Jordan, G., Maes, S. & Doest, L. (2002). Work conditions and employees' self-set goals: goal processes enhance prediction of psychological distress and wellbeing. *Personality and Social Psychology Bulletin*, 30 (6), 685-694.
- Jöreskog, K. G., & Goldberger, A. S. (2003). Estimation of a Model with Multiple Indicators and Multiple Causes of a Single Latent Variable. *Journal of the American Statistical Association*, 70 (5), 631-639.
- Joseph P.N., & Newman, M. (2008). Perceptions of South African managers' emotional intelligence: A preliminary investigation. *Southern Africa Business Review*, 10 (1), 91-109.
- Joseph, P. N., & Newman M. (2010). Emotional intelligence, personality and the perceived quality of social relationships. *Personality and Individual Differences*, 35, 641-658.
- Josman, P.J. (2006). Linking conflict strategy to the five-factor model: theoretical and empirical foundations. *International Journal of Conflict Management*, 12 (1), 47-68.
- Judith, M. R. (2008). Workplace bullying: The role of psychosocial work environment factors. *International Journal of Stress Management*, 16(3), 215–232.
- Kaplan, D. (2009). "Structural equation modeling: foundations and extensions" (2nd ed.). Los Angeles: SAGE.
- Karasek, R.A., & Theorell, T. (1990), Healthy Work: Stress, Productivity and the Reconstruction of Working Life, Basic Books, New York,
- Keashly, L., & Jagatic, K. (2003). By another name: American perspectives on workplace bullying. In S. Einarsen, H. Hoel, D. Zapf, & C. L. Cooper

- (Eds.), Bullying and emotional abuse in the workplace. International perspectives in research and practice (pp. 31–61). London: Taylor & Francis.
- Kinnear, B., & Gray, D. (1997). A comparison of some methodologies for the factor analysis of non-normal Likert variables: A note on the size of the model. *British Journal of Mathematical and Statistical Psychology*, 45, 19–30.
- Kivimäki, K., Elovaioni, M., & Vahtera, J. (2000). Workplace bullying and sickness absence in hospital staff. *Occupational and Environmental Medicine*, 57, 656-660.
- Kivimäki, K. (2000). Workplace bullying and Work-family balance. *Occupational and Environmental Medicine*, 57, 432-444
- Kivimäki, K., Elovainio, M., & Vartia, M. (2000). Workplace bullying and Future Orientation. *Human Performance*, 6, 32-51..
- Kline, R. B. (2006). Formative measurement and feedback loops. In G. R. Hancock & R. O. Mueller (Eds.), *Structural equation modeling: A second course* (pp. 43–68). Greenwich, CT: Information Age Publishing.
- Kline, R.B. (1998). Principles and Practice of Structural Equation Modeling (2nd Edition ed.). New York: The Guilford Press.
- Koopmans. (2005), Comparative effects of personal and situational influences on job outcomes of new professionals. *Journal of Applied Psychology*, 72, 558–566.
- Korsgaard, M. A., & Roberson, L. (1995). Procedural justice in performance evaluation—the role of instrumental and noninstrumental voice in performance-appraisal discussions. *Journal of Management*, 21, 657–669.

- Kostova, T. & Zaheer, S. (1999). Organizational legitimacy under conditions of complexity: the case of the multinational enterprise. *Academy of Management Review*, 24, 64-81.
- Kothari, C. R. (2004). "Research methodology methods & techniques". New Delhi: New Age International (P) Ltd., Publishers.
- Kotter, J. & Heskett, J. (1992), Corporate Culture and Performance, Free Press, New York, NY.
- Krenzke, T., & Kerckhove, S. (2007). Using a short follow-up survey to compare respondents and nonrespondents., *Human Resources Management Review*, 12 (2), 269-292,
- Lapierre, L. M., Spector, P. E., & Leck, J. D. (2005). Sexual versus nonsexual workplace aggression and victims' overall job satisfaction: A meta-analysis. *Journal of Occupational Health*, 78(12), 12-27.
- Lazarus, R.S. & Folkman, S. (1984). *The Concept of Coping*. In A. Monat & Lazarus, R. S. (Eds.) (1991) Stress and Coping: An Anthology. New York: Columbia University Press
- Lazarus, R.S. (1999), Stress Appraisal and Coping, Springer, New York, NY.
- Lee, R. T., & Brotheridge, C. M. (2006). When prey turns predatory: Workplace bullying as a predictor of counteraggression/bullying, coping, and well-being. *European Journal of Work and Organizational Psychology*, 15(33), 352–377.
- Lewis, D. (1995). Workplace bullying—interim findings of a study in further and higher education in Wales. *International Journal of Manpower*, 20, 106–118.
- Lewis, D (2003). A theory of goal setting and task performance. Englewood Cliffs, NJ: Prentice Hall.
- Leymann, H. (1996). The content and development of mobbing at work. *European Journal of Work and Organizational Psychology*, 5(2), 165–184.

- Leymann, H. (1996). The content and development of mobbing at work. *European Journal of Work and Organizational Psychology*, 5(2), 165–184.
- Leymann, H. (1996). Mobbing and bullying at work. *Danish Journal of Organizational Psychology*, 22(5), 131–154.
- Leymann, H., & Gustafsson, A. (1996). Mobbing at working and the development of post-traumatic stress disorders. *European Journal of Work and Organizational Psychology*, 5, 251-275.
- Leymann, H., & Gustafsson, A. (1996). The role of trait emotional intelligence in a gender-specific model of organizational variables. *Journal of Applied Social Psychology*, 36.(2), 20-32
- Liptak, F.J. (2005). Some historical and scientific issues related to research in emotional intelligence. *Journal of Organizational Behavior*, 26, 411-424.
- Lloyd, B. (2002). Emotional intelligence and life satisfaction. *Personality and Individual Differences*, 33 (7), 191-202.
- Lopes, P. N., Brackett, M. A., Nezlek, J. B., Schutz, A., Sellin, I., & Salovey, P. (2004). Emotional intelligence and social interaction. *Personality and Social Psychology Bulletin*, 30, 1018-1034.
- Lovell, B.L., & Lee, R.T. (2011). Impact of workplace bullying on emotional and physical well-being: a longitudinal collective case study. *Journal of Aggression, Maltreatment and Trauma*, 20 (3), 344-357.
- Lu . I., Spector, P. E., Chen, P. Y., & O'Connell, B. J. (2007). A longitudinal study of relations between job stressors and job strains while controlling for
- Luzio-Lockett, A. (1995), "Enhancing relationships within organizations: an examination of a proactive approach to "bullying at work", Employee Counseling Today, Vol. 7, pp. 12-22.
- Malhotra, N. K., & Birks, R. (2006). A Review and Synthesis of the Measurement Invariance Literature: Suggestions, Practices, and Recommendations

- for Organizational Research," *Organizational Research Methods* (3:1), pp. 4-70
- Malhotra, N. K. Dash. S. (2011). "Marketing Research An Applied Orientation.". Sixth Edition, Delhi, Pearson Prentice Hall, 170-203.
- Margaret H. (2007). Case Study of Workplace Bullying. *Organization Management Journal* 10, 139-147.
- Martino, C., McCarthy, P., Chappell, D., Quinlan, M., Barker, M. & Sheehan, M. (2006). Measuring the extent of impact from occupational violence and bullying on traumatized workers. *Employee Responsibilities and Rights Journal*, 16, 117-134.
- Martins, J., Ramalho D.H., & Morin, R.B. (2010). Positive and negative affective outcomes of occupational stress. *New Zealand Journal of Psychology*, 35 (2), 590-601.
- Matthews, G., Emo, A., Funke, G., Roberts, R., Zeidner, M., Costa, P., & Schulze, R. (2002). Emotional Intelligence, personality and task-induced stress. *Journal of Experimental Psychology*, 12, 96 – 107. doi: 10.1037/1076-898X.12.2.96
- Matthews, M., & Ziender, O. (2005). Trait emotional intelligence and the cognitive appraisal of stressful events: an exploratory study. *Personality and Individual Differences*, 44 (7), 1445-1453.
- Mayer, J. D., & Salovey, P. (1990). What is emotional intelligence? In P. Salovey & D. J. Sluyter (Eds.), *Emotional development and emotional intelligence Educational implications* (pp. 3-31). New York: Basic Books.
- Mayer, J. D., DiPaolo, M., & Salovey, P. (1990). Perceiving affective content in ambiguous visual stimuli: A component of emotional intelligence. *Journal of Personality Assessment*, 54, 772–781.

- Mayer, J.D. & Salovey, P. (1995). Emotional intelligence and the construction and regulation of feelings. *Applied and Preventive Psychology*, 4, 197-208.
- Mayer, J.D., & Sullivan, P. (2007). What is emotional intelligence: implications for educators. In Salovey, P. & Sluyter, D. (Eds), Emotional Development, Emotional Literacy, and Emotional Intelligence, Basic Books, New York, NY, pp. 3-31.
- Mayer, J.D., Caruso, D. and Salovey, P. (1999). Emotional intelligence meets traditional standards for intelligence. *Journal of Emotional Intelligence*, 27 (4), 394-399.
- Mayer, J.D., Salovey, P. & Caruso, D.R. (2008). Emotional intelligence: Theory, findings, and implications. *Psychological Inquiry*, *15* (3), 197-215.
- McCarthy, D.C. (1996). Job experience correlates of job performance. *Journal of Applied Psychology*, 73, 47-56.
- McCarthy, D.C. (1996). Identifying competencies with behavioral-event interviews. *Psychological Science*, 9 (5), 40-51.
- McClelland, M.A. (1998). Identifying competencies with behavioral-event interviews. *Psychological Science*, 9 (5), 331-340.
- McDonald, R. P & Ho,R.H (2002) Principles and Practice in Reporting Structural Equation Analyses. *Psychological Bulletin*, 7 (1), 64–82
- McMahon, L. (2000) Bullying and harassment in the workplace. *International Journal of Contemporary Hospitality Management*, 12(6), 384–397.
- McMillan, I. (1995). Losing control. *Nursing Times*, 91 (15), 40-43.
- Mikkelsen, E.G., & Einarsen, S. (2002). Relationships between exposure to bullying at work and psychological and psychosomatic health complaints: the role of state negative affectivity and generalized self-efficacy. *Scandinavian Journal of Psychology*, 43, 397-405.

- Miles, D.C. & Shevlin, N.J. (eds) (2007) *Handbook of Research Design and Social Measurement* (6th ed). Thousand Oaks, CA: Sage.
- Miles, E., & Salin, D. (2007). Prevalence and forms of bullying among business professionals. A comparison of two different strategies for measuring bullying. *European Journal of Work and Organizational Psychology*, 10(4), 425–441.
- Moos, T.S., & Billings, D.W. (1981). Job satisfaction and the good soldier: the relationship between affect and employee citizenship. *Academy of Management Journal*, 26 (4), 587-595.
- Morrison M. A., & Phelps, M. S. (1999). The relationship between work experience and job performance: A conceptual and meta-analytic review. *Personnel Psychology*, 48, 887–910.
- Mossholder, K. W., Bennett, N., Kemery, E. R., & Wesolowski, M. A. (1998).

 Relationships between bases of power and work reactions: The mediational role of procedural justice. *Journal of Management*, 24, 533–552.
- Motowidlo, S. J., & Schmit, M. J. (1999). Performance assessment in unique jobs. In
 D. R. Ilgen & E. D. Pulakos (Eds.), The changing nature of job performance: Implications for staffing, motivation, and development (pp. 56–86). San Francisco, CA: Jossey-Bass.
- Motowidlo, S. J., Borman, W. C., & Schmit, M. J. (1997). A theory of individual differences in task and contextual performance. *Human Performance*, 10, 71–83.
- Mulaik, S.A., James, L.R., Van Alstine, J., Bennet, N., Lind, S., & Stilwell, C.D. (1989), Evaluation of Goodness-of-Fit Indices for Structural Equation Models. *Psychological Bulletin*, 105 (3), 430-451.
- Mundt, J. (1993). Externalities: uncalculated outcomes of exchange. *Journal of Macro marketing*, 29 (6), 46-53.

- Munthe, J. (1989). Workplace bullying: a cross-level assessment. *Management Decision*, 44 (9), 1214-1230.
- Namie, G. (2003). Workplace bullying: escalated incivility. *Ivey Business Journal*, 23 (4), 1-6.
- Namie, G., & Namie, R. (2009). Prevalence of Workplace bullying: Timely discussion. *Ivey Business Journal*, 68(2) 101–116.
- Nel, H., & De Villiers, W.S. (2004). The relationship between emotional intelligence and job performance in a call centre environment. *South African Journal of Industrial Psychology*, 30 (3), 75-81.
- Niedl, K. (1996). Mobbing and well-being: Economic and personell development implications. *European Journal of Work and Organizational Psychology*, 5, 239-249
- Nielsen, M. B. (2009). Prevalence of workplace bullying in Norway: Comparisons across time and estimation methods. *European Journal of Work and Organizational Psychology*, 18 (1), 11-23.
 - Nikolaou, H., & Tsaousis, W.S. (2002). The relationship emotional intelligence and Contextual performance. *Swedish Journal of Industrial Psychology*, 20 (3), 175-181.
 - Nikolaou, J.L. & Tsaousis, C.L. (2012). Attachment, emotional loneliness, and bullying behavior: a study of adult and young offenders. *Aggressive Behavior*, 30, 298-312.
 - Nunnally, J. C. (1978). Psychometric theory (2nd ed.). New York: McGraw-Hill
 - O'Boyle., Brackett, M. A., Nezlek, J. B., Schutz, A., Sellin, I., & Salovey, P. (2010). Emotional intelligence and Social interaction. *Personality and Social Psychology Bulletin*, 30, 1018-1034.
 - O'Moore, A. M., & Hillery, B. (1998). Bullying in Dublin private sector organizations. *Irish Journal of Psychology*, 10, 426–441.

- Organ, D. W., & Greene, C. N. (1981). The effects of formalization on professional involvement: A compensatory process approach. *Administrative Science Quarterly*, 26, 237–252.
- Organ, D.W. (1988). Organizational citizenship behavior: The good soldier syndrome. *Communication Monographs*, 76 (4), 408-420.
- Pallant, T. (2005). Productive writing. The New Academic, 28 (12), 29–31.
- Pallant, T. (2007). Papers that summarise other papers (systematic reviews and metaanalyses). *British Medical Journal*, 315, 672–685.
- Pascale, S. K. (1997). "That's not my job": Developing flexible employee work orientations. *Academy of Management Journal*, 40, 899–929.
- Pearlin, N.M., & Schooler,, C.S. (1987). Emotion in the workplace: the new challenge for managers. *Academy of Management Executive*, 16 (1), 76-86.
- Pearson, M. (1999). The relationship between interpersonal conflict and workplace bullying. *Journal of Managerial Psychology*, 30 (3), 250-268.
- Perkins, L. (2004). Work conditions and employees' self-set goals: goal processes enhance prediction of psychological distress and wellbeing.

 *Personality and Social Psychology Bulletin, 30 (6), 685-694.
- Perlow, K. R. (1998). Is the relationship between cognitive ability and job performance stable over time? *Human Performance*, 2, 183–200.
- Perrewe', P.L. & Spector, P.E. (2002). Personality research in the organizational sciences", in Ferris, G.R. (Ed.), Research in Personnel and Human Resources Management, JAI Press, Oxford.
- Podsakoff P.M, MacKenzie S.B & Lee. N.P (2003). Sources of method bias in social science research and recommendations on how to control it. *Annual Review of Psychology* 63, 539–569.
- Quine, L. (1999). Workplace bullying in NHS community trust: Staff questionnaire survey. *British Medical Journal*, 3(18), 228–232.

- Raine, A., Buchsbaum, S.J., Lottenberg, S., Abel, L. & Stoddard, J. (1994). Selective reductions in prefrontal glucose metabolism in murderers. *Biological Psychiatry*, 36, 127-138.
- Rayner C., Hoel H., & Cooper C. (2002). Workplace Bullying: What we know, who is to blame, and what can we do. *Journal of Psychology*, 10(2), 155–169.
- Rayner, C., & Keashly, C. (2005). Workplace bullying: myth or reality? Can we afford to ignore it. *Leadership & Organization Development Journal*, 18, 211-214.
- Rick, A. & Guppy, Z.E. (1994). The relationship among emotional intelligence, task performance, and organizational citizenship behaviors. *Human Performance*, 19 (4), 403-419.
- Riley, J., & Schutte, V. (2003). Exploring the work/life/study balance: the experience of higher education students in a Scottish further education college.

 *Journal of Further & Higher Education, 31(3), 225–238.
- Ryback, O. (2008). Trait emotional intelligence and the cognitive appraisal of stressful events: an exploratory study. *Personality and Individual Differences*, 44 (7), 71-79.
- Saam, K. (2010). Mobbing and well-being: Economic and personnel development implications. *European Journal of Work and Organizational Psychology*, 5(2), 239–249.
- Salami, S. O. (2010). Conflict resolution strategies and organizational citizenship behavior: The moderating role of trait emotional intelligence. *Social Behavior and Personality*, 38 (1), 75-86.
- Salancik, G. & Pfeffer, J. (1978). A social information processing approach to job attitudes and task design. *Administrative Science Quarterly*, 23, 224-253.
- Salin, D. (2001). Prevalence and forms of bullying among business professionals. A comparison of two different strategies for measuring bullying.

- European Journal of Work and Organizational Psychology, 5, 425-442.
- Salovey, F., Stroud, J., Woolery, D.M., & Epel, R.C. (2002), A cross-cultural exploratory study of the linkage between emotional intelligence and managerial effectiveness", *International Journal of Organizational Analysis*, 11 (3), 171-191.
- Salovey, P., Bedell, B.T., Detweiler, J.B., & Mayer, J.D. (2000). Coping intelligently: Emotional intelligence and the coping process. In C.R. Snyder (Ed.), *Coping: The psychology of what works* (pp. 141-164). New York: Oxford University Press.
- Samnani, A. (2012). 20 years of workplace bullying research: a review of the antecedents and(6),. Consequences of bullying in the workplace.

 Aggression and Violent Behavior, 17 (6), 581-589 Workplace:

 Developments in Theory, Research, and Practice, (2nd ed). New York
- Samnani, A. K., Singh, P., & Ezzedeen, S. (2013). Workplace bullying and employee performance: an attributional model. *Organizational Psychology Review*, 1 (1), 1-23.
- Sandvik, M. (2008). Bullying among support staff in a higher education institution. *Health Education*, 105(4), 273–288.
- Saunders, M., Lewis, P., & Thornhill, A. (2011) Research Methods for Business Students (4th ed). Harlow: FT Prentice Hall p.150
- Schein, E. (1990). Organizational culture. American Psychologist, 45, 109-19.
- Schriesheim, C. A. (1979). The similarity of individual-directed and group directed leader behavior descriptions. *Academy of Management Journal*, 22, 345–355.
- Schneider, B. (1975). Organizational climates: an essay, *Personnel Psychology*, 28, 477-480.

- Sekaran, U. (2010). Research methods for business: A skill building approach. John Wiley & Sons.
- Sekaran, U., & Bougie D. (2010). Linking theory to practice: a grand challenge for management research in the 21st century. *Organization Management Journal*, 1(1), 10–14.
- Seligma, C., & Csikszentmihalyi, G.P. (2000). The situational interview as a predictor of academic and team performance: A study of the mediating effects of cognitive ability and emotional intelligence. *International Journal of Selection and Assessment*, 12, 312-320.
- Sharma, M., Lynch, J., & Niamh, N. D. (2009). The rates and relative risks of workplace bullying in Ireland, a country of high economic growth. *International Journal of Management and Decision Making*, 4 (1), 82–95.
- Sheehan, C.D. & Jordan, C.L.M. (2009). The structure of psychological wellbeing revisited. *Journal of Personality and Social Psychology*, 69 (4), 897-915.
- Shields, L. J., & Tajalli, R. J. (2006). Recent Advances in Causal Modeling Methods for Organizational and Management Research. *Journal of Management*, 29(6), 903-936.
- Skinner, J. D. & Brewer, C. D. (2002). Educational policy on emotional intelligence: Does it make sense? *Educational Psychology Review*, 12, 163-183
- Slaski, M., & Cartwright, S. (2002). Health, performance and emotional intelligence: an exploratory study of retail managers. *Stress and Health*, 18 (2), 63-68.
- Slaski, M., (2010). Emotional intelligence and performance. *Social Behavior and Personality*, 69 (2), 132-161.
- Smith, B. H., Hannaford, P., Elliot, A. M., Smith, W. C., & Chambers, W. A. (2003). The 'number needed to sample' in primary care research. Comparison

- of two primary care sampling frames for chronic back pain. *Family Practice*, 22, 205–214
- Spataro, S. (2002), "Not all differences are the same: the role of informal status in predicting reactions to demographic diversity in organizations", Working Paper No. 3, Yale School of Management Working Paper Series OB.
- Spector, P. E. (2006). Using self-report questionnaires in OB research: A comment on the use of a controversial method. *Journal of Organizational Behavior*, 15, 385–392.
- Spector, P.E., & Fox, S. (2002). An emotion-centered model of voluntary work behavior: Some parallels between counterproductive work behavior (CWB) and organizational citizenship. *Social Behavior and Personality*, 58 (12), 111-123.
- Sterud, N. (2004). Bullying: A source of chronic post traumatic stress. *British Journal of Guidance and Counselling*, 32, 358–366.
- Stough, L.T. & De Guara L. (2013). Is emotional intelligence and advantage? An exploration of the impact of emotional and general intelligence on individual performance. *Journal of Social Psychology*, 142, 133-143.
- Strickland, D. (2000). Emotional intelligence: The most potent factor in the success equation. *JONA*, 30 (3), 112-117.
- Suchman, M.C. (2006). Managing legitimacy: strategic and institutional approaches. The Academy of Management Review, 20, 571-610.
- Svyantek, C., Sheehan, M., & Rahm, M. (2002). Theoretical approaches to the study of bullying at work. *International Journal of Manpower*, 20(1), 11–15.
- Svyantek, C., & Rahm, A. (2000). On the dimensional structure of emotional intelligence. *Personality and Individual Differences*, 29, 313-320.
- Tabachnick, B.G., & Fidell, L.S. (2007). Using Multivariate Statistics (5th ed.). New York:

- Tanaka, J. S. (1993). Multifaceted conceptions of fit in structural equation models. InK. A. Bollen & J. S. Long (Eds.), testing structural equation models(pp. 10–39). Newbury Park, CA: Sage.
- Tehrani. (2004). Asymptotic Confidence Intervals for Indirect Effects in Structural Equation Models in *Sociological Methodology 1982*, S. Leinhardt (ed.), Washington, DC: American Sociological Association, pp. 290-312.
- Tepper, B. (2000). Consequences of abusive supervision. *Academy of Management Journal*, 42, 100-108.
- Toist, R. (1986). Influence of teacher empowerment on teachers' organizational commitment, professional commitment and organizational citizenship behavior in schools. *Teaching and Teacher Education*, 20 (3), 277-289.
- Townend, A. (2008). Understanding and addressing bullying in the workplace. Industrial and Commercial Training, 40(5), 270–273.
- Ursin, A., & Zahl, D. (1993). Mobbing in the workplace by peers and managers: mobbing experienced by nurses working in healthcare facilities in Turkey and its effect on nurses. *Journal of Clinical Nursing*, 16 (8), 1444-1453.
- Vartia, M. (2001). The sources of bullying psychological work environment and organizational climate. *European Journal of Work and Organizational Psychology*, 5,203–214.
- Vartia, M. (2003). Gender differences in workplace bullying among prison officers.

 European Journal of Work and Organizational Psychology, 11(1), 113–126.
- Vickers, M.H. (2009). Bullying, disability and work: A case study of workplace bullying. *Qualitative Research in Organisations and Management*, 4(3) 255–272.

- Wagner, B.L. & Ilies, D.L. (2008). Eustress at work: the relationship between hope and health in hospital nurses. *Health Care Management Review*, 26 (4), 7-18.
- Warr, P. (2006). Differential activation of judgments in employee well-being. *Journal of Occupational and Organizational Psychology*, 79, 225-244.
- Weisinger G. (1998). The impact of social environments on emotional, social, and cognitive competency development. *Journal of Management Development*, 27 (1), 129-145.
- Weisinger.G. (1998). Teamwork quality and the success of innovative projects: a theoretical concept and empirical evidence. *Organization Science*, 12 (4), 112-123.
- Weiss, M.E., & Cropanzano, M. (2006). Positive psychology: an introduction. American Psychologist, 55 (1), 5-14.
- Wheaton, B., Muthen, B., Alwin, D., F., & Summers, G. (1977). Assessing Reliability and Stability in Panel Models. *Sociological Methodology*, 8 (1), 84-136
- Williams, J.L., & Porter, L.W. (2003). Employee responses to formal performance appraisal feedback. *Journal of Applied Psychology*, 71 (2), 211-8.
- Wong, C.S., & Law, K.S. (2004). The effects of leader and follower emotional intelligence on performance and attitude: An exploratory study. *Leadership Quarterly*, 13, 243-274.
- Wong, C.S., Law, K.S., & Wong, P.M. (2007). Development and validation of a forced choice emotional intelligence measure for Chinese respondents in Hong Kong. *Asia Pacific Journal of Management*, 21, 535-559.
- Wu, R. F., & Jóhannsdóttir, H. L. (2004). Coping with bullying in the workplace: The effect of gender, age and type of bullying. *British Journal of Guidance and Counselling*, 32 (3), 319–333.
- Yahaya, J., Kivimaki, M., Elovainio, M., Virtanen, M., Keltikangas-Jarvinen, L., & Vahtera, J. (2009). Psychosocial work characteristics and incidence of

- newly diagnosed depression: a prospective cohort study of three different models. *Social Science and Medicine*, 61 (1), 111-122.
- Yamada, M. (2000). Bullying among support staff in a higher education institution. *Health Education*, 105(4), 273–288.
- Young, T.M. (2001). The effects of job insecurity on employee safety outcomes: cross-sectional and longitudinal explorations. *Journal of Occupational Health Psychology*, 6 (2), 139 159.
- Young, M. (2005). Organisational intelligence. *Journal of Workplace Learning*, 17 (2), 99-114.
- Yunus, N.S., Ghazali, J.M., & Hassan, E.B. (2011). A meta-analytic investigation of the relationship between emotional intelligence and health. *Personality and Individual Differences*, 42 (6), 921-933.
- Zajonc, L. (2004). Work conditions and employees' self-set goals: goal processes enhance prediction of psychological distress and wellbeing.

 *Personality and Social Psychology Bulletin, 30 (6), 685-694.
- Zapf, D., Einarsen, S., Hoel, H., & Vartia, M. (2003). Empirical findings on bullying in the workplace. In S. Einarsen, H. Hoel, D. Zapf, & C. L. Cooper (Eds.), Bullying and emotional abuse in the workplace. International perspectives in research and practice (pp. 103–126). London: Taylor & Francis.
- Zapf, D., Knorz, C., & Kulla, M. (1996). On the relationship between mobbing factors, and job content, social work environment and health outcomes. *European Journal of Work and Organizational Psychology*, 5(2), 215–237.
- Zellars, K., Tepper, B. & Duffy, M. (2002). Abusive supervision and subordinates' organizational citizenship behavior. *Journal of Applied Psychology*, 87 (6), 1068-1076.

- Zikmund, W.G. (1997) Business Research Methods (6th edn). Fort Worth, TX: Dryden Press.
- Zikmund, W.G. (2003). Validating Instruments in MIS Research. *MIS Quarterly* 13 (2), 147-169.
- Zomer, D. (2001). Cooperative and competitive goal approach to conflict: accomplishments and challenges. *Applied Psychology: An International Review*, 47 (3), 285-342.