

References

- Abubakar, A. M. (2018). Linking work-family interference, workplace incivility, gender and psychological distress. *Journal of Management Development*, 37(3), 226-242. doi:org/10.1108/JMD-06-2017-0207
- Alidosti, M., Delaram, M., Dehgani, L., & Moghadam, M. M. (2016). Relationship Between Self-Efficacy and Burnout Among Nurses in Behbahan City, Iran. *Women's Health Bull*, 3(4), 129-143. doi:10.17795/whb-30445.
- Amstad, F. T., & Semmer, N. K. (2011). Spillover and Crossover of Work- and Family-Related Negative Emotions in Couples. *Psychology of Everyday Activity*, 4(1), 210-220.
- Andersson, L. M., & Pearson, C. M. (1999). Tit for Tat? The Spiraling Effect of Incivility in the Workplace. *Academy of Occupational Health Psychology*, 10(1), 170-180.
- Bai, Q., Lin, W., & Wang, L. (2016). Family incivility and counterproductive work behavior: A moderated mediation model of self-esteem and emotional regulation. *Journal of Vocational Behavior*, 94(1), 11–19. doi:10.1016/j.jvb.2016.02.014
- Bajpai, S., & Bajpai, R. (2014). Goodness of measurement: Reliability and Validity. *International Journal of Medical Science and Public Health*, 3(2), 112-115. doi:10.5455/ijmsph.2013.191120133
- Bakker, A. B. (2011). An evidence-based model of work engagement. *Current Directions in Psychological Science*, 20(2), 265–269.
- Bakker, A. B., & Costa, P. L. (2014). Chronic job burnout and daily functioning: A theoretical analysis. *Burnout Research*, 1(3), 112–119.
- Bakker, A. B., & Demerouti, E. (2007). The job demands-resources model: State of the art. *Journal of Managerial Psychology*, 22(2), 110-121.
- 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(3), 170–180.

- Bakker, A. B., Demerouti, E., & Sanz-Vergel, A. I. (2014). Burnout and work engagement: The JD–R approach. *Annual Review of Organizational Psychology and Organizational Behavior*, 1(2), 389–411.
- Bakker, A., & Demerouti, E. (2014). Job Demands-Resources Theory. (P. Y. Chen, & C. L. Cooper, Eds.) *Work and Wellbeing: Wellbeing: A Complete Reference Guide*, 3. doi:10.1002/9781118539415.wbwell019
- Bandura, A. (1991). Social cognitive theory of self-regulation. *Organizational Behavior and Human Decision Processes*, 5(2), 125-143.
- Bandura, A. (1997). *Self-efficacy: The exercise of control*. New York: Freeman.
- Bandura, A. (1999). Social cognitive theory: An agentic perspective. *Asian journal of social psychology*, 2(1), 21-41.
- Baron, R. A., & Neuman, J. H. (1998). Workplace aggression – The iceberg beneath the tip of workplace violence: Evidence on its forms, frequency, and targets. *Public Administration Quarterly*, 21(1), 446-464.
- Bartlett, M. S. (1954). A note on the multiplying factors for various chi square approximation. *Journal of the Royal Statistical Society*, 16(1), 296-298. doi:10.4236/ib.2015.73013
- Bellavia, G., & Frone, M. R. (2005). Work-Family Conflict. In *Handbook of Work Stress* California: Sage.
- Biemer, R., & Lyberg, M. (2003). *None response in Household interview survey*. John Wiley & sons.
- Bijl, J. P., & Bagget, L. M. (2001). The theory and measurement of the self-efficacy construct. *Research and Theory for Nursing Practice*, 15(3), 189-207.
- Blau, G., & Andersson, L. (2005). Testing a measure of instigated workplace incivility. *Journal of Occupational and Organizational Psychology*, 78(3), 595–614.
- Blaxter, R., Edward, J. R., & Bagozzi, R. P. (2006). On the nature and direction of relationship between construct and measures. *Journal of Research Methods*, 5(2), 155-174.

- Blecharz, J., Luszczynska, A., Schol, U., Schwarzer, R., Siekanska, M., & Cieslak, R. (2014). Predicting performance and performancesatisfaction: The role of mindfulness and beliefs about the ability to deal with social barriers in sport. *Anxiety, Stress, & Coping*, 27(2), 270–287.
- Boonitt, S., & Pongpanarat, C. (2011). Measuring service supply chain management processes: The application of the Q-Sort technique. *International Journal of Innovation, Management and Technology*, 2(3), 217-221.
- Brentari, A. H., & Golia, E. (2007). Assessing the unidimensionality of measurement: a paradigm and illustration withing the context of information system. *Omega*, 25(1), 107-121.
- Brown, M. W., & Cudeck, R. (1993). Alternative ways of assessing model fit. *Journal of Statistics*, 18(4), 42-56.
- Bryman, A., & Bell. (2007). Reporting Analysis of Covarian Structures. *Structural Equation Model*, 7(3), 461-483.
- Byrne, B. M. (1998). *Structural Equation Modeling with LISREL, PRELIS and SIMLIS: basic concepts, applications and programming*. NJ: Lawrence Erlbaum Associates.
- Campbell, J. P. (1982). Editorial: Some Remarks From the Outgoing Editor. *Journal of Applied Psychology*, 6(1), 691-700. doi:10.1037/h007 7946
- Charoensukmongkol, P., Moqbel, M., & Gutierrez-Wirsching, S. (2016). The role of co-worker and supervisor support on job burnout and job satisfaction. *Journal of Advances in Management Research*, 13(1), 4-22.
- Chelariu, C., & Stump, R. L. (2011). A study of work-family conflict, family-work conflict and the contingent effect of self-efficacy of retail salespeople in a transitional economy. *European Journal of Marketing*, 45(11), 1660-1679. doi:10.1108/03090561111167333
- Chelmsford, M. (2017). *The Employee Burnout Crisis: Study Reveals Big Workplace Challenge in 2017*. Kronos Incorporated. Retrieved from <https://www.kronos.com/about-us/newsroom/employee-burnout-crisis-study-reveals-big-workplace-challenge-2017>

- Chen, G., Gully, S., & Eden, D. (2001). Validation of a New General Self-Efficacy Scale. *Organizational Research Methods, 4*. doi:10.1177/109442810141004
- Chow, W. S., & Chen, Y. (2012). Corporate Sustainable Development: Testing a New Scale Based on the Mainland Chinese Context. *Journal of Business Ethics, 105*(4), 519-533. doi:10.1007/s10551-011-0983-x
- Cortina, L. M., Magley, V. J., Williams, J. H., & Langhout, R. D. (2001). Incivility in the workplace: Incidence and impact. *Journal of Occupational Health Psychology, 6*(1), 64-80.
- Da Costa, E. S., Hyeda, A., & Maluf, E. (2016). Working Environment and Burnout Syndrome. *Medical & Clinical Reviews, 2*(4), 1-5.
- Darrat, M. A., Amyx, D., & Bennett, R. J. (2010). An Investigation into the Effects of Work-Family Conflict and Job Satisfaction. *Journal of Personal Selling and Sales, 30*(3), 239-251.
- Demerouti, E., Nachreiner, F., Bakker, A. B., & Schaufeli, W. B. (2001). The job demand resource model of burnout. *Journal of Applied Psychology, 86*(3), 499-522.
- Dorman, C., & Zapf, D. (2004). Customer-related social stressors and burnout. *Journal of Occupational Health Psychology, 9*(1), 61-82.
- Doty, D. H., & Glick, W. H. (1988). Common methods bias: Does Common methods variance really bias results? *Organizational Research Methods, 1*(4), 374-406. doi:10.1177/109442819814002
- Du, D., Derks, D., & Bakker, A. B. (2018). Daily Spillover From Family to Work: A Test of the Work-Home Daily Spillover From Family to Work: A Test of the Work-Home. *Journal of Occupational Health Psychology, 23*(2), 237-247. doi:org/10.1037/ocp0000073
- Dubey, R., & Gunasekaran, A. (2016). *Strategic management of sustainable manufacturing operations*. United States: Bbusiness Science. doi:10.4018/978-1-5225-0350-7
- Ebrahimi, M. H., & Poorahmad, F. (2013). The relationship between emotional expressiveness and self efficacy with burnout in workers of municipality. *Journal of Occupational Medicine, 4*(3), 62-72.

- Edwards, J. A., & Billsberry, J. (2010). Testing a multidimensional theory person-environment fit. *Journal of Managerial Issues*, 22(4), 476-493.
- Evrekli, E., Inel, D., Balim, A. G., & Kesercioglu, T. (2010). A confirmatory factor analysis on the attitude scale of constructivist approach for science teachers. *Bulgarian Journal of Science and Education Policy (BJSEP)*, 4(2), 185-201.
- Fernando, P., Selvam, M., & Bennet, E. (2011). Exhaustion and steress: An empirical study among workers in apparel industry in Sri Lanka. *International Conference of Business and Information*. Sri Lanka: University of Kelaniya.
- Fida, R., Laschinger, H. K., & Leiter, M. (2018). The Protective Role of Self-Efficacy against Workplace Incivility and Burnout in Nursing: A Time-lagged Study. *Health Care Management Review*, 43(1), 21-29.
- Field, A. (2009). *Discovering Statistics Using SPSS* (3rd ed.). London: SAGE.
- Ford, M. T., Heinen, B. A., & Langkamer, K. L. (2007). Work and family satisfaction and conflict: A meta-analysis of cross-domain relations. *Journal of Applied Psychology*, 92(1), 57-80.
- Fornell, C., & Larcker, D. F. (1981). Evaluation structural equation model with unobservable variables and measurment error. *Journal of Marketing Research*, 1(1), 39-50.
- Frost, J. (2013). *Regression Analysis: How do I interpret R-squared and assess the goodness of fit?* Retrieved December 2018, from The Minitab Blog: <http://blog.minitab.com/blog/adventures-in-statistics-2/regression-analysis-how-do-i-interpret-r-squared-and-assess-the-goodness-of-fit>
- Galletta, M., Portoghese, I., Ciuffi, M., Sancassiani, F., D' Aloja, E., & Campagna, M. (2016). Working and Environmental Factors on Job Burnout: A Cross-sectional Study Among Nurses. *Clin Pract Epidemiol Ment Health*, 12(1), 132-141. doi:10.2174/1745017901612010132
- Geurts, S. A., & Demerouti, E. (2003). Work/Non-Work Interface: A Review of Theories and Findings. In M. J. Schabracq, J. A. Winnubst, & C. L. Cooper (2nd ed.), *Handbook of Work and Health Psychology*. Chicester: John Wiley & Sons.

- Glaser, W., & Hecht, T. D. (2013). Work-family conflicts, threat-appraisal, self-efficacy and emotional exhaustion. *Journal of Managerial Psychology*, 28(2), 164-182. doi:10.1108/02683941311300685
- Glasow, P. A. (2005). *Fundamentals of Survey Research Methodology*. Vergina: MITRE. doi:https://www.mitre.org/sites/default/files/pdf/05_0638.pdf
- Golembiewski, R. T., Boudreau, R. A., Ben-Chu, S., & Luo, H. (1998). Estimates of burnout in public agencies: Worldwide, how many employees have which degrees of burnout, and with what consequences? *Public Administration Review*, 58(1), 59–65.
- Gorji, M. (2011). The effect of Job Burnoutdimention on employees' performance. *International journal of Social Science and Humanity*, 1(4), 243-246.
- Gottlieb, B. H. (1997). Conceptual and measurement issues in the study of coping with chronic stress. In *Coping with chronic stress*. New York: Plenum Press.
- Grandey, A., Kern, J., & Frone, M. (2007). Verbal Abuse from Outsiders versus Insiders: Comparing Frequency, Impact on Emotional Exhaustion, and the Role of Emotional Labor. *Journal of Occupational Health Psychology*, 12(1), 63-79.
- Grau, R., Salanova, M., & Peiro, J. M. (2001). Moderator effects of self-efficacy on occupational stress. *Psychology in Spain*, 5(1), 63-74.
- Hahn, V. C., Binnewies, C., Sonnentag, S., & Mojza, E. J. (2011). Learning how to recover from job stress: Effects of a recovery training program on recovery, recovery-relates self-efficacy, and well-being. *Journal of Occupational Health Psychology*, 16(2), 202–216.
- Hair, J. F., Black, W. C., Babin, B. J., & Anderso, R. E. (2010). *Multivariate data analysis*. NJ: Prentice Hall.
- Han, S. J., Bonn, M. A., & Cho, M. (2016). The relationship between customer incivility, restaurant frontline service employee burnout an turnover intention. *International Journal of Hospitality Management*, 52(1), 97–106.
- Hinkin, T. R. (1998). A brief tutorial on the development of measures for use in survey questionnaires. *Organizational Reserach Methods*, 1(1), 104-121.

- Hobfoll, S. E. (1989). Conservation of resources: A new attempt at conceptualizing stress. *American Psychologist*, 44(2), 513–524.
- Hobfoll, S. E., & Shirom, A. (2001). Conservation of resources theory: Applications to stress and management in the workplace. In R. Golembiewski (1st ed.), *Handbook of organizational behavior*. New York: Marcel Dekker. Retrieved from http://www.shirom.org/arie/publications/StressAndStrain/Stress_and_Burnout_in_the_Workplace_Conservation_of_Resources_chapter_Nov_2000.pdf
- Hodgins, M., MacCurtain, S., & McNamara, P. M. (2014). Workplace bullying and incivility: a systematic review of interventions. *International Journal of Workplace Health Management*, 7(1), 54-72. doi:10.1108/IJWHM-08-2013-0030
- Hooper, D., Coughlan, J., & Mullen, M. (2008). Structural equation modelling: guidelines for determining model fit. *Electronic Journal of Research Methods*, 6(1), 53-60. Retrieved from <http://arrow.dit.ie/buschmanart>
- Hsieh, Y. M., & Hsieh, A. T. (2003). Does job standardization increase job burnout? *International Journal of Manpower*, 24(5), 590-614. doi:10.1108/01437720310491107
- Hultell, D., & Gustavsson, P. (2011). Factors affecting burnout and work engagement in teachers when entering employment. *PubMed*, 40(1), 85-98.
- Hur, W. M., Kim, B. S., & Park, S. J. (2015). The Relationship between Coworker Incivility, Emotional Exhaustion, and Organizational Outcomes: The Mediating Role of Emotional Exhaustion. *Human Factors and Ergonomics in Manufacturing & Service Industries*, 25(6), 701–712.
- Hur, W. M., Moon, T. W., & Han, S. J. (2015). The effect of customer incivility on service employees' customer orientation through double-mediation of surface acting and emotional exhaustion. *Journal of Service Theory and Practice*, 25(4), 394-413. doi:10.1108/JSTP-02-2014-0034
- Hur, W. M., Moon, T., & Jun, J. K. (2016). The effect of workplace incivility on service employee creativity: the mediating role of emotional exhaustion and intrinsic motivation. *Journal of Services Marketing*, 30(3), 302-315.

- Hur, W. M., Park, S. I., & Moon, T. W. (2014). The moderating roles of organizational justice on the relationship between emotional exhaustion and organizational loyalty in airline service. *Journal of service marketing*, 28(3), 195-206.
- Hurter, N. (2008). *The role of self-efficacy in employee commitment* (Unpublished Master Thesis). University of Sout Africa, South Africa.
- Ishaq, R., & Mahmood, A. (2017). Relationship between Job Stress and Employee Burnout-The Moderating Role of Self-Efficacy for University Teachers. *Journal of Research and Reflections in Education*, 2(1), 100-112.
- Jankome, P. K., & Ritacco, G. (2013). The Impact of Stress and Burnout on Employees' Performance at Botswana Power Corporation. *Interdisciplinary Journal of ContemparayResearch Business*, 5(6), 795-824.
- Jawahar, I. M., & Schreurs, B. (2018). Supervisor incivility and how it affects subordinates' performance: a matter of trust. *Personnel Review*, 47(3), 709-726.
- Jayakody, J.A.S.K. (2017). *Effect of leader charisma on follower dependency in Sri Lankan firm* (Unpublished PhD Thesis). Postgraduate Institute of Management, University of Sri Jayewardenapura, Colombo, Sri Lanka.
- Jimmieson, N. L., Terry, T. J., & Callan, V. J. (2004). A longitudinal study of employee adaptation to organizational change: The role of change-related information and change-related self-efficacy. *Journal of Occupational Health Psychology*, 9(1), 11-27.
- Jones, M. D. (2015). Antecedents and outcomes of work-linked couple incivility. Retrieved from <https://scholarworks.iupui.edu/bitstream/handle/1805/6626/FINAL%20Thesis%20-%20Deposited%20Edits.pdf;sequence=1>
- Jordan, T. R., Khubchandani, J., & Wiblishauser, M. (2016). The Impact of Perceived Stress and Coping Adequacy on the Health of Nurses: A Pilot Investigation. *Nursing research and practice*, 2016(1), 1-11. doi:org/10.1155/2016/5843256
- Kaiser, H. F., & . (1974). An index of factorial simplicity. *Psychometrika*, 39(1), 31-36. doi:10.1007/BF02291575

- Khanum, R. (2017). Family incivility and family work conflict, emotional exhaustion as mediator and perceived organizational support as moderator (Unpublished Master Thesis). Capital University of Science and Technology, Islamabad.
- Khodabakhsh, M. R., & Mansuri, P. (2011). Analysis and comparison between frequency and depth of job-burnout aspects among male and female nurses. *Zahedan Journal of Research in Medical Sciences*, 13(4), 2-40.
- Krenzke, T., & Kerckhove, S. (2007). Using a short follow up survey to compare respondents and non respondents. *Human Resource Management Review*, 12(2), 269-292.
- Kwag, S., & Kim, M. (2009). The Study On The Effects Of Organizational Members' Job Burnout. *Journal of Business & Economics Research*, 7(7), 63-78.
- Lakshmipriya, K., & Ramakrishna, G. (2016). Work Life Balance and Implications Of Spill Over Theory – A Study on Women Entrepreneurs. *International Journal of Research in IT & Management*, 6(6), 96-109.
- Laschinger, H. K., Borgogni, L., Consiglio, C., & Read, E. (2015). The effects of authentic leadership, six areas of worklife, and occupational coping self-efficacy on new graduate leadership, six areas of worklife, and occupational coping self-efficacy on new graduate. *International Journal of Nursing Studies*, 52(6), 1080-1089.
- Laschinger, S. H., Leiter, M., Day, A., & Gilin, D. (2009). Workplace empowerment, incivility, and burnout: Impact on staff nurse recruitment and retention outcomes. *Journal of Nursing Management*, 17(3), 302-311.
- Leiter, M. P. (2013). *Analyzing and Theorizing the Dynamics of the Workplace Incivility Crisis*. Amsterdam: Springer. Retrieved from <http://dx.doi.org/10.1007/978-94-007-5571-0>
- Leiter, M. P., & Durup, M. J. (1996). Work, Home, and In-Between: A Longitudinal Study of Spillover. *The Journal of Applied Behavioral Science*, 32(1), 29-47. doi:10.1177/0021886396321002
- Leiter, M. P., & Maslach, C. (2001). Burnout and health. In *Handbook of Health Psychology*. NJ: Erlbaum.

- Leiter, M. P., Laschinger, H. K., Day, A., & Gilin Oore, D. G. (2001). The Impact of Civility Interventions on Employee Social Behavior, Distress, and Attitudes. *Journal of Applied Psychology, 96*(3), 1258-1274.
- Lim, s., & Lee, A. (2011). Work and Nonwork Outcomes of Workplace Incivility: Does Family Support Help? *Journal of Occupational Health Psychology, 16*(1), 95–111. doi:10.1037/a0021726
- Lim, S., & Tai, K. (2014). Family incivility and Job Performance: A Moderated Mediation Model of Psychological distress and core self value. *Journal of Applied Psychology, 99*(2), 351-359. doi:10.1037/a0034486
- Lim, S., Cortina, L. M., & Magley, V. J. (2008). Personal and Workgroup Incivility: Impact on Work and Health Outcomes. *Journal of Applied Psychology, 93*(1), 95–107.
- Lizano, E. L. (2015). *Human Service Organizations: Management, Leadership & Governance, 39*(1), 167–181. doi:10.1080/23303131.2015.1014122
- Lu, C., Lai, K., & Cheng, T. C. (2007). Application of Structural Equation Modeling to Evaluate the Intention of Shippers to Use Internet Services in Liner Shipping. *European Journal of Operational Research, 180*(1), 845-867.
- Luszczynska, A., Gutie´rrez-Don, B., & Schwarzer, R. (2005). General self-efficacy in various domains of human functioning: Evidence from five countries. *Internationa; journal of psychology, 40*(2), 80–89. doi:10.1080/00207590444000041
- Mahfouz, Z., Azeem, M., Nisar, Q. A., Ikram, M., & Azeem, M. (2017). Does Workplace Incivility & Workplace Ostracism influence the Employees’ Turnover Intentions? Mediating Role of Burnout and Job Stress & Moderating Role of psychological Capital. *International Journal of Academic Research in Business and Social Sciences, 7*(8), 398-413.
- Malhotra, N. K. (2008). *Marketing Research:An applied orientation* (5th ed.). India: Pearson Education.
- Malhotra, N. K., & Dash, S. (2011). *Marketing Research An Applied Orientation* (6th ed.). Delhi: Pearson Prentice Hall.
- Maslach, C. (2003). Job burnout: new directions in research and intervention. *Current Directions in Psychological Science, 12*(1), 189–192.

- Maslach, C., & Jackson, S. E. (1981). The measurement of experienced burnout. *Journal of Occupational Behaviour*, 2(2), 99–113.
- Maslach, C., Schaufeli, W., & Leiter, M. (2001). Job Burnout. *Annual Review of Psychology*, 52(2), 397-422. Retrieved from <http://dx.doi.org/10.1146/annurev.psych.52.1.397>
- May, T. (2011). *Social Research: Issues, Methods and Research* (5th ed.). London: McGraw Hill International.
- Mensah , A. O., & Lebbaeus, A. (2013). The Influence of Employees' Self-Efficacy on Their Quality of Work Life: The Case of Cape Coast, Ghana. *International Journal of Business and Social Science*, 4(2), 195-205.
- Mohajan, H. K. (2012). The Occupational Stress and Risk of it among the Employees. *International Journal of Mainstream Social Science*, 22(2), 17–34.
- Morshidi, A. (2015). Workplace Incivility and Turnover Intention among Bank Employees in Sabah. Retrieved from https://www.researchgate.net/publication/287817663_Workplace_Incivility_and_Turnover_Intention_among_Bank_Employees_in_Sabah
- Mulaik, S. A., Van Alstine, L. R., Bennet, N., Lind, S., & Stilwell, C. D. (1989). Evaluation of Goodness-of-Fit Indices for Structural Equation Models. *Psychological Bulletin*, 105(3), 430-451.
- Nash, K. (2013). The growth of burnout syndrome. *Charter*(84), 34.
- Nunnally, J. C. (1978). *Psychometric theory* (2nd ed.). New York: McGraw-Hill.
- Oyeleye, O., Hanson, P., O'Connor, N., & Dunn, D. (2013). Relationship of Workplace Incivility, Stress, and Burnout on Nurses' Turnover Intentions and Psychological Empowerment. *The Journal of Nursing Administrative*, 43(10), 536-542.
- Pajares, F. (2002). *Overview of social cognitive theory and of self-efficacy*. Retrieved from <http://www.emory.edu/EDUCATION/mfp/eff.html>
- Paswan, A. (2009). *Confirmatory Factor Analysis and Structural Equation Modeling: An Introduction*. Department of Marketing and Logistics, COB, University of North Texas, USA.

- Pearson, C. M., & Porath, C. L. (2005). On the nature, consequences and remedies of workplace incivility: no time for 'nice'? Think again. *Academy of Management Executive*, 19(1), 7-12. doi:10.1177/ 00187267015411001
- Pearson, C. M., Andersson, L. M., & Wegner, J. W. (2001). When workers flout convention: A study of workplace incivility. *Human Relations*, 54(11), 1387–1419.
- Phelan, C., & Wren, J. (2007). *Exploring Reliability in Academic Assessment*. Retrieved December 2018, from Scientific research an academic publisher: <https://www.uni.edu/chfasoa/reliabilityandvalidity.htm>
- Pines, A., Aronson, E., & Kafry, D. (1981). *Burnout: From Tedium to Personal Growth*. New York: The Free Press.
- Podsakoff, P. M., MacKenzie, S. B., Lee, J. Y., & Podsakoff, N. P. (2003). Common method bias in behavioral research:a critical review of the literature and recommended remedies. *Journal of Applied Psychology*, 88(5), 879-890.
- Price, J. L., & Muller, C. W. (1986). *Handbook of organizational measurement*. MA: Pitman.
- Quazi, A., Amran, A., & Nejati, M. (2016). Conceptualizing and measuring consumer social responsibility: a neglected aspect of consumer research. *International Journal of Consumer Studies*, 40(1), 48-56.
- Rahim, A., & Cosby, D. M. (2016). A model of workplace incivility, job burnout, turnover intentions, and job performance. *Journal of Management Development*, 35(10), 1255-1265.
- Redelinghuys, J. (2010). *General self-efficacy as a moderator between stress and positive mental health in an African context*. North-West University.
- Rhee, S. Y., Hur, W. M., & Kim, M. (2017). The Relationship of Coworker Incivility to Job Performance and the Moderating Role of Self-Efficacy and Compassion at Work: The Job Demands-Resources (JD-R) Approach. *Journal of Business and Psychology*, 32(6), 711–726.
- Rittaco, G., Jankome, P. K., & Mangori, M. (2013). The Impact of Stress and Burnout on Employees' Performance at Botswana Power Corporation. *Interdisciplinary Journal of Contemporary Research in Business*, 5(6), 796-824.

- Rokonuzzaman, Ali, B., Sadique, Z., & Haque, E. (2014, December). The Effects of Workplace Harassment on Job Performance. Paper Presented at the 11th Asian Business Research Conference. Retrieved from https://www.researchgate.net/publication/299594391_The_Effects_of_Workplace_Harassment_on_Job_Performance
- Rosenbloom, T., Malka, Y., & Israel, S. (2016). Job burnout of security guards of aviation company. *Personnel Review*, 45(3), 25-42, Personnel Review.
- Salanova, M., Peiro, J. M., & Schaufeli, W. B. (2002). Self-efficacy specificity and burnout among information technology workers: An extension of the job demand–control model. *European journal of work and organizational psychology*, 11(1), 1-25. doi:10.1080/13594320143000735
- Samarasekara, Y., Perera, S., & Narangoda, B. (2016). Occupational Stress and Burnout among Lawyers in Sri Lanka. *Management Studies and Economic Systems*, 2(3), 173-179.
- Saunders, M., Lewis, P., & Thornhill, A. (2011). *Research Methods for Business Students* (4th ed.). Harlow: FT Prentice Hall.
- Sayidi, M. R. (2014, December). *Introduction to SPSS*. (Australia: SOAR Center) Retrieved 2018, from <https://www.researchgate.net/publication/262151892>
- Schaufeli, W. B. (2017). Applying the Job Demands-Resources model: A ‘how to’ guide to measuring and tackling work engagement and burnout. *Organizational Dynamics*, 46(1), 120-132.
- Schipzand, P., De Pater, I. E., & Erez, A. (2016). Workplace incivility: A review of the literature and agenda for future research. *Journal of Organizational Behavior*, 37(1), 57-88.
- Schumacker, R. E., & Lomax, R. G. (2004). *A beginner's guide to structural equation modeling*. NJ: Psychology Press.
- Schwarzer, R., & Jerusalem, M. (1995). Generalized self-efficacy scale. In J. Weinman, S. Wright, & M. Johnston, *Measures in health psychology: A user's portfolio. Causal and control beliefs*. UK: NFER-NELSON: Windsor.
- Schwarzer, R., & Renner, B. (2000). Social-cognitive predictors of health behavior: action self-efficacy and coping self-efficacy. *Health Psychology*, 19(5), 487-495.

- Sekaran, U. (2010). *Research methods for business: A skill building approach*. India: John Wiley & Sons.
- Sekaran, U., & Bougie, R. (2009). *Research Methods for Business* (5th ed.). New Delhi: Wiley India (Pvt) Ltd.
- Sheehan, C. D., & Jordan, C. L. (2009). The structure of psychological well-being revisited. *Journal of Personality and Social psychology*, *69*(4), 897-915.
- Shi, Y., Guo, H., Zhang, S., Xie, F., Wang, J., Sun, Z., Fan, L. (2018). Impact of workplace incivility against new nurses on job burn-out: a cross-sectional study in China. *BMJ Open*, *8*(4), 53-75.
- Shoji, K., Cieslak, R., Smoktunowicz, E., Rogala, A., Benight, C. C., & Luszczynska, A. (2015). Associations between job burnout and self-efficacy: A meta-analysis. *Anxiety, Stress, & Coping-Anxiety, Stress, & Coping*. doi:10.1080/10615806.2015.1058369
- Sliter, M., Sliter, K., & Jex, S. (2012). The employee as a punching bag: The effect of multiple sources of incivility on employee withdrawal behavior and sales performance. *Journal of Organizational Behavior*, *33*(2), 121-139. doi:10.1002/job.767
- Spector, P. E. (2006). Using self-reporting questionnaires in OB research: a comment on the use of a controversial method. *Journal of Organizational Behavior*, *15*(1), 385-392.
- Strauss, M. E., & Smith, G. T. (2009). Construct Validity: Advances in Theory and Methodology. *Annual Review of Clinical Psychology*, *5*(1), 1-25. doi:10.1146/annurev.clinpsy.032408.153639
- Tabachnick, B. G., & Fidell, L. S. (2007). *Using multivariate statistics* (5th ed.). MA: Allyn & Bacon.
- Tarraf, R. C. (2012). *Taking a closer look at workplace incivility: Dimensionality and source effects*. The University of Western Ontario, Ontario, Canada.
- Tepper, B. J. (2000). Consequences of abusive supervision. *Academy of Management Journal*, *43*(1), 178-190.

- Tepper, B. J., Duffy, M. K., Hoonler, J., & Ensley, M. D. (2004). Moderators of the relationship between coworkers' organizational citizenship behavior and fellow employ attitudes. *Journal of Applied Psychology, 89*(3), 455-465.
- Tong, J., Wang, L., & Peng, K. (2015). From person-environment misfit to job burnout: theoretical extensions. *Journal of Managerial Psychology, 30*(2), 169-182. doi:10.1108/JMP-12-2012-0404
- Uzundu, C. N., Kelechi, A., Emmanuel, A. E., & Okafor, E. O. (2014). Influence of supervisor's incivility, percieved organizational justice and gender on orgnizational commitment. *International Journal of Information Research and Review, 1*(11), 165-172.
- Von Dierendonck, D., & Mevissen, N. (2002). Agressive behavior of passengers, conflict management behavior, and burnout among trolley car drivers. *International Journal of Stress Management, 9*(2), 345-368.
- Weiss, H. M., & Cropanzano, R. (1996). Affective Events Theory: A theoretical discussion of the structure, causes and consequences of affective experiences at work. (B. M. Staw, & L. L. Cummings, Eds.) *Research in organizational behavior: An annual series of analytical essays and critical reviews, 18*(1), 1-74.
- Yozgat, U., & Kamanli, A. I. (2016). The impact of family incivility on stress and intention to leave. *The 2016 International Academic Research Conference in Boston*. Toronto. Retrieved from [http://www.ijbts-journal.com/images/column_1468910554/Binder2\(Tract2\)%20Boston%202016.pdf](http://www.ijbts-journal.com/images/column_1468910554/Binder2(Tract2)%20Boston%202016.pdf)
- Zhou, M. (2016). A Revisit of General Self-Efficacy Scale: Uni- or Multi-dimensional? *Current Psychology, 35*(3), 427-436.
- Zhou, Z., Che, X., Yan, Y., & Meier, L. (2015). Effect of Workplace Incivility on End-of-Work Negative Affect:Examining Individual and Organizational Moderators in a Daily Diary Study. *Journal of Occupational Health Psychology, 20*(1), 117–130.
- Zia-ud-Din, M., Arif, A., & Shabbir, M. A. (2007). The Impact of Workplace Incivility on Employee Absenteeism and Organization Commitment. *International Journal of Academic Research in Business and Social Sciences, 7*(5), 205-221.

Zohar, D., Tzischinski, O., & Epstein, R. (2003). Effects of energy availability on immediate and delayed emotional reactions to work events. *Journal of Applied Psychology, 88*(3), 1082–1093.