REFERENCE LIST

- Aiken, L.S., & West, S.G. (1991). Multiple regression: Testing and Interpreting Interactions. Sage Publications.
- Alker, L and McHugh, D (2000) Human resource maintenance? Organisational rationales for the introduction of employee assistance programmes. <u>Journal of</u> <u>Managerial Psychology.</u> Bradford: 2000. Vol. 15, Iss. 4; pg. 303.

Antonovsky, A. (1979). Health, Stress and Coping, Jossey-Bass, San Francisco.

- Antonovsky, A. (1987a). <u>Unravelling the Mystery of Health</u>. How People Manage Stress and Stay Well, Jossey-Bass, San Francisco.
- Antonovsky, A. (1987b). 'Health promoting factors at work: the sense of coherence'. In:
 Kalimo, R., Eltatawi, M. and Cooper, C. (Eds), <u>Psychosocial Factors at Work and</u> <u>Their Effects on Health, World Health Organization</u>, WHO, Geneva, pp. 153-167.
- Antonovsky, A. (1990). `Pathways leading to successful; coping and health'. In: Rosenbaum, M. (Ed.), <u>Learned Resourcefulness on Coping Skills, Self-control, and</u> <u>Adaptive Behavior</u>, Springer, New York, pp. 31+/-63.
- Antonovsky, A. (1991). `The structural sources of salutogenic strengths'. In: Cooper, C.
 L. and Payne, R. (Eds), <u>Personality and Stress: Individual Differences in the Stress</u> <u>Process</u>, John Wiley & Sons, Chichester, 67+/-104.
- Antonovsky, A. (1993). `The structure and properties of the sense of coherence scale', <u>Social Science & Medicine</u>, 36, 725+/-733.
- Arthur, AR (2000) Employee Assistance Programmes: The emperor's new clothes of stress management. <u>British Journal of Guidance and Counselling.</u> Cambridge: Nov 2000. Vol. 25; Iss. 1; pg 59.
- Baron, R. M. and Kenny, D. A. (1986). `The moderator+/-mediator variable distinction in social psychological research: conceptual, strategic, and statistical considerations', <u>Journal of Personality and Social Psychology</u>, 51, 1173+/-1182.
- Beaton, R., & Murphy, S. (1995). Working with people in crisis: Research implications. In C. Figley (Ed.), <u>Compassion fatigue: Coping with secondary</u> <u>traumatic stress disorder in those who treat the traumatized</u> (pp. 51-81). New York: Brunner/Mazel.
- Bell, H; Kulkami, S and Dalton, L (2003) Organisational Prevention of Vicarious Trauma Families in Society New York: Oct-Dec 2003. Vol. 84, Iss. 4; pg.463
- Bendix, S (2001) Industrial Relations in South Africa. (4th edition revised) Cape Town: Juta.

- Berridge, JR (1996) Review article: New roles for employee assistance programmes in the 1990s: occupational social work is back and different. <u>Personnel Review</u>. Farnborough: 1996. Vol. 25. Iss. 1; pg. 59.
- Berridge, J.R. & Cooper, C.L. (2000) Coping with stress of new organizational challenges: the role of employee assistance programmes. In P. Dewe, M. Leiter & T. Cox (Eds). <u>Coping, Health and Organizations</u> (p211-236). London: Taylor & Francis.
- Berridge, J.R. and Cooper, C.L. (Eds), (1994) "The employee assistance programme: its role in organizational coping and excellence", <u>Personnel Review</u>, Vol. 23 No. 7, 1994, pp. 1-80.
- Blake, AS (1995) <u>Corporate Wellness Programmes and Organisational Cost Savings</u>. (MM Thesis) Johannesburg: Unpublished.
- Buist, CJ (2000) Industrial factors affecting the propensity to use Employee Assistance <u>Programme (EAP)</u>. (MA Thesis) Johannesburg: Unpublished
- Burke, R.J. (1993), "Review: Organizational-level Interventions to Reduce Occupational Stressors", <u>Work and Stress</u>, Vol. 7 pp.77-88.
- Catherall, D.R. (1995). Preventing institutional secondary traumatic stress disorder. In C.R. Figley (Ed.), <u>Compassion Fatigue: Coping with Secondary Traumatic Stress</u> <u>Disorder in Those Who Treat the Traumatized (pp. 150-177)</u>. New York: Brunner/Mazel.
- Carlson, D.S., Perrewe, P.L. (1999), "The role of social support in the stressor-strain relationship: an examination of work-family conflict", <u>Journal of Management</u>, Vol. 25 No.4, pp.513-40.
- Cilliers, F (2001) The role of Sense of Coherence in Group Relations Training <u>Journal</u> <u>of Industrial Psychology</u> 2001, 27 (3), 13-18
- Chrestman, K. (1995). Secondary exposure to trauma and self reported distress among therapists. In B.H. Stamm (Ed.), Secondary Traumatic Stress: Self Care Issues for Clinicians, Researchers, and Educators (pp.29-36). Maryland: Sidran Press.
- Cohen, J., & Cohen, P. (1983). <u>Applied multiple regression/correlation analysis for the</u> <u>behavioral sciences (</u>2nd ed.). Hillsdale, NJ: Erlbaum
- Corrigan, P.W., Holmes, E.P., Luchins, D., Buican, B., Basit, A.J.& Parks, J. (1994). Staff burnout in a psychiatric hospital: a cross-lagged panel design. *Journal of Organizational Behavior, 15,* 65-74.

- Conner, and Douglas (2005) Organizationally-induced work stress The role of employee bureaucratic orientation <u>Personnel Review</u> Volume 34 Number 2 2005 pp. 210-22
- Cooper, C.L., Dewe, P.J, and O'Driscoll, M.P. (2001). <u>Organisational stress: A review</u> <u>and critique of theory, research, and applications.</u> Sage publications, Inc
- Cooper, C.L., Baglioni, A.J. (1988), "A structural model approach towards the development of a theory of the link between stress and mental health ", <u>British</u> <u>Journal of Medical Psychology</u>, Vol. 61 No.2, pp.87-102.
- Cooper, C., Hensman, R. (1985), "A comparative study of executive stress: a ten nation study", <u>Stress Medicine</u>, Vol. 1 pp.295-301.
- Da Costa, PC (2001) An exploratory study of individual factors that predict susceptibility to Compassion Fatigue, Burnout and Intention to leave in South African Trauma counsellors (unpublished MA research) Johannesburg: University of the Witwatersrand.
- Danieli, Y. (1985). The treatment and prevention of long-term effects and intergenerational transmission of victimization: A lesson from Holocaust survivors and their children. In C. Figley (Ed.), <u>Trauma and its wake: Study and treatment of</u> <u>PTSD (pp. 295-313)</u>. New York: Brunner/Mazel.
- Daniels, S (1997) Employee Assistance Programmes <u>Work Study</u> Vol. 46, No. 7, pp. 251-253.
- Daniels, K. and Guppy, A. (1994) Occupational stress, social support, job control, and psychological wellbeing', <u>Human Relations</u>, 47, 1523+/-1544.
- Demerouti, E., Bakker, A.B., Nachreiner, F., Schaufeli, W.B. (2001), "The job demands-resources model of burnout", <u>Journal of Applied Psychology</u>, Vol. 86 No.3, pp.499-512.
- Dewe, P.J., Guest, D.E. (1990), "Methods of coping with stress at work: a conceptual analysis and empirical study of measurement issues", <u>Journal of Organizational</u> <u>Behavior</u>, Vol. 11 pp.135-50.
- Dewe, P.J. (1987). Identifying the causes of nurses' stress: a survey of New Zealand nurses. <u>Work and Stress</u>, **1**, 15-24.
- Dickaman, JD, Emener, WG and Hutchison, WS (1985) <u>Counseling the troubled</u> person in industry. Springfield: Charles C Thomas.

Durrant, P (1999) <u>Secondary Traumatic Stress (Compassion Fatigue): A study in Allied</u> <u>Medical Sciences</u> (unpublished MA research) Johannesburg: University of the Witwatersrand.

Egan, G. (1998), The Skilled Helper, Pacific Grove, CA: Brooks Cole,

- Etter, SL and Grzywacz, JG (2001) Workers' Perceptions of How Jobs Affect Health: A Social Ecological Perspective. <u>Journal of Occupational Health Psychology</u>. Vol. 6, No. 2, 101-113. April 2001.
- Faber, B. (1983). A critical perspective on burnout. <u>Stress burnout in the human</u> <u>services profession</u>. New York: Pergamon.
- Farber, B. A. & Hiefetz, L. J. (1982). The process and dimensions of burnout in psychotherapists. <u>Professional Psychology</u>, *13*, 293-301
- Feldt, T; Kinnunen, U and Mauno, S (2000) A mediational model of sense of in the work context: A one-year follow-up study <u>Journal of Organisational Behaviour</u> Chichester: Jun 2000. Vol. 21, Iss. 4; pg. 461
- Feldt, T; Kivimaki, Rantala, A and Tolvanen, A (2004) Sense of Coherence and work characteristics: A cross-lagged structural equation model among managers <u>Journal</u> <u>of Occupation and Organizational Psychology</u> Leicester: Sep 2004. Vol. 77 Part 3. pg. 323, 20 pgs.
- Fisher, J; Katz, L.; Miller, K and Thatcher, A (2003) South Africa at Work. Johannesburg: Witwatersrand University Press.
- Figley, C. R. (1983). Catastrophes: A overview of family reactions. In C. R. Figley and
 H. I. McCubbin (Eds.) <u>Stress and the Family: Volume II: Coping with Catastrophe</u>.
 New York: Brunner/Mazel, 3-20.
- Figley, C.R. (1995a) Compassion Fatigue as Secondary traumatic stress disorder: An overview in Figley, C.R. (Ed.). (1995). <u>Compassion fatigue: Coping with secondary</u> <u>traumatic stress disorder in those who treat the traumatized</u>. New York: Brunner/Mazel.
- Figley, C.R. (Ed.). (1995). <u>Compassion fatigue: Coping with secondary traumatic</u> <u>stress disorder in those who treat the traumatized</u>. New York: Brunner/Mazel.
- Figley, C.R. (1995b) Epilogue: The transmission of trauma In Stamm, B.H. (Ed.) (199<u>5). Secondary traumatic stress: Self-care issues for clinicians, researchers and educators.</u> Lutherville, MD: Sidran Press.
- Figley, C.R. (1995c) Compassion Fatigue In Stamm, B.H. (Ed.) (1995). <u>Secondary</u> <u>traumatic stress: Self-care issues for clinicians, researchers and educators.</u> Lutherville, MD: Sidran Press.

- Figley, C. R. & Kleber, R. (1995). Beyond the "victim": Secondary traumatic stress. In R. Kleber, C. R. Figley, and B. P. R. Gersons (Eds.), <u>Beyond trauma: Cultural and</u> <u>societal dynamics</u> (pp.75-09. NY: Plenum.
- Fu, CK and Shaffer, MA (2001) The tug of work and Family. <u>Personnel Review</u>. Vol. 30, No. 5, 2001, pp. 502-522.
- Ganster, D. C., & Fusilier, M. R. (1989). Control in the workplace. In C. L. Cooper & I.
 T. Robertson (Eds.), <u>International review of industrial and organizational</u> psychology (Vol. 4, pp. 235-280). Chichester, UK: Wiley.
- Gerber, PD; Nel, PS and Van Dyk, PS (1996) <u>Human Resources Management</u> 3rd edition. Johannesburg: Thomson.
- Hesse, AR (2002) Secondary trauma: How working with trauma survivors affects therapists <u>Clinical Social Work Journal</u>. New York: Vol.30, Iss. 3; pg. 293, 18 pgs
- Highley, C and Cooper (1994) Evaluating EAPs <u>Personnel Review</u>. Farnborough: 1994. Vol. 23, Iss. 7.
- Howell, DC (1995) <u>Fundamental Statistics for Behavioural Sciences</u> Pacific Grove, Calif: Duxbury Press.
- Howell, DC (1998) <u>Statistical Methods for Psychology</u> Pacific Grove, Calif: Duxbury Press.
- Highley, C (1996) EAPs in the UK: evaluation, audit and the future <u>Employee</u> <u>Counselling Today</u> Bradford: 1996. Vol. 8, Iss. 1.
- Hosie, TW; West, JD and Mackey, JA (1993) Employment and Roles of Counselors in Employee Assistance Programs <u>Journal of Counselling and Development</u>: JCD; Jan 1993; 17, 3;
- Ivey, A.E., Authier, J. (1978), <u>Microcounseling: Innovations in Interviewing, Counseling</u>. Springfield, Psychotherapy and Psycho-Education, Charles C. Thomas, IL,.
- Jenkins, SR and Bairds, S (2002) Secondary Traumatic Stress and Vicarious Trauma: A validational study <u>Journal of Traumatic Stress</u> Vol. 15, No. 5, pp. 423-432.
- Karasek, R. A. and Theorell, T. (1990). <u>Healthy Work: Stress, Productivity and the</u> <u>Reconstruction of Working Life</u>, New York: Basic Books.
- Karasek, R. (1979), "Job demands, job decision latitude, and mental strain: implications for job redesign", <u>Administrative Science Quarterly</u>, Vol. 24 pp.285-310.
- Lazarus, R.S. (1994), "Psychological stress in the workplace", in Crandall, R., Perrewe, P.L. (Eds), <u>Occupational Stress: A Handbook,</u> Taylor & Francis Publishing, New York, NY, .

Lazarus, R.S., Folkman, S. (1984) Stress, Appraisal and Coping, New York: Springer

- Le Fevre, M; Matheny, J and Kolt GS (2003) Eustress, distress, and interpretation in occupational stress <u>Journal of Managerial Psychology.</u> Volume 18 Number 7 2003 pp. 726-744
- Leigh, J.H., Lucas, G.H., Woodman, R.W. (1988), "Effects of perceived organizational factors on role stress-job attitude relationships", <u>Journal of Management</u>, Vol. 14 No.4, pp.1-58.
- Levert, T (1999) <u>Burnout in Psychiatric Nurses: Contributions of the Job and the</u> <u>Individual</u> (unpublished MA research) Johannesburg: University of the Witwatersrand.
- Levert, T; Lucas, M and Ortlepp, K (2000) Burnout in psychiatric nurses: Contributions of the work environment and a Sense of Coherence <u>South African Journal of</u> <u>Psychology</u> 2000, 30 (2)
- Liu, *C*; Spector, *PE* and Jex, SM (2005) The relation of job control with job strains: A comparison of multiple data sources <u>Journal of Occupational and Organizational</u> <u>Psychology</u>. Leicester: Sep 2005.Vol.78 Part 3. pg. 325, 12 pgs
- McCann, L. & Pearlman, L.A. (1999). Vicarious traumatization: A framework for understanding the psychological effects of working with victims. In M.J. Horowitz (Ed.). <u>Essential papers on posttraumatic stress disorder</u> (pp. 498-517). New York: New York University Press.
- McCann, I.L. & Pearlman, L.A. (1990). Vicarious traumatization: a framework for understanding the psychological effects of working with victims. <u>Journal of Traumatic Stress</u>, 3, 131-149.
- McCann, L., & Pearlman, L. (1989). Vicarious traumatization: A framework for understanding the psychological effects of working with victims. Journal of Traumatic Stress, 3(1), 131- 149.
- Madsen, SR (2003) Wellness in the Workplace: Preparing employees for change. <u>Organizational Development Journal</u>. Chesterland: Spring 2003. Vol. 21, Iss. 1; pg 46.
- Maiden, RP (Ed.) (1999) <u>Employee assistance services in the new South Africa.</u> New York: Haworth Press, Inc.

Maiden, R.P. (1992) Employee Assistance Programs in South Africa: New York: Haworth Press, Inc.

- Malatji, SM (2000) Employee Assistance Programmes: building South Africa's productive capacity. <u>South African labour bulletin</u>; Vol. 24, Iss. 6, p. 107-108, Dec 2000.
- Masi, DA (1984) <u>Designing Employee Assistance Programs</u>. New York: American Management Associations, Publishing Group.

Maslach, C. (1982), Burnout -The Cost of Caring Prentice-Hall, New York.

- Maslach, C. & Jackson, S.E. (1984). Patterns of burnout among a national sample of public contact workers. <u>Journal of Health and Human Resources Administration</u>, 7, 184-212.
- Maslach, C., Schaufeli, W.B., Leiter, M.P. (2001), "Job burnout", in Fiske, S.T., Schacter, D.L., Zahn-Waxler, C. (Eds) <u>Annual Review of Psychology</u>, Annual Reviews, Palo Alto,, Vol. Vol. 52 pp.397-422.
- Masi, D.A. (1994) <u>Designing Employee Assistance Programmes</u>, AMACOM, New York, NY, 1984.

McClellan, K., and Miller R.E. (1988) "EAPs in Transition: Purpose and Scope of Services." <u>Employee Assistance Quarterly</u>, 1988, 3(3-4):25-42.

McFarlane, J (1986) Look to the Future, In B. Kershaw and J Salvage (Eds)<u>Models for</u> <u>Nursing</u>, JWilley & Sons, p 111-116, New York

- Megranahan, M., (1992) "EAPs need external audits to assess their effectiveness", <u>Addiction Counselling World</u>, March-April 1992, p. 10.
- Mead, N., Bower, P. (2002), "Patient-centred consultations and outcomes in primary care: a review of literature", <u>Patient Education and Counseling</u>, Vol. 48 No.1, pp.51-61.
- Mearns, B., Thorne, B. (2000) <u>Person-Centred Therapy Today: New Frontiers in</u> <u>Theory and Practice</u>, London: Sage Publications.
- Motlhamme, H (2000) <u>Treatment outcome of voluntary and involuntary alcohol abusing</u> <u>clients in a mining industry Employee Assistance Programme</u>. (MA Thesis) Johannesburg: University of the Witwatersrand.
- Naidoo, K (2000) <u>Does exposure to, and frequency of exposure to traumatic events,</u> <u>predispose Public Order Police (POP) members to Developing Post-Traumatic</u> <u>Stress Disorder (PTSD), Secondary Traumatic Stress Disorder (STSD) or</u> <u>Compassion Fatigue? (</u>Unpublished MA research) Johannesburg: University of the Witwatersrand.

- Neuman, D.A. & Gamble, S.J. (1995). Issues in the professional development of psychotherapists: countertransference and vicarious traumatization in the new trauma therapist. Psychotherapy, 32, 341-347.
- Nkosi, S, N, P-C (2002) <u>The relationship between Compassion Fatigue and Coping</u> <u>Styles in Nurses working in a Hospital Trauma Unit</u> (Unpublished MA research) Johannesburg: University of the Witwatersrand.
- Ortlepp, K (1998) <u>Non-professional Trauma Debriefers in the Workplace: Individual</u> <u>and Organisational Antecedents and Consequences of their experiences</u> (unpublished PhD thesis research) Johannesburg: University of the Witwatersrand.
- Ortlepp, K and Friedman, M (2001) The relationship between Sense of Coherence and indicators of secondary traumatic stress in non-professional trauma counsellors <u>South African Journal of Psychology</u> 2001, 31 (2)
- Pearlman, L.A. (1995). Self-care for trauma therapists: Ameliorating vicarious traumatization. In B.H. Stamm (Ed.), <u>Secondary traumatic stress: Self-care issues</u> <u>for clinicians, researchers, and educators</u>, pp. 51-64. Lutherville, MD: Sidran Press.
- Pearlman, L.A. & Man Ian, P.S. (1995). Vicarious traumatization: an empirical study of the effects of trauma work on trauma therapists. Professional Psychology: <u>Research and Practice</u>, 26, 558-565.
- Pearlman, L.A. & Saakvitne, K.W. (1995a) <u>Trauma and the Therapist</u>. London: Norton.
- Pearlman, L.A. & Saakvitne, K.W. (1995b). Treating therapists with vicarious and secondary traumatic stress disorders. In C.R. FIGLEY (Ed.) <u>Compassion Fatigue:</u> <u>Coping with Secondary Traumatic Stress Disorder in Those Who Treat the</u> <u>Traumatized (pp. 150-177). New York: Brunner/Maze.</u>
- Pearlman, Laurie Anne; Saakvitne, Karen W. (1995). What contributes to vicarious traumatization? In Pearlman, Laurie Anne & Saakvitne, Karen W. <u>Trauma and the therapist: countertransference and vicarious traumatization in psychotherapy with incest survivors</u>, pp. 295-316. New York: Norton.
- Rogers, C.R. (1975), "Empathy: an unappreciated way of being", <u>The Counselling</u> <u>Psychologist</u>, Vol. 5 pp.2-10.
- Rosenthal, R and Rosnow, RL (1991) <u>Essentials of behavioral research: Methods and</u> <u>data analysis</u>. New York: McGraw Hill.
- Rosnow, R and Rosenthal, R (1996) <u>Beginning Behavioral research: A Conceptual</u> <u>Primer</u>. Englewood Cliffs: Prentice-Hall.

- Rothman, S; Jackson, LTB and Kruger, MM (2003) Burnout and Job Stress in a Local Government: The moderating effect of Sense of Coherence <u>South African Journal</u> <u>of Industrial Psychology</u> 2003, 29 (4), 52-60.
- Rosenbloom, D.J., Pratt, A.C., & Pearlman, L.A. (1995). Helpers' responses to trauma work: Understanding and intervening in an organization. In B.H. Stamm (Ed.), <u>Secondary traumatic stress: Self-care issues for clinicians, researchers, and</u> <u>educators</u>, pp. 65-79. Lutherville, MD: Sidran Press.
- Ratondo, DM; Carlson, DS and Kincaid, JF (2003) Coping with Multiple dimensions of work-family conflict. <u>Personnel Review</u>. Vol. 32. No. 3, 2003. pp. 275-296.
- Salston, M and Figley, CR (2003) Secondary Traumatic Stress effects of working with Survisors of Criminal Victimization Journal of Traumatic Stress, Vol. 16, No. 2, pp. 167-174.
- Selye, H. (1987), <u>Stress without Distress</u>, Transworld, London.
- Sexton, L (1999). Vicarious traumatization of counselors and effects on their workplaces. British Journal of Guidance and Counseling. 27(3). 393-303 Previous research on Compassion fatigue
- Schaufeli, WB (2003) Past Performance and Future perspective on burnout research South African Journal of Industrial Psychology Vol. 29. No. 4, pp. 1-15
- Schaufeli, WB and Bakker, AB (2004) Job Demands, Job Resources and their relationship with burnout and engagement: A multi-sample study <u>Journal of</u> <u>Organizational Behaviour</u>, 25, pp. 1-23
- Schaufeli, W.B., Enzmann, D. (1998), <u>The Burnout Companion to Study and Practice:</u> <u>A Critical Analysis</u>, London: Taylor & Francis
- Schein, E.H. (1980) Organizational Psychology. Englewood Cliffs,NJ :Prentice-Hall Inc.
- Sonnenstuhl WJ, Trice HM. (1986) <u>Strategies for Employee Assistance Programs: The</u> <u>Crucial Balance</u>. Ithaca, NY: ILR Press; 1986.
- Sparks, K and Faragher, B and Cooper (2001) Well being and occupational health in the 21st century <u>Journal of Occupational and Organizational Psychology</u>. Leicester, Vol. 24, Part 4, p. 489, 21 pgs. Nov 2001.
- Sparks, K., Cooper, C. (1999), "Occupational differences in the work-strain relationship: towards the use of situation-specific models", <u>Journal of Occupational</u> <u>and Organizational Psychology</u>, Vol. 72 pp.219-28.

- Spector, P. E. (1987) Method variance as an artifact in self-reported affect and perceptions at work: Myth or significant problem? <u>Journal of Applied Psychology</u>, 72: 438-443.
- Spector, P. E. (1998). A control theory of the job stress process. In C. L. Cooper (Ed.), <u>Theories of organizational stress</u> (pp. 153-169). Oxford: Oxford University Press.
- Stamm, B.H. (Ed.) (1995). <u>Secondary traumatic stress: Self-care issues for clinicians</u>, <u>researchers and educators</u>. Lutherville, MD: Sidran Press.
- Stamm, B.H. (1997). Work-related Secondary Traumatic Stress. PTSD Research Quarterly, (8) 2, Spring
- Stamm, B.H. (Ed.).(1999). <u>Secondary traumatic stress: Self-care issues for clinicians</u>, <u>researchers, and educators</u>, 2nd Edition. Lutherville, MD: Sidran Press.
- Strumpfer, D. J. W. & Mlonzi E.N (2001) Antonovksy's Sense of Coherence scale and job attitudes: Three studies <u>South African Journal of Psychology</u> 31, (2): 30-37.
- Swiegers, M (1998) <u>Work Addiction, Type A Behaviour Patterns and the Work</u> <u>Environment (unpublished MA research)</u> Johannesburg: University of the Witwatersrand.
- Van Den Bergh, N (Ed.) (2000) <u>Emerging Trends for EAPs in the 21st Century</u>. London: The Haworth Press, Inc.

Van der Doef, M. & Maes, S. (1999) The job demand-control(-support) model and psychological well-being: a review of 20 years of empirical research. Work & Stress, 13(2), 87-114.

- Vosloo, S and Barnard, A (2002) A qualitative assessment of the development of employee assistance practice in South Africa. <u>South African Journal of Labour</u> <u>Relations;</u> Vol. 26, Iss. 4, p. 33-60, Summer, 2002.
- Warr, PB (1994) A conceptual framework of the study of work and mental health. <u>Work</u> <u>Stress</u>, 8, 84-97.
- Wilson, KL (1998) <u>An exploratory study into Secondary Traumatic Stress in</u> <u>Trauma/Crisis Counsellors and the perceived effectiveness of Supervision as a</u> <u>Debriefing process and Coping Mechanism</u> (unpublished MA research) Johannesburg: University of the Witwatersrand.
- Warr, P. (1994). A conceptual framework for the study of work and mental health. Work & Stress, 8, 84-97.
- Westman, M., Eden, D. (1992), "Excessive role demand and subsequent performance", Journal of Organizational Behavior, Vol. 13 pp.519-29.

- Wilson, MG; DeJoy, DM; Vandenberg, RJ; Richardson, HA; and McGrath, AL. (2004) Work characteristics and employee health and well-being: Test of a model of healthy work organization <u>Journal of Occupational and Organizational</u> <u>Psychology.</u> Leicester: Dec 2004.Vol.77 Part 4. pg. 565, 24 pgs
- Wilson, J. P. and Lindy, J. D. (1994) <u>Countertransference in the Treatment of PTSD</u>, NY: Guilford
- Wineger, N (2002) Employee Assistance Programs in Managed Care. London/New York: The Haworth Press, Inc.
- Yassen, J. (1995) <u>Preventing secondary traumatic stress disorder. In C.R. Figley (Ed.).</u> <u>Compassion fatigue: Secondary traumatic stress disorder from treating the</u> <u>traumatized</u> (pp. 178-208). New York: Brunner/Mazel.