

Dieter Zapf

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/3127197/publications.pdf>

Version: 2024-02-01

24
papers

4,774
citations

623188

14
h-index

752256

20
g-index

26
all docs

26
docs citations

26
times ranked

2837
citing authors

#	ARTICLE	IF	CITATIONS
1	Linking "unit emotion work"™ to customer satisfaction and loyalty: A multilevel study in the hospitality industry. <i>Current Psychology</i> , 2022, 41, 2521-2534.	1.7	4
2	Social Job Stressors can Foster Employee Well-Being: Introducing the Concept of Social Challenge Stressors. <i>Journal of Business and Psychology</i> , 2021, 36, 771-792.	2.5	20
3	Emotion Work: A Work Psychology Perspective. <i>Annual Review of Organizational Psychology and Organizational Behavior</i> , 2021, 8, 139-172.	5.6	39
4	Emotion work as a source of employee well- and ill-being: the moderating role of service interaction type. <i>European Journal of Work and Organizational Psychology</i> , 2021, 30, 850-871.	2.2	9
5	Ready for change? A longitudinal examination of challenge stressors in the context of organizational change.. <i>Journal of Occupational Health Psychology</i> , 2021, 26, 204-223.	2.3	14
6	Multilevel emotional exhaustion: psychosocial safety climate and workplace bullying as higher level contextual and individual explanatory factors. <i>European Journal of Work and Organizational Psychology</i> , 2021, 30, 742-752.	2.2	9
7	Individual Antecedents of Bullying. , 2020, , 269-303.		17
8	Prevention and Treatment of Workplace Bullying. , 2020, , 457-495.		14
9	The Concept of Bullying and Harassment at Work. , 2020, , 3-53.		73
10	Empirical Findings on Prevalence and Risk Groups of Bullying in the Workplace. , 2020, , 105-162.		34
11	Towards a conceptual and empirical differentiation between workplace bullying and interpersonal conflict. <i>European Journal of Work and Organizational Psychology</i> , 2017, 26, 870-881.	2.2	58
12	Individual- and group-level effects of social identification on workplace bullying. <i>European Journal of Work and Organizational Psychology</i> , 2013, 22, 182-193.	2.2	79
13	Motives for Emotion Regulation in Service Work. <i>Research in Occupational Stress and Well Being</i> , 2013, , 133-161.	0.1	9
14	Bullying Allegations from the Accused Bully's Perspective. <i>British Journal of Management</i> , 2012, 23, 489-501.	3.3	63
15	Advanced Nonlinear Latent Variable Modeling: Distribution Analytic LMS and QML Estimators of Interaction and Quadratic Effects. <i>Structural Equation Modeling</i> , 2011, 18, 465-491.	2.4	129
16	Diary Studies in Organizational Research. <i>Journal of Personnel Psychology</i> , 2010, 9, 79-93.	1.1	686
17	On the positive and negative effects of emotion work in organizations. <i>European Journal of Work and Organizational Psychology</i> , 2006, 15, 1-28.	2.2	355
18	Customer-Related Social Stressors and Burnout.. <i>Journal of Occupational Health Psychology</i> , 2004, 9, 61-82.	2.3	510

#	ARTICLE	IF	CITATIONS
19	What is typical for call centre jobs? Job characteristics, and service interactions in different call centres. <i>European Journal of Work and Organizational Psychology</i> , 2003, 12, 311-340.	2.2	149
20	Emotion work and psychological well-being. <i>Human Resource Management Review</i> , 2002, 12, 237-268.	3.3	923
21	Emotion work and job stressors and their effects on burnout. <i>Psychology and Health</i> , 2001, 16, 527-545.	1.2	342
22	Job satisfaction: a meta-analysis of stabilities. <i>Journal of Organizational Behavior</i> , 2001, 22, 483-504.	2.9	270
23	Emotion Work as a Source of Stress: The Concept and Development of an Instrument. <i>European Journal of Work and Organizational Psychology</i> , 1999, 8, 371-400.	2.2	406
24	Organisational, work group related and personal causes of mobbing/bullying at work. <i>International Journal of Manpower</i> , 1999, 20, 70-85.	2.5	561