

Name: Amit Gur

Date: 29.11.2025

CURRICULUM VITAE

1. Personal Details

Office Telephone Number: 04-6423814

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2. Higher Education

A. Undergraduate and Graduate Studies

| Period of Study | Name of Institution and Department | Degree | Year of Approval of Degree |
|------------------------|---|---------------|-----------------------------------|
| 1993 – 1990 | Hebrew University of Jerusalem; Sociology and Education Studies | BA | 1993 |
| 2000 – 2004 | Technion - Israel Institute of Technology; Behavioral and Management Sciences, Human Resource Management and Industrial Relations | MSc | 2004 |
| 2006 – 2012 | University of Haifa; The graduate studies authority, The committee for doctoral studies | PhD | 2013 |

B. Professional Courses

| Period of Study | Name of Institution | Course |
|------------------------|--|--|
| February 2017 | The Max Stern Yezreel Valley College, Dept. of Nursing | GCP – Good Clinical Practice |
| June 2018 | University of Haifa - International workshop with Prof. Andrew Hayes | Mediation, Moderation and Conditional Process Analysis |

3. Participation in Scholarly Conferences

a. Active participation – International conferences

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-----------------|--|----------------------------|---|---|---|
| *June 2025 | EURAM 2025 Conference | Florence | The Role of Organizational Communication and Diversity Policies in Reducing Ethnic-Based Violence Against Hospital Employees | Dr. Gur, A. & Dr. Inchi, L. | Oral Presentation Presenter |
| *Nov 2024 | 17 th European Public Health Conference | Lisbon | <ol style="list-style-type: none"> 1. Hospital employees' perceived racism, ethnically offensive behavior, and patient violence 2. Hospital policies as a tool to reduce gaps between ethnic groups of employees and patients 3. Patients' trust in health information sources as an antecedent of novel healthcare technology usage | <p>Dr. Gur, A. & Dr. Inchi, L.</p> <p>Dr. Gur, A. & Dr. Inchi, L.</p> <p>Dr. Gur, A. & Dr. Avidar, R.</p> | <p>Poster Presenter</p> <p>Poster Presenter</p> <p>Poster Presenter</p> |
| *September 2024 | European Public Relations Education and Research Association (EUPRERA) 2024 25 th | Bucharest | Strategic communication and new healthcare technologies: Exploring patients' trust in health information sources and media outlets regarding novel | Dr. Avidar, R. & Dr. Gur, A. | Oral Presentation Co-presenter |

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-------------|---|----------------------------|--|--|-----------------------------------|
| | Annual Congress | | healthcare treatments and technologies | | |
| *June 2024 | Sigma 7 th Biennial European Conference | Bournemouth | Examining Ethnic Disparities in Digital Healthcare Services Utilization: Insights from Israel | Dr. Obeid, S., Dr. Mashiach-Eizenberg, M., Dr. Gur, A., & Prof. Lavy, I. | Oral Presentation Co-Presenter |
| *June 2024 | ISSWOV 2024 Conference (International Society for the Study of Work & Organizational Values) | Virtual | Patient trust in health information sources and media outlets regarding novel healthcare treatments and technologies | Dr. Avidar, R. & Dr. Gur, A. | Oral Presentation Presenter |
| *Nov 2023 | 16 th European Public Health Conference | Dublin, Virtual | The use of digital health services and its predicting factors among health maintenance organizations | Dr. Gur, A., Dr. Mashiach-Eizenberg, M., Dr. Obeid, S., & Prof. Lavy, I. | Poster Presenter |
| July 2023 | 10th Edition of World Congress on Nursing Education & Practice | Frankfurt, | Examining Ethnic Disparities in Digital Healthcare Services Utilization: Insights from Israel | Dr. Obeid, S., Dr. Mashiach-Eizenberg, M., Dr. Gur, A., & Prof. Lavy, I. | Oral Presentation Co-presenter |
| Nov 2022 | 15 th European Public Health Conference | Berlin, | Nurses' coping with patients' relatives: Attachment style, burnout, and intentions to leave nursing | Dr. Gur, Prof. Gur-Yaish, Prof. Cenzor, & Prof. Zisberg | Oral Presentation Presenter |

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-------------|--|----------------------------|--|---|-----------------------------|
| Nov 2021 | 14 th European Public Health Conference | Virtual | Dual-duty caregivers: Formal and informal care roles and their implications on nursing workers | Dr. Gur, Dr. A., Mashiach-Eizenberg, M., & Dr. Halperin, D. | Poster Presenter |
| Dec 2020 | EURAM 20 th Annual Conference of the European Academy of Management | Virtual | Working together, thinking differently? Perceptions of HRM practices and trust within the healthcare context | Dr. Gur, A. & Prof. Tzafrir, S. | Oral Presentation Presenter |
| Oct 2020 | 16 th World Congress on Public Health | Virtual | Healthcare employees' personality traits and service quality: Do team relationships matter? | Dr. Gur, A., Prof. Weiman Sacks, D., & Stavi, L. | Oral Presentation Presenter |
| Sep 2019 | The 7 th International Jerusalem Conference on Health Policy | Jerusalem | Patients' perceptions of doctors using smartphones during medical encounters | Dr. Gur, A., Dr. Levy, E., & Dr. Ariel, Y. | Poster presenter |
| June 2019 | EURAM 19 th Annual Conference of the European Academy of Management | Lisbon | Justified or unwarranted: Doctors use of smartphones during medical encounters | Dr. Gur, A., Dr. Levy, E., & Dr. Ariel, Y. | Oral Presentation Presenter |
| Aug 2017 | 31 st European Conference on Philosophy of Medicine and Health Care | Belgrade | The effect of online interruptions in patient-doctor encounter on patient perceived service quality | Dr. Gur, A., Dr. Levy, E., & Dr. Ariel, Y. | Oral Presentation Presenter |
| Oct 2016 | 10 th International Workshop on HRM | Cadiz | Exposure to aggressive culture and aggressive behavior in primary | Dr. Gur, A., Prof. Tzafrir, S., | Oral Presentation Presenter |

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-------------|---|----------------------------|--|--|--|
| | | | care clinics: Customer trust as a mediator | & Prof. Dolan, S. | |
| Nov 2014 | 8 th EIASM/FINT Workshop on Trust Within and Between Organizations | Coventry | Bifocal trust in medical care services as a proactive organizational tool for reducing customer aggressive behavior | Dr. Gur, A., Prof. Tzafrir, S., & Prof. Dolan, S. | Oral Presentation Presenter |
| June 2013 | Eastern Academy of Management – International: Managing in Global Economy XV Conference | Seville | It's a matter of trust: exploring patient aggressive behavior and its impact on service quality within the health clinics sector | Dr. Gur, A., Prof. Tzafrir, S., & Prof. Dolan, S. | Oral Presentation Co- presenter |
| May 2011 | 15 th Conference of the European Association of Work and Organizational Psychology | Maastricht | 1. Client aggressiveness toward social workers: PTSD and somatic symptoms 2. Customer aggressive behavior and service quality: The role of trust | Prof. Tzafrir, S., Prof. Enosh, G., & Dr. Gur, A. Dr. Gur, A., Prof. Tzafrir, S., & Prof. Dolan, S. | Poster presenter Oral Presentation Presenter |
| Mar 2011 | 1 st European Conference for Social Work Research | Oxford | The marginalization of client aggressiveness towards social workers | Prof. Enosh, G., Prof. Tzafrir, S., & Dr. Gur, A. | Oral Presentation Co- presenter |
| Jan 2011 | Society for Social Work and Research | Tampa | 1. Client violence against social workers in Israel: | Prof. Enosh, G., Prof. Tzafrir, S., | Oral Presentation |

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-------------|---|----------------------------|---|--|---|
| | 15 th Annual Conference | | Measurement issues, frequency, and severity 2. Hostile attributions, victimization and PTSD among social workers in Israel | & Dr. Gur, A. Prof. Enosh, G., Prof. Tzafrir, S., & Dr. Gur, A. | Co-presenter Oral Presentation Co-presenter |
| Jan 2010 | EIASM, 5 th Workshop on Trust Within and Between Organizations | Madrid | Do organizations see what their customers learn? The effect of trust on customer aggressive behavior | Dr. Gur, A., Prof. Tzafrir, S., & Prof. Dolan, S. | Oral Presentation Co-presenter |
| Aug 2005 | Academy of Management Meeting | Honolulu | Human resource management practices and service quality: The mediating role of trust | Prof. Tzafrir S. & Dr. Gur, A. | Oral Presentation Co-presenter |

b. Active Participation - National Conferences

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-------------|---|----------------------------|--|--|--|
| *Sep 2025 | Health Promotion in the Life Cycle Conference | Yezreel Valley College | 1. What Drives Digital Health Use? A Comparative Study Among Israeli Health Maintenance Organizations 2. Patients' Adoption of Healthcare Technologies: The Role of | Dr. Gur, A., Dr. Mashiach-Eizenberg, M., Dr. Obeid, S., & Prof. Lavy, I. Dr. Gur A., & Dr. Avidar, R. | Poster Presenter Poster Presenter |

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-------------|---|----------------------------|--|--|---------------------|
| | | | Trust in Health Information Sources | | |
| *Nov 2024 | 16 th Annual Health Policy Conference | Tel Aviv | Perceived racism and ethnic differences in hospitals: The role of organizational communication and ethnic diversity policy in reducing violence toward medical teams | Dr. Inchi, L., & Dr. Gur, A. | Poster Co-Presenter |
| *Sep 2024 | The 29 th Conference of the Israeli Association for Quality in Medicine | Tel Aviv | Between violence and racism in the health system: the organization's role in eradicating the phenomenon | Dr. Gur, A. & Dr. Inchi, L. | Poster Presenter |
| *Sep 2024 | Public Health in Times of Crisis Conference, Israel Association of Public Health Physicians | Jerusalem | Hospital employees' exposure to offensive behavior on an ethnic background after October 7 th | Dr. Gur, A. & Dr. Inchi, L. | Poster Presenter |
| May 2023 | 15 th Annual Health Policy Conference | Tel Aviv | The characterization of the use of digital health services among health maintenance organizations and its predictive factors | Dr. Gur, A., Dr. Mashiach-Eizenberg, M., Dr. Obeid, S., & Prof. Lavy, I. | Poster Presenter |
| July 2022 | 24 th Bi-Annual Conference of the Israel | Tel Aviv | Workload and burnout as mediators in the relationship | Dr. Halperin, D., Dr. Gur, A., & Dr. Mashiach- | Poster Co-Presenter |

| Date | Name of Conference | Place of Conference | Subject of Lecture/Discussion | Researchers | Role |
|-------------|--|----------------------------|--|---|-----------------------------------|
| | Gerontological Society | | between support and leaving intentions among nursing home workers | Eizenberg, M. | |
| Mar 2022 | 14 th Annual Health Policy Conference | Tel Aviv | The double-care role: The integration of formal and informal care roles and its implications | Dr. Halperin, D., Dr. Gur, A., & Dr. Mashiach-Eizenberg, M. | Poster Presenter |
| June 2019 | The 13 th Annual Conference of the Israel Association for Information Systems - ILAIS | Tel Aviv | Smartphone interruption and service quality | Dr. Levy, E., Dr. Gur, A., & Dr. Ariel, Y. | Oral Presentation Co-presenter |
| May 2018 | The 13 th Annual Health Policy Conference | Tel Aviv | Online interruption during a visit at the family doctor and its impact on patient perceived service quality and satisfaction | Dr. Gur, A., Dr. Levy, E., & Dr. Ariel, Y. | Oral Presentation Presenter |
| May 2017 | The 12 th Annual Health Policy Conference | Tel Aviv | Customer aggressive behavior as a mediator between customer trust and service quality | Dr. Gur, A., Prof. Tzafrir, S., & Prof. Dolan, S. | Poster Presenter |
| Feb 2009 | Israel Sociological Society Annual Meeting | Rishon LeZion | Aggressive behavior of customers: The silent role of trust | Dr. Gur, A., Prof. Tzafrir, S., & Prof. Dolan, S. | Oral Presentation Presenter |

c. Invited Lectures/ Colloquium Talks

| Date | Place of Lecture | Name of Forum | Presentation/Comments |
|-------------|--------------------------------------|---|--|
| *July 2025 | The Max Stern Yezreel Valley College | The 20 th Annual Research Fair | Violence against medical staff: Developing a digital learning course |
| *June 2024 | The Max Stern Yezreel Valley College | The 19 th Annual Research Fair | Trust dynamics: Evaluating media and information sources in the adoption of emerging healthcare solutions (Poster) Hospital employees' perceptions of racism, ethnically-based offensive behavior, and patient violence (Poster) Hospital policies as a tool to reduce gaps between ethnic groups of employees and patients (Poster) |
| June 2023 | The Max Stern Yezreel Valley College | The 18 th Annual Research Fair | Nurses' coping in conflict situations with patients' relatives: Attachment style, burnout, and intentions to leave nursing (Poster) The utilization of digital health services among health maintenance organizations and its predictive factors (Poster) |
| June 2022 | The Max Stern Yezreel Valley College | The 17 th Annual Research Fair | The relationship between social support at work and intention to leave among nursing home workers: The mediating |

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|-----------|--------------------------------------|--|---|
| | | | role of workload and burnout (Poster) Double-duty caregivers: Combining formal and informal care roles and its implications (Poster) |
| Nov 2021 | Tel Aviv | The 25 th Israel Conference for Customer Service and Experience (Co-Presenter) | Employees' personality traits and perceived service quality: Team trust, peer support and participative decision-making as mediators |
| Sep 2019 | Nazareth | The North Conference for Family Physicians | What do patients think when the doctor uses a smartphone in front of them? |
| June 2019 | The Max Stern Yezreel Valley College | The 9 th Annual Research Fair | Doctors' use of smartphones during medical encounters: Patients' perceptions |
| Dec 2018 | University of Haifa | Department of Nursing | Patient aggressive behavior against healthcare employees |
| Nov 2010 | Jerusalem | Ministry of Industry Trade and Labor: The Preventive Action and Research of Health & Safety at Work Conference | The road to hell is paved with good intentions: Clients' aggressiveness at Social Services Departments |

4. Research Grants

a. Grants Awarded – External

| Role in Research | Co-Researchers (PI/co-PI) | Title | Funded by | Amount | Year |
|-------------------------|--|---|--|---------------|--|
| PI | Dr. Bord, S. (PI), and Dr. Satran, C. (PI) | Needs assessment of administration workers at the Haifa District, Ministry of Health | Haifa District, Ministry of Health | 13,700 NIS | 2018 |
| PI | Dr. Halperin, D. (PI) and Dr. Mashiach-Eizenberg, M. (co-PI) | Double-duty caregivers: Combining formal and informal (older family member) care roles and its personal and organizational implications among nurses in hospitals and nursing homes | The Israel National Institute for Health Policy Research (C) | 195,866 NIS | Pre-proposal July 2018 Full proposal Oct 2018 |

b. Grants Awarded – Internal YVC

| Role in Research | Co-Researchers (PI/co-PI) | Topic | Funded by | Amount | Year |
|-------------------------|--|--|--|---------------|-----------------------------|
| PI | Dr. Avidar, R. (YVC, PI); Dr. Welner, G. (HIT, PI) | Between trust and adoption: Examining patient perceptions and usage patterns of AI for medical consultation as a basis for developing guidelines for responsible and informed use | The Max Stern Yezreel Valley College and Holon Institute of Technology (C) | 25,000 NIS | *Full-proposal Feb 2025 |
| PI | Dr. Inchi, L. (PI) | Workers in the health system and their perceptions of racism as a source of violence directed toward them | The Max Stern Yezreel Valley College, Research Committee | 14,809 NIS | *Full-proposal July 2023 |

5. Scholarships, Awards and Prizes

- a. **YVC reward for academic excellence** (for years: 2024, 2023, 2022, 2020, 2019, 2018, 2014).
- b. 2018 - Outstanding Paper in the ***Emerald Literati Awards:***
 "The article was chosen as a winner as it is one of the most exceptional pieces of work the team has seen throughout 2017".
Gur, A., Tzafrir. S. S., Zatzick, C. D., Dolan, S., & Iverson, R. (2017). Antecedents of customer aggressive behavior against healthcare employees. *Management Research*, 15(2), 207-226. <https://doi.org/10.1108/MRJIAM-09-2015-0609>.
- c. 2005 - Industrial Relations Research Association of Israel – Award named after Prof. Gedaliahu (Gadi) Harel for best research in industrial relations.
- d. 2005 - J. Y. Tabb Award for the best thesis in industrial relations and academic excellence.

6. Teaching

a. Courses Taught in Recent Years

| Year | Name of Course | Type of Course Lecture/Seminar/ Workshop/High Learn Course/ Introduction Course (Mandatory) | Degree | Number of Students |
|--------------|---|---|--------|--------------------|
| *2024-2025 | Customer Aggressive Behavior in Healthcare Organizations | Lecture – digital course | BA | 42 |
| *2024- | Patient experience | Lecture | BA | 60 |
| 2022-2023 | Honors B.A. Program | Research Seminar – Personal Advisor of a Student in the Program (in cooperation with Dr. Liron Inchi) | BA | 1 |
| 2022-present | Final Project | Final Project of the Graduate Studies program in the Department of Health Systems Management | MA | 10 |
| 2022 | Customer Aggressive Behavior and Its Impact on Employees in | Quantitative Empirical Seminar | BA | 25 |

| Year | Name of Course | Type of Course Lecture/Seminar/ Workshop/High Learn Course/ Introduction Course (Mandatory) | Degree | Number of Students |
|--------------|--|--|--------|--------------------|
| | Healthcare Organizations | | | |
| 2020-present | Organizational Behavior | Lecture | BA | 32-42 |
| 2016-2022 | Customer Aggressive Behavior in Healthcare Organizations | Lecture | BA | 38-40 |
| 2015-2019 | Issues in Management of Healthcare Employees | Theoretical/Empirical Seminar | | 28 |
| 2013-present | Issues in Management of Healthcare Employees | Research Seminar | BA | 30 |
| 2013-present | Organization Theory | Introductory Course | BA | 60 |
| 2012-2013 | Quality Assurance and Evaluation | Lecture | BA | 15 |
| 2010-2011 | Organizational Behavior | Introductory Course | BA | 70 |
| 2009-present | The Foundations of Management | Introductory Course | BA | 30-120 |
| 2007-2008 | Trust in Employment Relations | Lecture | BA | 40 |
| 2007-2008 | Service Organizations Management | Lecture | BA | 40 |
| 2007-2011 | Human Resource Management | Introductory Course | BA | 70 |

b. **Supervision of Honor Students**

*The number of the article (from the list of PUBLICATIONS) that appears in the column "Students' Achievements" was written as part of students' seminal work.

| Name of Student | Name of Co-Supervisors | Title of Seminal Work | Degree | Date of Completion /in Progress | Students' Achievements |
|------------------------|-------------------------------|---|---------------|--|-------------------------------|
| Dalia | Dr. Liron Inchi | Healthcare workers and their perceptions of racism as a source of violence directed toward them | BA | 2023 | |
| Lior Stavi | Dr. Dana Weimann-Saks | The relationship between personal traits and perceptions of service quality among employees in healthcare organizations | BA | 2018 | 4* |

c. **Supervision of Graduate Students**

| Name of Student | Name of Co-Supervisors | Title of Thesis | Degree | Date of Completion /in Progress | Students' Achievements |
|------------------------|-------------------------------|---|---|--|-------------------------------|
| *Afik Shmueli | Dr. Clara Rispler | Personalized learning as a resource for developing personal resilience through self-efficacy and work engagement during times of crisis | MA Department of Organizational Development & Counseling | *2024- In progress: - Research proposal approved - Quantitative stage completed | |

PUBLICATIONS

A. Ph.D. Dissertation

Gur, A. Multi-focal trust in medical care services as a proactive organizational tool to reduce customers' aggressive behaviors. (2013), 171 pages. Language: English. University of Haifa.

Supervisors: Prof. Shay Tzafrir and Prof. Simon Dolan.

M.Sc. Thesis

Gur, A. The influence of the perceptions of HRM practices on perceived service quality and the contribution of trust to the interaction between them. (2004), 116 pages. Language: English. The Technion – Israel Institute of Technology.

Supervisors: Prof. Gedalyahu Harel of blessed memory and Prof. Shay Tzafrir.

Note: Authors contributed equally unless otherwise indicated.

B. Articles in Refereed Journals

H-index: Google Scholar – 7; Web of Science – 4

Citations: Google Scholar – 369; Web of Science – 101

Published

1. ***Gur, A.**, Sher-Censor, E., Zisberg, A., & Gur-Yaish, N. (2025). Nurses' attachment styles, burnout and intention to leave: the role of cognitive appraisal and responses to conflicts with patients' relatives. *Journal of Health Organization and Management*.

DOI: [10.1108/JHOM-04-2025-0191](https://doi.org/10.1108/JHOM-04-2025-0191)

(JCR IF: 2.2, 5 yrs IF: 2.2, Q2 in Health Policy & Services).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

2. ***Gur, A.**, Levy, E. C., & Ariel, Y. (2024). Doctor on call: physician smartphone use during medical consultations. *Journal of Communication in Healthcare*, 18(2), 143-152.

DOI: <https://doi.org/10.1080/17538068.2024.2444795>.

(JCR IF: 1.7, Q2 in Communication)

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

3. ***Obeid, S.**, Mashiach-Eizenberg, M., **Gur, A.** & Lavy, I. (2023). Examining ethnic disparities in digital healthcare services utilization:

Insights from Israel. *Journal of Multidisciplinary Healthcare*, 16, 3533-3544.

DOI: <https://doi.org/10.2147/JMDH.S429121>.

(JCR IF: 2.4, 5 yrs IF: 2.8, Q2 in Health Care Sciences & Services. 6 citations)

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

4. Gur, A., Mashiach-Eizenberg, M., & Halperin, D. (2023). Perceived social support and intentions to leave among nursing homes' employees: Workload and burnout as mediators. *Gerontology and Geriatrics*, 50(3), 81-105 (Hebrew; Peer reviewed).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

5. Gur, A., & Tzafrir, S.S. (2022). Working together, thinking differently? HRM practices and trust within the healthcare context. *Journal of Health Organization & Management*, 36(7), 912-932.

DOI: <https://doi.org/10.1108/JHOM-05-2021-0186>.

(JCR IF: 2.2, 5 yrs IF: 2.2, Q2 in Health Policy & Services. 5 citations)

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

6. Gur, A., Weimann-Saks, D., & Stavi, L. (2021). Personality traits of healthcare employees and perceived service quality: Team trust, peer support and participative decision-making as mediators. *The Study of Organizations and Human Resource Management Quarterly*, 6(1), 46-66 (Hebrew; Peer reviewed).

Retrieved: <https://cohrm.haifa.ac.il/wp-content/uploads/2021/02/Gur-Saks-Stavi.pdf>

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

7. Gur, A. (2020). Customer trust and perceived service quality in the healthcare sector: Customer aggressive behavior as a mediator. *Journal of Trust Research*, 10(2), 113-133.

DOI: <https://doi.org/10.1080/21515581.2021.1927063>.

(JCR IF: 3.5, 5 yrs IF: 3.5, Q2 in Management. 8 citations).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

- 8. Gur, A., Tzafrir, S. S., Zatzick, C. D., Dolan, S., & Iverson, R. (2017).** Antecedents of customer aggressive behavior against healthcare employees. *Management Research-The Journal of the Iberoamerican Academy of Management*, 15(2), 207-226.

DOI: <https://doi.org/10.1108/MRJIAM-09-2015-0609> .

(JCR IF: 1.3, 5 yrs IF: 1.6, Q3 in Management. 11 citations).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

The article was selected as an Outstanding Paper in the 2018 Emerald Literati Awards.

- 9. Tzafrir, S. S., Gur, A., & Blumen, O. (2015).** Employee social environment (ESE) as a tool to decrease intentions to leave. *Scandinavian Journal of Management*, 31(1), 136-146.

DOI: <https://psycnet.apa.org/doi/10.1016/j.scaman.2014.08.004>.

(JCR IF: 2.5, 5 yrs IF: 3.0, Q3 in Management. 49 citations).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

- 10. Tzafrir, S. S., Enosh, G., & Gur, A. (2015).** Social workers' disenchantment in the face of client aggression: Realizing the gap. *Qualitative Social Work*, 14(1), 65–85.

DOI: <https://doi.org/10.1177/1473325013509827>.

(JCR IF: 1.6, 5 yrs IF: 2.1, Q1. 62 citations).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

- 11. Enosh, G., Tzafrir, S. S. & Gur, A. (2013).** Client aggression toward social workers and social services in Israel: A qualitative analysis. *Journal of Interpersonal Violence*, 28(6), 1123-1142.

DOI: <https://doi.org/10.1177/0886260512468230>.

(JCR IF: 2.3, 5 yrs IF: 3, Q1 in Criminology, Q2 in Psychology, applied. 94 citations).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

12. Tzafrir, S.S., Gur, A., & Kirschenbaum, A. (2008). Jewish values and industrial relations. *Journal of Management, Spirituality and Religion*, 5(4), 404-416.

(SJR: 0.966, Q1 in Religious Studies).

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

13. Tzafrir, S. S., & Gur, A. (2007). Trust as a mediator of the relationship between HRM practices and perceived service quality. *Research and Practice in Human Resource Management*, 15(2), 1-20.

(122 citations)

(Equal contribution)

Role in the publication: I was involved in all phases of the research, including writing the paper.

Accepted for Publication

C. Articles in Conference Proceedings

Published

1. *Gur, A., & Inchi, L. (2025). The role of organizational communication and diversity policies in reducing ethnic-based violence against hospital employees. Paper presented at the EURAM 25th Annual Conference of the European Academy of Management, Florence, Italy.
2. *Gur, A., & Avidar, R. (2024). Patients' trust in health information sources as an antecedent of novel healthcare technology usage. *European Journal of Public Health*, 34(Supplement_3), ckae144-1134.
<https://doi.org/10.1093/eurpub/ckae144.1134>
3. *Gur, A., & Inchi, L. (2024). Hospital policies as a tool to reduce gaps between ethnic groups of employees and patients. *European Journal of Public Health*, 34(Supplement_3), ckae144-1594.
<https://doi.org/10.1093/eurpub/ckae144.1594>
4. *Inchi, L., & Gur, A. (2024). Hospital employees' perceived racism, ethnically offensive behavior, and patient violence. *European Journal of Public Health*, 34(Supplement_3), ckae144-1848.
<https://doi.org/10.1093/eurpub/ckae144.1848>
5. *Gur, A., Mashiach-Eizenberg, M., Lavy, I., & Obeid, S. (2023). The use of digital health services and its predicting factors among health maintenance organizations. *European Journal of Public Health*, 33(Supplement 2), ckad160-861.
<https://doi.org/10.1093/eurpub/ckad160.861>
6. Gur, A., Gur-Yaish, N., Sher-Censor, E., & Zisberg, A. (October, 2022). Nurses' coping with patients' relatives: Attachment style, burnout, and intentions to leave nursing. *European Journal of Public Health*, 32(3), ckac129.177

- <https://doi.org/10.1093/eurpub/ckac129.177>
7. **Gur, A., Halperin, D., & Mashiach-Eizenberg, M.** (October, 2021). Dual-duty caregivers: Formal and informal care roles and their implications on nursing workers, *European Journal of Public Health*, 31(3), ckab165.444
<https://doi.org/10.1093/eurpub/ckab165.444>
 8. **Gur, A., & Tzafrir, S.S.** (December, 2020). Working together, thinking differently? Paper presented at the EURAM 20th Annual conference of the European Academy of Management, online conference (7932 words). Retrieved
https://eu-west-email-isolation.prod.fire.glass/?url=https%3A%2F%2Fdocisolation.prod.fire.glass%2F%3Fguid%3De4a058e8-bd15-4a20-e40a-17f7463e89e6%26general_portal_token%3D9477077bdde5f0b5a1498f8c7f5065312d0dda38b15587fafe3b8b65ad560f8e
 9. **Gur, A., Weimann Saks, D., & Stavi, L.** (September, 2020). Healthcare employees' personality traits and service quality: Do team relationships matter? *European Journal of Public Health*, 30 (5), ckaa165.310.
<https://doi.org/10.1093/eurpub/ckaa165.310>
 10. **Gur, A., Levy, E. C., & Ariel, Y.** (June, 2019). Justified or unwarranted: Doctors using smartphones during medical encounters. Paper presented at the EURAM 19th Annual conference of the European Academy of Management, Lisbon, Portugal (4252 words). Retrieved
<https://www.xcdsystem.com/euram/program/gpTW3Du/index.cfm>

D. Other Scientific Publications

1. **Gur, A., Bord, S., Satran, C., Schor, A., & Berkovich, E.** (2019). Work satisfaction among administrative workers in a Haifa health district. A primary research report to the Haifa District, Ministry of Health. (Hebrew).
2. Tzafrir, S., Enosh, G., & **Gur, A.** (2012). Working under attack: Social workers at the front. *Neto Plus*, 246, 58-60. (Hebrew).
3. Enosh, G., Tzafrir, S., & **Gur, A.** (2012). The way to a pleasant sleep is fraught with potholes: Client aggression implications on social workers. *Neto Plus*, 247, 85-88. (Hebrew).
4. Tzafrir, S. Enosh, G, & **Gur, A.** (2010). Exposed at the firing line: Aggressive behavior of clients: Implications for clients and the organization, and ways of coping. A primary research report to the Ministry of Industry, Trade & Labor. (Hebrew).
5. **Gur, A., & Tzafrir, S. S.** (2008). Human resource management practices and service quality: Trust is significant. *Neto Plus*, 206, 71-73. (Hebrew).