

Name: Amit Gur

Date: 29.11.2023

CURRICULUM VITAE

1. Personal Details

Office Telephone Number: 04-6423814

Electronic Address: amitgu@yvc.ac.il

ORCID: <https://orcid.org/0000-0002-3991-442X>

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

Date	Name of Conference	Place of Conference	Subject of Lecture/Discussion	Role
August 2005	Academy of Management Meeting	Honolulu	Human resource management practices and service quality: The mediating role of trust	Co-presenter
February 2009	Israel Sociological Society Annual Meeting	Rishon LeZion	Aggressive behavior of customers: The silent role of trust	Presenter
January 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	Co-presenter
January 2011	Society for Social Work and Research 15 th Annual Conference	Tampa	Hostile attributions, victimization and PTSD among social workers in Israel	Co-presenter
January 2011	Society for Social Work and Research 15 th Annual Conference	Tampa	Client violence against social workers in Israel: Measurement issues, frequency, and severity	Co-presenter
March 2011	1 st European Conference for Social Work Research	Oxford	The marginalization of client aggressiveness towards social workers	Co-presenter
May 2011	15 th Conference of the European Association of Work and Organizational Psychology	Maastricht	Customer aggressive behavior and service quality: The role of trust	Presenter

Date	Name of Conference	Place of Conference	Subject of Lecture/Discussion	Role
May 2011	15 th Conference of the European Association of Work and Organizational Psychology	Maastricht	Client aggressiveness toward social workers: PTSD and somatic symptoms	Poster 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	Co-presenter
November 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	Presenter
October 2016	10 th International Workshop on HRM	Cadiz	* Exposure to aggressive culture and aggressive behavior in primary care clinics: Customer trust as a mediator	Presenter
May 2017	The 12 th Annual Health Policy Conference	Tel Aviv	* Customer aggressive behavior as a mediator between customer trust and service quality	Poster Presenter
August 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	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	Presenter

Date	Name of Conference	Place of Conference	Subject of Lecture/Discussion	Role
June 2019	The 13 th Annual Conference of the Israel Association for Information Systems - ILAIS	Tel Aviv	* Smartphone interruption and service quality	Co-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	Presenter
September 2019	The 7 th International Jerusalem Conference on Health Policy	Jerusalem	* Patients' perceptions of doctors using smartphones during medical encounters	Poster presenter
October 2020	16 th World Congress on Public Health	Virtual conference	* Healthcare employees' personality traits and service quality: Do team relationships matter?	Presenter
December 2020	EURAM 20 th Annual Conference of the European Academy of Management	Virtual conference	* Working together, thinking differently? Perceptions of HRM practices and trust within the healthcare context	Presenter
November 2021	14 th European Public Health Conference	Virtual conference	*Dual-duty caregivers: Formal and informal care roles and their implications on nursing workers	Poster Presenter
March 2022	14 th Annual Health Policy Conference	Tel Aviv	*The double-care role: The integration of formal and informal care roles and its implications	Poster Presenter

Date	Name of Conference	Place of Conference	Subject of Lecture/Discussion	Role
July 2022	24 th Bi-Annual Conference of the Israel Gerontological Society	Tel Aviv	*Workload and burnout as mediators in the relationship between support and leaving intentions among nursing home workers	Co Poster Presenter
November 2022	15 th European Public Health Conference	Berlin	* Nurses' coping with patients' relatives: Attachment style, burnout, and intentions to leave nursing	Presenter
May 2023	15 th Annual Health Policy Conference	Tel Aviv	* The characterization of use of digital health services among health maintenance organizations and its predictive factors	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	Co-presenter
November 2023	16 th European Public Health Conference	Dublin	* The use of digital health services and its predicting factors among health maintenance organizations	Poster Presenter (virtual)

4. Invited Lectures/ Colloquium Talks

Date	Place of Lecture	Name of Forum	Presentation/Comments

November 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
December 2018	University of Haifa	Department of Nursing	* Patient aggressive behavior against healthcare employees
June 2019	The Max Stern Yezreel Valley College	The 9 th Annual Research Fair	* Doctors' use of smartphones during medical encounters: Patients' perceptions
September 2019	Nazareth	The North Conference for Family Physicians	* What do patients think when the doctor uses a smartphone in front of them?
November 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
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 role of workload and burnout (Poster) * Double-duty caregivers: Combining formal and informal care roles and its implications (Poster)
June 2023	The Max Stern Yezreel Valley College	The 18th 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)
--	--	--	---

5. Research Grants

a. Grants Awarded

Role in Research	Co-Researchers (PI/co-PI)	Topic	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 (NIHP) 195,866 NIS	Pre-proposal July 2018 Full proposal October 2018
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

6. Scholarships, Awards and Prizes

The article below has been selected as an Outstanding Paper in the 2018 ***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>.

7. 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
2007– 2011	Human Resource Management	Introductory Course	BA	70
2007– 2008	Service Organizations Management	Lecture	BA	40
2007– 2008	Trust in Employment Relations	Lecture	BA	40
2009– present	The Foundations of Management	Introductory Course	BA	30-120
2010– 2011	Organizational Behavior	Introductory Course	BA	70
2012- 2013	Quality Assurance and Evaluation	Lecture	BA	15
2013- present	Organization Theory	Introductory Course	BA	60

Year	Name of Course	Type of Course Lecture/Seminar/ Workshop/High Learn Course/ Introduction Course (Mandatory)	Degree	Number of Students
2013-present	*Issues in Management of Healthcare Employees	Research Seminar	BA	30
2015-2019	*Issues in Management of Healthcare Employees	Theoretical/Empirical Seminar		28
2016-2022	*Customer Aggressive Behavior in Healthcare Organizations	Lecture	BA	38-40
2017-2018	*Honors B.A. Program	Research Seminar – Personal Advisor of a Student in the Program (in cooperation with Dr. Dana Weimann-Saks)	BA	1
2020-present	*Organizational Behavior	Lecture	BA	32-42
2022	* Customer Aggressive Behavior and Its Impact on Employees in Healthcare Organizations	Quantitative Empirical Seminar	BA	25
2022-present	* Final Project	Final Project of the Graduate Studies program in the Department of Health Systems Management	MA	10
2022-2023	*Honors B.A. Program	Research Seminar – Personal Advisor of a Student in the Program (in cooperation with Dr. Liron Inchi)	BA	1

PUBLICATIONS

Note: The order of the listed authors is according to their relative contribution.

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.

B. Articles in Refereed Journals

Published

1. 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.
2. 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 (Religious Studies).
3. 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. <https://doi.org/10.1177/0886260512468230>. JCR IF.: 2.62, Q1 (Clinical Psychology).
4. *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. <https://doi.org/10.1177/1473325013509827>. JCR IF: 1.691, Q2 (Health, Social Sciences).
5. *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. <https://psycnet.apa.org/doi/10.1016/j.scaman.2014.08.004>. JCR IF: 3.383, Q1 (Strategy & Management).
6. ***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>. SJR: 0.32, Q3 (Strategy & Management).

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

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. <https://doi.org/10.1080/21515581.2021.1927063>. SJR: 0.61, Q1 (Sociology & Political Science).
8. *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>
9. *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. <https://doi.org/10.1108/JHOM-05-2021-0186>. JCR IF: 2.059, Q2 (Business, Management and Accounting)
10. *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).
11. *Obeid, S., Mashiach-Eizenberg, M., Gur, A. & Lavy, I. Examining ethnic disparities in digital healthcare services utilization: Insights from Israel. **Accepted for publication** in *Journal of Multidisciplinary Healthcare*, 16, 3533-3544. <https://doi.org/10.2147/JMDH.S429121>. JCR IF: 3.3, Q1 (Nursing).

Papers Submitted for Review

*Gur, A., Levy, E. C., & Ariel, Y. Doctor on call: physician smartphone use during medical consultations. Submitted to *Journal of Communication in Healthcare: Strategies, Media and Engagement in Global Health*.

Papers in Progress

*Gur, A., Gur-Yaish, N., Sher-Censor, E., & Zisberg, A. Coping with patients' relatives: Attachment style, burnout and intentions to leave nursing among hospital nurses.

*Gur, A., Mashiach-Eizenberg, M., Lavy, I. & Obeid, S. The characterization of the use of digital health services among health maintenance organizations and its predictive factors.

*Gur, A., Tzafrir, S.S., & Dolan, S. Bifocal trust as a proactive organizational tool for reducing organizational-motivated customer aggressive behavior in healthcare services.

C. Articles in Conference Proceedings

Published

1. ***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>
2. ***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>
3. ***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
4. ***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>
5. ***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>
6. ***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>

Other Scientific Publications

1. **Gur, A.**, & Tzafrir, S. S. (2008). Human resource management practices and service quality: Trust is significant. *Neto Plus*, 206, 71-73. (Hebrew).
2. 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).
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.** (2012). Working under attack: Social workers at the front. *Neto Plus*, 246, 58-60. (Hebrew).

5. *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).