Htet Tee

Professor Leigh Ann

12/15/15

Writing Assignment about Loyalty

Annotated Bibliography

Braun, S., Peus, C., & Frey, D. (2012). Is beauty beastly? Gender-specific effects of leader attractiveness and leadership style on followers’ trust and loyalty. *Zeitschrift Für Psychologie*, *220*(2), 98-108. doi:10.1027/2151-2604/a000101

This article was written by Susanne Braun, Claudia Peus, and Dieter Frey. Susanne is Senior Lecturer in Leadership at Durham University Business School. Claudia research is primary on studies on study of human. And Prof. Dr. Dieter Frey is incumbent of the chair for social psychology at the Ludwig-Maximilian-University Munich, to which the LMU Center for Leadership and People Management is affiliated. In this article the authors mainly discuss about how attractiveness is good for daily life but also shown negatively effect on female leaders. Because the so-called “beauty is beastly” effect, the followers trust and loyalty toward the female leaders remain unclear. So, the authors made their first Experimental attempt to test the relations effects of leader gender. These are the leader attractiveness vs the leadership style on followers trust and royalty. As a result, the experiment shows a sign of negative effects of attractiveness for female leader (but not male). So the authors found out that having a female leader was unfavorable.

Payne, S. C., & Webber, S. S. (2006). Effects of service provider attitudes and employment status on citizenship behaviors and customers' attitudes and loyalty behavior. *Journal Of Applied Psychology*, *91*(2), 365-378. doi:10.1037/0021-9010.91.2.365

In this article the authors explain about the relationship you have with your job, how commitment you are to the job, service-oriented organizational citizenship behaviors (OCBs), how well you satisfied your customers, and the customers loyalty were tested for a sample of 249 hairstylists of their approving customers. The first author who wrote this article is Stephanie C. Payne. She examines how individual differences facilitate (or inhibit) the effectiveness of human resource practices and how organizational initiatives can be implemented to be mutually beneficial for both the employee and the organization. The second author is Sheila Simsarian Webber. She is a Professor of Management and Chair of the Management and Entrepreneurship Department in the Sawyer Business School, Suffolk University and a Research Fellow for the Center for Innovation and Change Leadership. The method that they used was customers and participants. At the end, the employee satisfaction was certainly related to service-oriented OCBs, customer satisfaction, and customer loyalty, but affective commitment was not related to these outcomes.

Olson-Buchanan, J. B., & Boswell, W. R. (2002). The role of employee loyalty and formality in voicing discontent. *Journal Of Applied Psychology*, *87*(6), 1167-1174. doi:10.1037/0021-9010.87.6.1167

Two authors who wrote this article are Julie B. Olson-Buchanan and Wendy R Boswell. Dr. Julie B. Olson-Buchanan is a professor and chair of the department of management in Fresno State’s Craig School of Business, has been Chosen as a fellow of the Society for Industrial and Organizational Psychology. Wendy R Boswell is an Associate Professor and Mays Research Related in the Department of Management, Mays Business School, Texas A&M University. She is the Director of the Center for Human Resource Management and director of the Masters in Human Resource Management Program at Texas A&M. this article is about the research on voice, loyalty, and post voice consequences by experimenting a few methods by which employee may choose to voice a dispute. The authors disagreeing with each other that more royal employees are happier about the use of less formal voice methods relates to less job search activity and fewer set on to quit the job. The experiment also investigated the interrelation between loyalty, voice method, and satisfaction with the attempt to resolve the argument.

Stenner, P. (2009). Psychology, religion, and world loyalty. *Journal Of Theoretical And Philosophical Psychology*, *29*(2), 102-107. doi:10.1037/a0017569

Professor Paul is Psychosocial Studies in the School of Applied Social Science at the University of Brighton. He also held a Chair in Social Psychology at The Open University since September 2011. He also has held lectureships and senior lectureships in Psychology at University College London, The university of Bath and the university of East London. This article gave a critical comment on Slife and Reber’s article, “is There a Pervasive Implicit Bias Against Theism in Psychology?”. He also talks about the process of philosophy. The article mainly focuses was the religious faith and naturalism. The experiences at the core of the great religions (those recounted in the life of Christ, or Mohammed, or the Buddha, e.g.), in contrast, are rare experiences of exceptional people that concern important issues of value and the cultivation of virtuous character. But the author believe that the religious is better considered as world loyalty than as supernaturalism.

Song, L., Hamilton, J. B., & Moore, A. D. (2012). Patient-healthcare provider communication: Perspectives of African American cancer patients. *Health Psychology*, *31*(5), 539-547. doi:10.1037/a0025334

Dr. Song’s is a researcher who focusing on the physical and psychosocial problem that patients with cancer, with a particular stress on the interaction between patients, their family caregivers, and healthcare providers and how these connections affect cancer outcomes. For Hamilton, she is an Associate professor at the School of nursing. She has earned her BSN, MSN, and PhD from the University of North Carolina at Chapel Hill and a BS in Accounting from North Carolina Central University. Last but not least LTC Moor, a currently the Deputy Chief, Center for Nursing Science and Clinical Inquiry for the Northern Regional Medical Command located at Fort Bragg, NC. He is responsible for developing and managing a program of research support Corps-level and gave strategic imperative for a regional medical center with 225,000 beneficiaries. In this article, authors briefly provide information about the cancer among African American patients. How African American struggled and survive through each day. In the result they found four major theme about communication patterns between these patients and while giving treatment. African American cancer patients in this study perceived that HCPs demonstrated different levels of communication sensitivity and skills during cancer diagnosis and treatment.