



# **EMPLOYEE ASSISTANCE PROGRAMME**

in

## **INDUSTRIAL ORGANISATIONS**

**Social Work Concepts and Practices**

**Abraham P. Francis**

---

---

## Bibliography

---

- Akabas, S.H. (1984). "Confidentiality: Values and Dilemmas". *Social Work Papers*, 18,83-91.
- \_\_\_\_\_ (1983). "Industrial social work: Influencing the system at the workplace", In Dinerman, M. (Ed.) *Social Work in a Turbulent World*, Silver Spring, MD: NASW.
- \_\_\_\_\_ & Fine, M. & Yasser, R. (1982). "Putting secondary prevention to the test: A study of an early intervention strategy with disabled workers". *Journal of Primary Prevention*, 3, 165-187.
- \_\_\_\_\_ (1982). "The world of work: A site for mental health promotion". In F. D. Perimutter, (Ed.). *Mental Health Promotion and Primary Prevention* (pp. 33-44). San Francisco: Jossey-Bass.
- \_\_\_\_\_ (1977). "Labour: Social policy and human services". In J. Turner (Ed-in-chief) *Encyclopedia of Social Work* (17th ed, Vol.1, pp.737-744). Washington, DC: National Association of Social Work.
- \_\_\_\_\_ (1983). "Industrial Social Work: Influencing the System at the Workplace", In Dinerman, M. (Ed.) *Social Work in a Turbulent World*, SilverSpring, MD: NASW.
- Allen, J. (1986). "Achieving primary prevention program objectives through culture change systems". *Journal of Primary Prevention* 7(2), 91-107.
- Anish, K.R. (2002). Well being and metal health of retired Men, unpublished MPhil Dissertation, Bangalore, NIMHANS. India.
- Antoniades, R. & Bellinger, S. (1983). "Organized worksites: help or a hindrance in the delivery of social work services in and to the workplace?" In R.J.Thomlison (Ed.), *Perspectives on Industrial Social Practice* (pp.29-38) Ottawa: Family Service Canada.
- Appelbaum, S.H. and B.T. Shapiro (1989). "The ABCs of EAPS." *Personnel*, 67(7):39-40, 42-46.
- Arendt, M. & Elklit, A. (2001). "Effectiveness of psychological debriefing". *Acta Psychiatrica Scandinavia*, 104, 423-437
- Arsenault, A., S.L. Dolan and M.R. Van Ameringen. (1990). "Stress and Mental Strain in Hospital Work: Exploring the relationship beyond Personality". *Journal of Organizational Behavior*.

- Association for Fitness in Business (1992). *Guidelines for Employees Health Promotion Programs*. Illinois: Human Kinetic Books.
- Atkins, Gary, L. (1997). "Behavioral Risk Management". *EAPA Exchange*. Vol 27 No. 3 May- June, pp. 14-15.
- Attridge, Mark. (2001). "Making the Business Case for EAPs: A Conceptual Framework," *Journal Of Employee Assistance Program*, Sept/Oct, 37.
- Baja, S.T. (1995). *The Roles of a University Lecturer*. In *Teach Your Best. A Handbook of University Lecturers*. Edited by B. Matiru, A. Mwangi, and R. R.Schlette, German Foundation for International Development. University of Kassel. Germany.
- Bakalinsky, R. (1980). "People vs. profits: social work in industry". *Social Work*, 25,471-475.
- Baker, James. (2002). "Welfare to Work: A 'Modified EAP' Approach", *Journal of Employee Assistance Program*. May/June, 10.
- Balgopal P.R. (1989). "Occupational social work: An expanded clinical perspective". *Social Work*, 34,437-442.
- \_\_\_\_\_ and Stollak, M.J. (1992) "The Structure and Functions of Employee Assistance Programs in Higher Education". *Employee Assistance Quarterly*, Vol 8(2): 89-112
- \_\_\_\_\_ and M.A. Patchner. (1988). "Evaluating Employee Assistance Programs: Obstacles, Issues and Strategies." *Employee Assistance Quarterly*, 1988, 3(3-4): 95-106.
- \_\_\_\_\_ (1992) Abstract on EAP retrieved from <http://www.eaptechnology.com/AbstractSample.htm> on 4th may 2003.
- \_\_\_\_\_ (1989). "Occupational Social Work: An expanded Clinical Perspective", *Social Work*, 34,437-442.
- Baltimore. (2002). "Employees Highly Motivated to Use Online EAP and Work-life Services". Retrieved on 21 July 2004, from <http://www.ceridian.com/corp/content/0%2C1336%2C914-2167%2C00.html>
- Bard, M. (1976). "The Role of Law Enforcement in the Helping System", In J. Monahan (Ed.), *Community Mental Health and the Criminal Justice System*. (pp.99-109). New York: Pergamon Press.
- Barker, R.L. (1991). *The Social Work Dictionary* (2nd ed.). Silver Spring, MD: National Association of Social Workers.
- Barrie, K., et al. (1980). "Some Guidelines for Employee Assistance Program Development." In R.H. Egdahl and D.C. Walsh (Eds.). *Mental Wellness Programs for Employees*. (58-77). New York: Springer-Verlag.
- Beale, A.V. (1984). "The Continuing Education and Renewal of Employee Assistance Program Counselors." *Journal of Employment Counselling*, 21(2): 83-88.
- Beckell, Joyce O. (1999). "Plant closings: How Older workers are affected", *Annals of the American Academy of Political and Social Sciences*, September.

- Bell, C. (1991). "Female Homicides in United States Workplaces, 1980-1985". *American Journal of Public Health*, 81(6): 729-732.
- Bell, J.L. (1995). "Traumatic event debriefing: Service delivery designs and the role of social work". *Social Work*, 40(1), 36-43.
- Bellingham, R. and Cohen, B. (1987). *The Corporate Wellness Sourcebook*. Massachusetts: Human Resource Development Press.
- Bennett, J. (1999). "Employee Assistance Also Helps Productivity". *Business Times*, 25 April 1999. Accessed from <http://www.btimes.co.za/99/0425/news/news05.htm> on 24 October 2001.
- Bergh, Z.C. and Theron, A.L. (2003). *Psychology in the Work Context*. Cape Town, S.A.: Oxford University Press.
- Berridge, J.R. and Cooper, C.L (1994). "The employee assistance programme: Its role in organizational coping and excellence". *Personnel Review*, Vol. 23, Iss. 7, pp 4-20.
- Berry, C. (1990). *Good Health for Employees and Reduced Healthcare Costs for Industry* (Washington, D.C); Health insurance Institute, pp. 28-29.
- \_\_\_\_\_ P.A. (1990). "Application of social work skills to human resource management". In S. L A. Straussner (Ed.), *Occupational Social Work Today* (pp.67-76). New York: Haworth Press.
- Besner, H.F. (1985). "Employee Assistance Programmes: A Valuable Asset for Police Departments". *The Police Chief*, 52(2): 34-35.
- Bezold, C. Carison, R.J, & Peck, J.C. (1996). *The Future of Work and Health*. Dover, MA: Auburn House.
- Bhatt, Sanjai & Abraham. (2005). Corporate Social Responsibility: An Area Of Occupational Social Work Practice: Paper presented at a National Seminar on Voluntary Initiatives of NGO& Corporate Sector for Social Development: Issues and Challenges, Faculty of Social Work, MS University of Baroda, 21-22 February 2005.
- \_\_\_\_\_ (1991). "Indian Trade Unionism—Challenges in Coming Decade", *Haryana Labour Journal*, Vol, XXII NO 3, July- September, p.13.
- \_\_\_\_\_ (2005). Social work practice in Industry a SWOT analysis, Paper presented at a National Seminar on Voluntary Initiatives of NGO& Corporate Sector for Social Development: Issues and Challenges, Faculty of Social Work, MS University of Baroda, 21-22 February 2005.
- \_\_\_\_\_ and Abraham (2004). EAP an emerging area for social work practice in India, Abstract published at EAPA conference in California, November 17-19, 2004. [www.eapa-asso.org](http://www.eapa-asso.org).
- \_\_\_\_\_ (2005b). "Occupational social work as field of social work practice", in Singh, Surendra & Srivastava, S.P. (eds.) *Teaching and Practice of Social Work in India: Realities and Responses*. (pp235-247). New Royal Book company, Lucknow.

- \_\_\_\_\_ (2001). "Occupational Social work in India: Opportunities and Challenges". *Contemporary Social Work*, VolXVII, October 33-51
- \_\_\_\_\_ (1993). *Democracy in India*, Uppal Publishing House, New Delhi.
- Bickerton, D. (1987). "NIDA sponsors workplace problems meeting". *The Almanac*, 17(5), 12-15.
- Bilik, S. (1987). "EAPs in Germany: Options for Transatlantic Exchange." *Employee Assistance Quarterly*, 1987, 3(2): 83-98.
- Blair, Brenda. (1987). "Internal and external models". In J.Spicer (ed.), *The EAP Solution: Current Trends and Future Issues* (pp.12-17). Centre City.MN: Hazelden Educational Materials.
- \_\_\_\_\_ (2004). "EAPs in the world of work", *Journal of Employee Assistance*, Vol. 34. No.2, 2004, pp.33-35.
- Blau, G. (1981). "An empirical investigation of job stress, social support, service length and job strain", *Organizational Behavior and Human Performance*, 27, 279-302.
- Bless C. and Higson-Smith, C. (1995). *Fundamentals of Social Research Methods. An African Perspective*. Kenwyn: Juta and Co, Ltd.
- Bloom, M. (1987a). "Prevention". In A. Mental health Ed.-in-Chief), *Encyclopedia of Social Work* (18th ed., Vol. 2, pp. 303-316). Silver Spring, MD: National Association of Social Workers.
- \_\_\_\_\_ (1987b). "Toward a technology in primary prevention: Educational strategies and tactics". *Journal of Primary Prevention*, 8(1-2), 25-48.
- Blum, T. C. and P.M. Roman. (1987). "Choices between Internal and External Employee Assistance Programs." In S. Crim (Ed.). *Employee Assistance Programs in the Workplace*. Washington, D.C. (95-104). Bureau of National Affairs Press.
- \_\_\_\_\_ Dotty Jan Paul (2003). "Critical incidence at work place". *EAPA Journal*, 2003.
- Blumenthal, I. (2002). "Employee Assistance Programme Review: Creating a Risk Management Tool". *Business Report*, 21 November.
- BNA Special Report. (1987). *Employee Assistance Programs: Benefits, Problems and Prospects*. Washington, D.C.: Bureau of National Affairs Inc.
- Boehn, Werner W. (1959). *Objectives of the Social Work: Curriculum of the Future*. Vol. I.
- Bolin, F.S. & Falk, J.M. (1987). *Teaching Renewal*, Teachers College Press, New Brandes, S.D.
- Bowen, B. (1997). *A Needs Assessment for an Employee Assistance Program*. Johannesburg: Masters Dissertation, RAU.
- Brager, G., & Holloway's. (1978). *Changing Human Service Organizations*. New York: Free Press.
- Erair, K.H. (1983). "Unemployment: Toward a social work agenda". *Social Work*, 28, 211-216.

- Brandes, S.D. (1976). *American Welfare Capitalism 1880-1940*. Chicago: University of Chicago Press.
- Braun, A.L. and D.E. Novak. (1986). "A Study in EAP Non-Utilization." *EAP Digest*, 87(1): 52-55.
- Brenan, M.E. (1983). *Containing Corporate Health Care Costs- 1983*, Brookfield, WI, International Foundation of Employees Benefit Plans.
- Brennan, K. N., et al.(1987). "A Police Department EAP: Innovative Design Reaches a Closed System". *EAP Digest*, 7(5): 46-51.
- Brenner, M. H. (1973). *Mental Illness and the Economy*. Cambridge, MA: Harvard University Press.
- Briar, K.H. & Vinet, M. (1985). "Ethical questions concerning an EAP: Who is the client?" (Company or individual?) In S.H.Klarreich, J.L.Francek, & C.E.Moore (ed.), *The human resources management handbook: Principles and practice of employee assistance programmes* (pp.342-359.). New York: Praeger.
- \_\_\_\_\_ (1983). "Unemployment: Toward a social work agenda. *Social work*". 28, 211-216.
- \_\_\_\_\_ (1987). "Unemployment and underemployment". In A Minahan (Ed-in-chief), *Encyclopedia of Social Work* (18th edi, Vo.2, pp.778-788). Silver spring, MD: National Association of social workers.
- Brilliant, E.L., & Trice, K.A. (1988). "Influencing the corporate philanthropy". In G.M.Gould & M.L Smith (eds.), *Social Work in the Workplace: Practice and Principles*. (Pp.299-313).New York: Springer.
- British Society Rehabilitation Medicine. (BSRM). (2001). *Vocational Rehabilitation: The Way Forward*. London:
- Brock, C.P. (1987). "Alcohol Problems in the Workplace". *Public Personnel Management*, 1987, 16(4): 345-348.
- Brod, Craig. (1999). *Effective Human Relation in Organizations*, Houghton, Mifflin Company; Boston.
- Brody, B.E. (1988). "Employee Assistance Programs: An historical and literature review". *American Journal of Health Promotion*, Winter: 13-18.
- Brown, S.E. (1984). "Police Responses to Wife Beating: Neglect of a Crime of Violence". *Journal of Criminal Justice*, 12(3): 277-288.
- Bryant, M. (1990). "Ways to make EAPs more cost effective". *Business and Health*, September.
- Bueon T. & Compton B. (1990). "The Development of Alcohol and other Drug programmes in the work place". *Journal of Occupational Health Safety*, Australia, New Zealand, (6) 4:265-277.
- Buon Tony. (1986). More Than Just Drug and Alcohol Programs. Unpublished paper presented at an EAP seminar. Nepean College of Advanced Education

- \_\_\_\_\_ (2002). "The Globalization of EAPs". *Journal of Employee Assistance Program*, EAPA Jan/Feb, 25.
- \_\_\_\_\_ (1988). Beyond Drug and Alcohol Programs in the Workplace. Conference Proceedings, ICAA Third Pan Pacific Conference. Kuala Lumpur, Malaysia.
- \_\_\_\_\_ (1992). "Employee Counselling and Performance Management". *Journal of Occupational Health and Safety—Australia and New Zealand*. 8, 59-67.
- Burke, E.M (1987). "Corporate social responsibility". In a Minahan (Ed-in-chief.), *Encyclopedia of Social Work* (18th ed. Vol. 1.pp.345-351). Silver Spring. MD: National Association of social workers.
- \_\_\_\_\_ (1988) "Corporate community relations". In G.M.Gould & M.L.Smith (Eds.), *Social Work in the Place: Practice and Principles* (pp.314-327). New York: Springer.
- \_\_\_\_\_ Burns, C. & Rosenberg, L. (2001). "Redefining critical incidents: A preliminary report". *International Journal of Emergency Mental Health*, 3(1), 17-26.
- \_\_\_\_\_ Burns, Robert B. (2000). *Introduction to Research Methods*, Sage Publications, and London.
- Bushbin, J. V. & Campbell, D. P (1990). "Employee wellness programs: A Strategy for increasing participation". *Journal of Health Care Marketing*, 10(4) 22-30.
- Butler, A.S., Panzer, A.M., & Gold Frank, L.R. (Eds.) (2002). *Preparing for the psychological consequences of terrorism: A public health strategy*. Washington, DC: Institute of Medicine.
- Byars, L.L. and Rue, L.W. (2000). *Human Resource Management*. USA: Irwin McGraw-Hill.
- Cagney, T. (1999). "Models of service delivery". In Other, J.M. (ed) *The employee Assistance Handbook*. New York Library of Congress.
- Canadian Mental Health Association. (1984). *Work and Well-being—The Changing Realities of Employment*, Toronto, Ont.: Canadian Mental Health Association.
- Caplan, G. (1964). *Principles of Preventive Psychiatry*. New York: Basic Books.
- Capps, F.L. (1984). "Peer Counselling: An Employee Assistance Programme." *FBI Law Enforcement Bulletin*, 53(11): 2-8.
- Carmody-Sheehan, H. (1983). "Employee Assistance in Western Australia." *EAP Digest*, 3(3): 20-23.
- Cartsen, J.M. & Specter, P.E. (1987). "Unemployment, job satisfaction and employee turnover, a meta-analysis test of the muchinsky model". *Journal of Applied Psychology*, 72, 75-80.
- Carrol M. (1996). *Workplace Counselling: A Systematic Approach to Employee Care*. London: Sage Publications.

- \_\_\_\_\_. (1995). "The counselor in organizational settings: some reflections". *Employee Counselling Today*, 5, and 14-20.
- Carroll, Michael. (1988). "Counselling supervision: The British context". *Counselling Psychology Quarterly*, Vol. 1, No. 4
- \_\_\_\_\_. (ed) (1997) *Handbook of Counselling in Organisation*. p.77
- Casagrande, Barbara. (1997). "Anxiety and panic Attacks", *EAPA Exchange*, Vol. 27. No.2 March-April, pp.28-29.
- Chadderton, T & Milne, R. (1993). EAPs Further Downunder. 2nd National Conference on Alcohol and Other Drugs in the Workplace, Sydney, May.
- Chaudhari, S.K, & Gangulay, P.K. (1990). "Mental state and job associated factors influencing chronic absenteeism among jute workers". *Indian Journal of Industrial Medicine*. Dec. 36 (4): 142-50.
- Claunc, T. (1996). 1st Asia-Pacific Employee Assistance Program (EAP) Conference Hosted by N.E.A.P.A., Sydney, Australia.
- Cornell University (n.d). study.<http://pubs.niaaa.nih.gov/publications/aa44.htm>. Retrieved on 11th February 2003
- Cocozzelli, C., & Hudson, C.G. (1989). "Recent advances in Alcoholism diagnosis and treatment assessment research: Implications for practice". *Social Service Review*.
- Cohen, W, S. (1985). "Health promotion in the workplace". *American Psychologist*, 40, 2 13-216.
- Cohen-Rosenthal, E. (1985). "QWL and EAPS: Making the Connection." *EAP Digest* 1985, 5(4): 42-52.
- Compton, R.L. (1988). "Who needs an Employee Assistance Program?". *Human Resource Management*, Australia. February: 101-110.
- Conrad, P., & Walsh, D.C. (1992). "The new corporate health ethic: Lifestyle and the social control of work". *International Journal of Health Services*, 22(1), 89-111.
- Cooper, C.L. & Williams S. (1994). *Workplace Counseling: A Systematic Approach to Employee Care*, London, Sage Publications.
- \_\_\_\_\_. (1990) "Counselling in the Workplace—Is UK management ready?". *Employee Counselling Today*, Vol.2, Iss. 1, pp.5.
- \_\_\_\_\_. and Payne, R. (1988). *Causes, Coping and Consequences of Stress at Work*. New York: John Wiley and Sons.
- Coppersmith, L. & Grubbs, A. (2000). "A workplace paradigm for CISD". *EAPA Exchange*, January-February, 8-11.
- Corbin, C.B., Lindsey, R. and Welk G. (2000). *Concepts of Physical Fitness Active Lifestyle for Wellness*. New York: McGraw.
- Corneil, W.D. (1982), "Initiating a Joint Labour/Management EAP". *EAP Digest*, 2(5): 22-27.
- Cornell University (n.d) study.<http://pubs.niaaa.nih.gov/publications/aa44.htm>. Retrieved on 11th



- Cowan, E. L. (1982). "Primary prevention research: Barriers, needs and opportunities". *Journal of Primary Prevention*, 2, 131-137.
- Cox, David. (2000). "Internationalizing social work education". *The Indian Journal of Social Work*, Vol.61, No.2.
- Csiernil, Richard Paul. (1997). "A Profile of Canadian Employee Assistance Programs". *EAPA Exchange*, vol. 27. No. 3. May-June p.3.
- Cui, N. (1997). "Psychological education expands". *China Daily*, December 8. p.2.
- Cunningham, G. (1990b). "Social work and EAPs: Emerging issues". *Social Thought*, 16(1), 34-40.
- \_\_\_\_\_. (1994). *Employee Assistance Programs*. Sage Publications. California.
- Darshana, Mehta.(1993).*Treating Alcoholic Industrial Employees, A Social Workers Vignette*. Tata Institute of Social Sciences, Bombay.
- Das, Tarun (2003). "Impact of Pro-Market Reforms on Poverty and Inequality in India—An Assessment and Lessons for Policy Makers". Retrieved from <http://www.scribd.com/das5delhi/d/73205299-Impact-of-Reforms-on-Poverty-and-Inequality-in-India>
- Davis, B. (1982). "Burnout". *Police Magazine*, May 1982:9-18.
- Davis, Keith and Newsroom, W.John. (2001). *Organizational Behavior: Human Behavior at Work*". Tata McGraw-Hill Companies, Inc., 10th Edition, New Delhi.
- Davis, W.W. (1970). "Practical Experience with an alcoholism program in industry". *The Ohio State Medical Journal*. 66. pp.814–816.
- De Silva, E.G. (1988). "Services to customers: Customer assistance programs". In G.M.Gould &M.L.Smith (Eds.), *Socialwork in the Workplace: Practice and Principles* (pp.283-298). New York: Springer.
- Biasucci, P.A., Keegan, M., &Weinberg, D. (1982). Promoting the future of social work education through Labor and industry: A three dimensional approach. Paper presented at the annual program meeting of the Council of Social Work Education New York.
- De Vos, A.S. (1998). *Research at Grass Roots. A Primer for the Caring Professions*. Pretoria: Van Schaik Publishers, Hatfield.
- Delaney, J.T. (1987). "The EAP Part of Personnel Function". *Public Personnel Management*, 16(4): 359-362.
- Department of Foreign Affairs & Trade (1997). *China Brief*, March. China & Mongolia Section East Asia Branch.
- Department of Health and Human Services. (1990). *Healthy People 2000: Occupational Safety and Health*. Washington, DC: U.S. Government Printing Office.
- Department of Foreign Affairs and Trade (DFAT). (1997). *China Brief*, March, China and Mangolia.

- Desai, Armaity (1981). *Social Work Education in India: Retrospect and Prospect*, University Grants Commission, Delhi.
- \_\_\_\_\_ (1986). *Review of Social Work Education. Retrospect and Prospect*. UGC 2nd Review Commission Report (Annexure 1) pp.48-49.
- Desai, M.M and Dole, V. (1979). *Industrial Social Work*. Bombay. Tata Institute of Social Sciences.
- Deshpande, R & Farley, J.U (1999) "Executives insights corporate culture and market orientation comparing India and Japanese firms". *Journal of International Marketing*, (7), 4. Retrieved January 16, 2003 from <http://mdusa.lib.umd.edu/>
- DHL McKinsey study (2004) "India could be next biggest winner after China". Retrieved from <http://www.expresstextile.com/20040325/infocus02.shtml>, Indian Express Group (Mumbai, India)
- Dickman, F, Challenger, B.R, Emener W.G, & Hutchison, W.S. (1988). *Employee Assistance Programs*. Charles Thomas Publisher, USA.
- \_\_\_\_\_ and W. Emener. (1982). "Employee Assistance Programs: An Emerging Vista for Rehabilitation Counselling". *Journal of Applied Rehabilitation Counselling*, 13(3): 18-20.
- Diesenhaus, H. I. (1985/86). "Program Standards: Can we Ever Agree?" *Employee Assistance Quarterly*, 1(2): 1-17,
- Doherty, K. (1988). *Healthy Returns. Healthy Companies*, 1(3), 22-27.
- Dolan, S.L. & D, Balkin. (1987). "A Contingency Model of Occupational Stress". *The International Journal of Management*, September, 4(3): 328-340.
- \_\_\_\_\_ (1990). "Case Illustration in Proneness to Stress among Hospital Workers". In L.E. Miller and J. Seltzer (Eds.), *Innovations in Research and Teaching*. p. 308-311. Buffalo: Eastern Academy of Management.
- \_\_\_\_\_ and A. Arsenault. (1980). "Stress, santé et rendement au travail. (Stress, health and performance at work)." *Monograph Series No. 5*. Montreal: The University of Montreal.
- \_\_\_\_\_ and A, Arsenault. (1984). "Job demands related cognitions and psychosomatic ailments." In Schwarzer R. (ed.), *The Self in Anxiety, Stress and Depression*. Amsterdam. (pp.265-282). Elsevier Science Publishers.
- \_\_\_\_\_ and J, Wolpin. (1990). Employee Assistance Program: Philosophy, Theory and Practice. Discussion paper prepared for the RCMP External Review Committee, March.
- Dolan, S.L. and R, S. Schuler. (1987). *Personnel and Human Resource Management in Canada*. St. Paul, MN. West Publishing Company.
- Du Plessis, A. (1994). Issue resolution in the involvement of Occupational social work practice in south Africa, Unpublished doctoral dissertation, Johannesburg, University of Witwatersrand.

- Duda, M. (1990). *Banking on EAPs brings companies big dividends, safety and health.*
- Duncan, J.T.S., R, N. Brenner and M, Kravity. (1979). *Police Stress—A Selected Bibliography.* Washington D.C.: National Institute of Law Enforcement and Criminal Justice.
- Dyregrov, A. (1998). "Psychological debriefing—An effective method?". *Traumatology*, 4(2), Article 1. On-line:Retrieved on 11th March 2003 from <http://www.fsu.edu/~trauma/>
- \_\_\_\_\_ (2003) [webmaster@eapconsultants.com](mailto:webmaster@eapconsultants.com) retrieved july 2004 <http://www.eapconsultants.com/benefits.html>
- EAP consultants in USA. (2003). [www.eap-association.org](http://www.eap-association.org) EAPS (Employee Assistance program solutions): Employee Assistance programmes.co.uk/employee%assistance: Employee Assistance Research: This research carried out recently by the British Association for counseling and psychiatry has demonstrated the effectiveness. Retrived on 13th August 2004.
- EAPA (1998). *EAPA Exchange*, published by Employee Assistance Professionals Association, March-April 1998, p. 15
- \_\_\_\_\_ (2002).EAPA Editorial <http://www.eapassn.org/public/pages=3> retrieved on 10th August 2003.
- \_\_\_\_\_ (2004). EAPA Standards, <http://www.eapassn.org/public/pages/index.cfm?pageid=1> retrieved on 12th august 2005.
- \_\_\_\_\_ (1990).EAPA standards [www.eapaassociation.org](http://www.eapaassociation.org) site retrieved on 15th January 2003.
- \_\_\_\_\_ (2001). Work/Life Committee Survey of EAP and Work/Life Professionals (Individuals).
- \_\_\_\_\_ (2003). Internet And Telephonic Delivery Of Employee Assistance Services: September 29.
- EAPA-SA. (1999). Draft Document. Standards for Employee Assistance Programmes in South Africa. EAPA: South Africa.
- EAS (NA) (2004). *Abstracted from Employee Assistance Quarterly*, Volume 17, Number 4, 2002 by Employee Assistance Society of North America (EASNA).
- Eiselen, R. and Uys, T. (2002). *Analysing Survey Data Using SPSSII. A Workbook.* Auckland Park: RAU.
- Employee Assistance Program Education in Canada: The State of the Nation. [http://www.haworthpress.com/store/ArticleAbstract.asp?Id\\_QRXHP4CG5H4G9J4CA5P4GBFNTS570S22&ID=4494](http://www.haworthpress.com/store/ArticleAbstract.asp?Id_QRXHP4CG5H4G9J4CA5P4GBFNTS570S22&ID=4494)
- Epp, J. (1988). "Substance Abuse and the Workplace: A Federal Perspective". *Worklife Report*, 6(2):1-3.
- Erfurt, J.C. and A, Foote. (1977). *Occupational Employee Assistance Programs for Substance Abuse and Mental Health Problems.* Ann Arbor, MI: University of Michigan Institute of Labor and Industrial Relations.

- \_\_\_\_\_ & Foote, A., & Heinrich, M.A. (1990). *The core technology of Megabrush: Employee Assistance and wellness programme combined*: Ann Arbor: Institute of labour and industrial relations, University of Michigan.
- \_\_\_\_\_ and Foote, A. (1992). "Who is following the recovering alcoholic". *Alcohol Health and Research World*, 16 (2), pp.154-162.
- Everly, G. (1995). "The role of the critical incident stress debriefing (CISD) process in disaster counseling". *Journal of Mental Health Counseling*, 17(3), p 278-291.
- \_\_\_\_\_ (2000). "Five principles of crisis intervention: Reducing the risk of premature crisis intervention". *International Journal of Emergency Mental Health*, 2(1), 1-4.
- Everly, G.S. & Mitchell, J.T. (1999). *Critical incident stress management (CISM): A new era and standard of care in crisis intervention* (2nd ed.). Maryland: Chevron Publishing Corporation.
- \_\_\_\_\_ & Mitchell, J.T. (2000). "The debriefing 'controversy' and crisis intervention: A review of lexical and substantive issues". *International Journal of Emergency Mental Health*, 2(4), 211-225.
- Factories Act (1948). Government of India.
- Farley, J. E. (1991). "Responses of mental health professionals to lay-offs". *Hospital and Community Psychiatry*, 42, 624—627.
- Fehlandt, A. (1994.). *A Century of Drink Reforms in the United States*, Cincinnati: Jennings and Graham,
- FICCI (2004). India a Brief Profile submitted by the federation of Indian chambers of commerce and industry retrieved on 17th October 2005. <http://www.cacci.org.tw/Journal/2004%20Vol%201/INDIA.pdf>
- Finch, W.A., Jr., & Ell, K.O. (1988). "AIDS in the workplace". In G.M.Gould & M.L.Smith (Eds.), *Social work in the workplace: Practice and principles*. pp.229-244. New York: Springer.
- Finkelstein, D.A. and Frissel, S. (1990). "The Systems/Integrated Approach to Quality and Cost-Effective Care". *Employee Assistance Quarterly*, 6 (1), 25—35.
- Fisher, G.L. (1983). "Employee Counselling Programs and Related Services in the Public Sector." In J.S.J. Manuso (Ed.), *Occupational Clinical Psychology*. (pp.84-94). New York Praeger
- Fleming.T.C. (1986).Alcohol and other mood changing drugs.In S.Wolf &A.J.Finnestone (eds.) *Occupational stress: Health and performance at work*: Litteton. MA, PSG. Publications.
- Flippo, B.Edwin. (1984). *Personnel Management*, McGraw-Hill Book Co, New York.
- Foa, E.B., Keane, T.M., & Friedman, M.J.(2000). "Guidelines for treatment of PTSD". *Journal of Traumatic Stress*, 13(4), 539-588.
- Foote, A. and J, C. Erfurt. (1981). "Evaluating Employee Assistance Programs." *EAP Digest*, 1(6): 14-25.

- \_\_\_\_\_ et al. (1978). *Cost-Effectiveness of Occupational Employee Assistance Programs. Test of an Evaluation Method*. Ann Arbor, MI: ILIR Publications, University of Michigan.
- \_\_\_\_\_ J.C. Erfurt and R. Austin. (1980). "Staffing Occupational Employee Assistance Programs: The General Motors Experience". *Alcohol Health and Research World*, 4:22-31.
- Ford, J.D. and J.G. Ford. (1986). "A Systems Theory Analysis of Employee Assistance Programs". *Employee Assistance Quarterly*, 2(1): 37-48.
- Forgays, D. G. (1983). "Primary prevention: Up the revolution!". *Journal of Primary Prevention*, 4(1), 4 1-53.
- Fouche, C.B., & De Vos, A.S (1998). "Selection of a researchable topic". In DeVos (ed.) *Research at Grassroots: A Primer for the Caring Profession*, Pretoria, J.L. Van Schealk publisher.
- Francis, Abraham. (2004). Employee Assistance Programme: An Emerging Area of Social Work Practices In India, Paper presented at Global Social work Congress 2-5 October 2004 Adelaide, Australia. Available at web on site <http://www.unisanet.unisa.edu.au/ReclaimingCivilSociety/listofpapers.htm>, retrieved on 3 july 2005. Also in In Khasgiwala, Aruna & Navale (eds.) (2004) *Social Work Review*, special issue on Social Work in Industry, University of Baroda, India.
- \_\_\_\_\_ & Bhatt, Sanjai (2004). *Empowering workers through EAP: A challenge for social work professionals* in a souvenir /seminar on Empowerment of Weaker Sections: Interface of civil society, organizations and professional social work institutions, DSA Department of Social Work, Lucknow (p.54).
- \_\_\_\_\_ (2005). Corporate Social Responsibility: An Area Of Occupational Social Work Practice: Paper presented at a National Seminar on Voluntary Initiatives of NGO & Corporate Sector for Social Development: Issues and Challenges, Faculty of Social Work, MS University of Baroda, 21-22 February 2005.
- Fraser, T.M. (1983). *Human Stress, Work and Job Satisfactory. A Critical Approach*. Geneva: International Labour Office.
- Freyman, J. G. (1981). "The origins of disease orientation in American medical education". *Prevetive Medicine*, JO, 663-673.
- Friedlander. (1955). *An Introduction to Social Welfare*.
- Gajendragad, M. Jehanara. (2004). "Couselling in industries—Critical issues and implications". In Khasgiwala, Aruna & Navale (eds.) *Social Work Review, Special Issue on Social Work in Industry*, (pp.114-119). University of Baroda, India.
- Gam, J., et al. (1983a). "Implementing an Employee Assistance Program". *Journal of Employment Counselling*, 20(2): 61-69.
- \_\_\_\_\_ et al. (1983b). "The Evaluation of an Employee Assistance Program". *Journal of Employment Counselling*, 20(3): 99-106.

- Gaylord, Maxine. (1979). "Relocation and the corporate family: Unexpected issues". *Social Work*, Vol.24, May, pp.186-191.
- Gebhardt, D. L., & Crump, C. E. (1990). "Employee fitness and wellness pro-grams in the workplace". *American Psychologist*, 45, 161-171.
- George. M. D. (1925). *London Life in the 18th Century*, New York: Knopf
- Gerstein, L.H. and G, A. Bayer. (1988). "Employee Assistance Programs: A Systemic Investigation of Their Use". *Journal of Counselling and Development*, 66(6): 294-297.
- Gibbs, J. (1985). "Work-site Health Promotion: Five—Health Promotion: Five –Year Trend in Employee Health Care Costs". *Medical Benefits*, November 9-10.
- Giddens, A. (1999). "Runaway world: How globalization is reshaping our lives". London: Profile books, as cited in what is globalization. Retrieved July 15th, 2004, from <http://www.globalisationguide.org/01.html>
- Goldbeck, W.B. (1978). *A Business Perspective on Industry and Health Care*. New York: Springer-Verlag.
- Good, R.K. (1984). "What Bechtel Learned Creating an Employee Assistance Program". *Personnel Journal*, 63(9): 80-86.
- Goode, W.J. and P, K. Hatt. (1952). *Methods in Social Research*. Tokyo, McGraw Hill.
- Googins, B & Davidson, B.N. (1993). "The organization as a client: Broadening the concept of employee assistance programme". *Social Work*, 38(4) 477-484
- \_\_\_\_\_ and N. Kurtz. (1980). "Factors Inhibiting Supervisory Referrals to Occupational Alcoholism Intervention Programs". *Journal of Studies on Alcohol*, 41(11): 1196-1208..
- \_\_\_\_\_ & Davidson, B.N. (1993). "The Organization as Client: Broadening the Concept of Employee Assistance Programs". *Social Work*, 38(4), 477-484.
- \_\_\_\_\_ (1975). "Employee Assistance Programs". *Social Work*, 20(6): 464-467.
- \_\_\_\_\_ (1987). "Occupational Social Work: A Development Perspective". *Employee Assistance Quarterly*, 2 (3): 37-53.
- Godfrey, J. (1987). *Occupational Social Work*, Englewood Cliffs, NJ: Prentice Hall.
- Googins, B. K. (.1989). "Looking in the mirror". *Employee Assistance*, 1(9). -18.
- \_\_\_\_\_ (1991a). "Challenges for the EAP of the 1990s". *Employee Assistance*, 4(3), 54-56.
- \_\_\_\_\_ (1991b). "EAPs and the workplace response". *EAPA Exchange*, 21(6), 14-18.
- \_\_\_\_\_ (1991c). *Work/family conflicts: Private lives, public*, CT: Auburn House.

- \_\_\_\_\_ & Burden, D.(1987). "Vulnerability of working parents: Balancing work and home roles". *Social Work*, 32, 295-300.
- Gottlieb, B. H. (1989). "Using social support to protect and promote health". *Journal of Primary Prevention*, S (1-2), 49-71.
- Gould, G.M. and Smith, M.L. (1988). *Social Work in the Workplace: Practice and Principles*. New York: Springer Publishing Company.
- New Delhi. (1969). *NCL*, Report of the National Commission on Labor.
- Govt.of India (n.d). Industrial policy <http://dipp.nic.in/evoll.htm> retrieved on 2nd Feb 2005.
- Govt.of India. Tenth Five Year Plan—2002-2007. *Employment Perspective*, (Chapter 5), p.141-176.
- Grange, Colin. (2005). "The development of employee assistance programmes in the. UK: a personal", retrieved from [http://www.bacpworkplace.org.uk/journal\\_pdf/acw\\_summer05\\_a.pdf](http://www.bacpworkplace.org.uk/journal_pdf/acw_summer05_a.pdf)
- Gray, M., and D, Lanier. (1985). "Designing Employee Assistance Programs to Meet the Needs of Black Clients". *Alcoholism Treatment Quarterly*, 2(3-4): 85-96.
- Grinnenn R.M. (1993). *Social Work Research and Evaluation*. Itasca. Illinois: F.E. Peacock Publishers Inc.
- Gullotta, T. P. (1983). "Comment: Unemployment and mental health". *Journal of Primary Prevention*, 4(1), 3-4.
- \_\_\_\_\_ (1987). Prevention's Technology. *Journal of Primary Prevention*, 8(1-2), 4-2 5.
- Gumz, J.A. (1985). "Is There Life After Implementation? A Look at EAP Maintenance". *EAP Digest*, 5(3), 27-29.
- Gwaltney, H. (1987). Post-traumatic Stress and the EAP Response." *EAP Digest*, 7(5), 57-60.
- Habib, M., & Gutwill, S. (1985). "The union setting: Working with retirees". *Journal of Gerontological Social Work*, 8, 247-255.
- Hannigan, T. (1974). "Problem Drinking". *Occupational Health Nursing*:22, pp.19-20.
- Hansen, H.J. (1985). "Crisis in Drug Testing". *Medical Benefits*, May 4, 1985.
- Hellan, R.T., and W, J. Campbell. (1981). "Contracting for EAP Services". *Personnel Administrator*, 26(9): 49-51.
- Henifin, M. S., & Hubbard, R. (1983). "Genetic screening in the workplace". *Gene WA TCH*. pp.5-9.
- Hepworth, D.H. Larsen, J.A. (1994). *Direct Social Work Practice: Theory, and Practice*, Brooks/Cole, Wadsworth.
- Hewitt Associates (2003). A Study conducted on NTPC retrieved from <http://ntpc.org> on 5th September 2004.

- Hodson, D.M., and F, R. Fallon. (1989). "Officer Assistance Programs: Benefiting All Aspects of the Police Force". *RCMP Gazette*, 51(3): 18-19.
- Hoffman, C. (2001). "Responding to workplace trauma". *Trauma Response*, 7(1), 14-15.
- Hollman, R. (1981) "Beyond contemporary Employee assistance programmes". *Personal Administrator*, September: 26 (9) 37-41
- Holosko, M. J., & Feit, M. D. (1988). "Onward and upward". *Employee Assistance Quarterly*, 3(4), 281-283.
- Holt, Reinhart & Winston, Kemp, D. (1982). "State Employee Assistance Programs: Organization and Service". *Public Administration Review*, 45:378-382.
- Hoskinson, Linda (2002). Review of over 80 research studies on EAPs and counselling at work by BACP, retrieved from [www.hoskinson-associates.com](http://www.hoskinson-associates.com) on 4th July 2004.
- Hudson, H.L. (1983). "The Function of Neutrality in Employee Assistance Programs". *EAP Digest*, 3(6), 32-37.
- Hudson, W.W. (1982a). "Development and Use of Indexes and Scales". In: Grinnell, R.M., *Social Work Research and Evaluation*, Itasca, F.E. Peacock.
- \_\_\_\_\_ (1990). *Perspective Training College*. Silverton: Walmyr Jerrell, J.M. & Publishing Co.
- ILO/WHO. (1987). *Responses to Drug and Alcohol Programs in the Workplace*. World Health Organisation. Geneva.
- India a Brief Profile (n.d) submitted by the federation of Indian chambers of commerce and industry retrieved on 17th October 2005. <http://www.cacci.org.tw/Journal/2004%20Vol%201/INDIA.pdf>
- Indian Economy (2004) ITP Division, Ministry of External Affairs. Retrieved from [http://www.indembsofia.org/shtml/en/includes/ind\\_eco.html](http://www.indembsofia.org/shtml/en/includes/ind_eco.html)
- India information (2004): retrieved from <http://www.indianembassy.org.ua/english/economy.htm>
- India a brief profile (2004): Federation of Indian chambers of commerce and Industry. Retrieved <http://www.cacci.org.tw/Journal/2004%20Vol%201/INDIA.pdf>
- Industrial policy. (n.d). Govt.of India. <http://dipp.nic.in/evoll.htm> retrieved on 2nd Feb 2005.
- International Federation of Social Workers. (2000). Social work definition adopted by IFSW. Retrieved on 8th May 2004 from <http://www.ifsw.org/Info/1.def.html>.
- \_\_\_\_\_ (2004). Social work definition adopted by IFSW General Meeting in Montreal, Canada. Retrieved on 3rd June 2004 from <http://www.ifsw.org/Info/1.def.html>.



- Irving, P. & Long, A. (2001). "Critical incident stress debriefing following traumatic life experiences". *Journal of Psychiatric and Mental Health Nursing*, 8, 307-314.
- Isenberg, S.K. (1985). *Report on Australian Industry Programs*. Australian Foundation on Alcoholism and Drug Dependence. Canberra. A.C.T. Australia.
- Iversen, Roberta Rehner. (2001). "Occupational social work and job retention supports". *International Social Work*, Sage Publication, London, Vol. 44(3), pp329-342.
- Jackson, S, & Schuler, R. (1985). "A meta analysis and conceptual critique of research on role and ambiguity and role o conflict in work settings". *Organizational Behavioral and Human Decision Process*, 36, and 66-78.
- Jacob K.K. (2004). "Social Work In Industry: Issues, strategies and challenges". In Khasgiwala, Aruna & Navale (eds.) *Social work review, special issue on social work in industry*, University of Baroda, India. p. 2-8.
- \_\_\_\_\_ (1987). "Industrial Social Welfare" in *Encyclopedia of Social Work in India*, Vol. II, Ministry of Social Welfare, Govt. of India.
- Jacobson, J.M. and Hosford-Lamb, J. (2008). "Working It Out—Social Workers in Employee Assistance". *Social Work Today*, Vol. 8 No. 2 p.18.
- Jerrell, J.M. & Rightmeyer, J.F. (1982). "Evaluating Employee Assistance Programs: a review of methods, outcomes, and future directions". *Evaluation and Program Planning*, 5, 225-267.
- Johnson, A.T. (1985). "Municipal Employee Assistance Programs: Managing Troubled Employees". *Public Administration Review*, 45(3), 383-390.
- Johnson, C.J., and W.A. Black. (1985). "Occupational Alcoholism: The Relevance for New Zealand Organizations of Employee Assistance Programmes". *New Zealand Journal of Psychology*, 14(1), 15-19.
- Johnson, Louise C. (1989). *Social Work Practice: A Generalist Approach*, Allyn and Becon, Boston.
- Jones, D. (1983). *Benchmarks for the comprehensive Employee Assistance Program*. Center City, MN: Hazelden Foundation.
- \_\_\_\_\_ (1987). "Evaluation." In J. Spicer (Ed.). *The EAP Solution: Current Trends and Future Issues*. Center City, MN: Hazelden Educational Materials,
- Jones, R. C., Bly, J.L. & Richardson, J. E. (1990). "Study of a worksite health promotion programme and absenteeism". *Journal of Occupational Psychology*.
- Joubert, L. (1994). "Managing Retrenchment Positively: An EAP Perspective". *Journal of IPM* 13 (1).

- Kahn, A.J. (1973). *Social Policy and Social Services*. New York: Random House.
- Kahn, R., and T. French. (1970). "Status and Conflict: Two Themes in the Study of Stress." In J. McGrath (Ed.), *Social and Psychological Factors in Stress*. New York.
- Kahn, Jeffery P. and Aidinoff, Seth (1997). "Occupational Psychiatry and the employee Assistance Program". *EAPA Exchange*, vol.29, No.1, May-June, pp.10-11.
- Kamko M.P., (2003). A need assessment of Employee assessment programme for johanseburg Hospital. Retrieved on 8th August 2004 from <http://upetd.up.ac.za/thesis/available/etd-01122004-102916/unrestricted/00front.pdf>
- Karls, J. M., & Wanderi, K. E. (1994). *PIE Manual: Person-in Environment System: The PIE Classification System for Social Functioning Problems*. Washington, DC: NASW Press.
- Kathleen Conlan and Jack Dempsey. (2001). "Labor and EAPs: Working Together to Battle Nicotine Addiction". *Journal Of Employee Assistance Programme*, Jan/Feb, 32.
- Katsekas, B.S. (1998). "Emotional Literacy in the Workplace". *EAP Digest*: 22-23.
- Katz, A. H., & Hermalin, J. (1986). "Self-help and prevention". In J. Hermalin & J. A. Morell (Eds.). *Prevention Planning in Mental Health*, (pp. 151-190). Beverly Hills, CA: Sage Publications.
- Keith, Brubnsen. (1994). Benefits of EAP, EAPA Exchange, and EAP Association. Retrieved from eap.org.
- Kemp, D. (1985). "State Employee Assistance Programs: Organization and Service". *Public Administration Review*, 45:378-382.
- Khan, G.C., Sinha, Debotosh. (2000). "Developing Employee Assistance Programme in Industry: Challenging priority in the 21st Century". *Perspective in Social Work*, College of Social work, Mumbai.
- Khasgiwala, Aruna & Navale (eds) (2004) *Social Work Review, Special Issue on Social Work in Industry*, University of Baroda, India.
- Khinduka, Shanti. (2004). *Personal discussion held at Adelaide*, Australia October 4th.
- Kim, D.S. (1988). "Assessing Employment Assistance Programs: Evaluation Typology and Models". *Employee Assistance Quarterly*, 3(3-4): 169-190.
- Kirkaldy, H.S. (1947). *Spirit of Industrial Relations*. Oxford University Press, Bombay.
- Kizer, W.M.(1987). *The Healthy Workplace A Blueprint for Corporate Action*. Canada: John Wiley and Sons Inc.
- Klarreich, S.H., J, L. Francek and C, E. Moore (eds.). (1985). *The Human—Resources Management Handbook-Principles and Practice of Employee Assistance Programs*. New York: Praeger.

- Kogan, H. (1997). *The Corporate Healthcare Handbook*. Great Britain: Kogan Page.
- Koop, C. Everett. (2001). "Disease Prevention: EAPs Can Help Keep Workers Healthy," *Journal of Employee Assistance Program*, March/April, 19.
- Koyical, Berkman. (2001). *HRT Counseling System*, HRT Counseling Foundation, P.C.Printers, Trivandrum, Kerala. pp. 1-10.
- Kreitner, R and Kinicki, A. (1995). *Organizational Behaviour*. London: Irwin.
- Kripa Foundation. (2005). An Organisation Battling Addiction and AIDS <http://www.kripafoundation.org/home1.html> retrieved on 2nd April 2004.
- Kudched Kar L.A. (1966). "From Labour Welfare to Personnel Management". *Indian Journal of Social Work*, Vol.27 (1): 1.
- Kulkarni (1994). "Wanted a New Social Technology" in K.K. Jascob(eds). *Social Work Education in India*, Sarvodaya Samaj, Jaipur.
- Kumar, Sanjai.(1981). "Relevance of Social Work Education for Welfare Officers", *Indian Worker*, Vol. XXIC, No. 47, August 24, p.67.
- Kurzman, P. (1992). "Employee assistance programme staffing: Past, Present and Future". *Employee Assistance Quarterly*, 8(2) 79-88
- Kurzman, P. A. (1988a). "The ethical base for social work in the workplace". In G. L. Gould & M. L. Smith (Eds.), *Social work in the workplace* (pp. 17-27). New York: Springer.
- \_\_\_\_\_ (1988b). "Work and family: Some major dilemmas". In C. S. Chilman, F.M. Cox, & E. W. Nunnally (Eds.), *Edcanton and employment problems: Families in trouble*, Newbury Park, CA; Sage Publications.(pp. 67-83).
- \_\_\_\_\_ (1991). "Managing risk in the workplace". In R. L. Edwards & J. A. Yankev (Eds.), *Skills in effective human service management*. Silver Spring, MD: National Association Social Workers.(pp. 267-280).
- \_\_\_\_\_ (1992). "Employee assistance program staffing: Past, present and future". *Employee Assistance Quarterly*, 8(28-88.)
- \_\_\_\_\_ & Akabas, S. H.(1981). "Industrial social work as an arena for practice". *Social Work*, 26, 52-60.
- \_\_\_\_\_ (1987). "Industrial social work (occupational social work)". In A. Minahan (Ed-in-chief), *Encyclopedia of Social Work* (18th edition.Vol.1, pp.899-910). Silver Spring, MD: National Association of Social Workers.
- \_\_\_\_\_ (1988). "The ethical base for social work in the work place". In G.M.Gould & M.L.Smith (eds), *Social work in the work place: Practice and principles*. New York: Springer. pp. 16-27.
- \_\_\_\_\_ & Akbas, S.H. (1981). "Industrial Social work as an arena for practice". *Social Work*, 26,52-60

- \_\_\_\_\_ & Akabas, S.H. (1993). *Work and Well-Being: The Occupational Social Work Advantage*, NAWS, USA.
- Lambart, M.J., Shapiro, D.A., & Bergin, A.E. (1986). *The Effectiveness of Psychotherapy, Handbook of Psychotherapy and Behavior Change*. John Wiley, New York.
- Lanier, D., M.C. Gray and A. Thureson. (1987). *Employee Assistance Programs: A Guide for Counselors*. Troy, MI: Performance Resource Press Inc.
- Lawrence, J.A., Boxer, P., and Tarakeshwar, N. (2002). "Determining Demand for EAP Services". *Employee Assistance Quarterly*, 18 (1).
- Lawson, Billie. (1987). "Work related posttraumatic reactions: The Hidden Dimensions" *Health and Social Work*, vol 12(4), pp.250-258.
- Leedy, P.D. (1989). *Practical Research Planning and Design*. New York: Maxwell.
- Lentose, M. M. (2003). Need for an employee assistance programme in Sterkfontein Psychiatric Hospital, University of Pretoria retrieved on July 2005. <http://upetd.up.ac.za/thesis/available/etd-11182003-135308/unrestricted/00front.pdf>
- Lerner, M. (1980). "Stress at the workplace: The approach of the Institute for Labor and Mental Health". *Catalyst*, 2, 7 5-82.
- Levenson, H. And others (1983). "Recent life events and accidents: the role of sex differences". *Journal of Human Stress*, 9, and 4 -11.
- Levi, L. (1900). "Occupational stress: spice of life or kiss of death?". *American Psychologist*, 45, 1142-1145.
- Levine, H. (1985). "Employee Assistance Programs". *Personnel*, 62(4): 14-17.
- Lewis, Beth. (1999). "Social work in the 21st century". In Michael Reisch and Eileen Gambrill (eds.). *Social Work in the 21st Century*. Pine Forge Press, California.
- Lewis, G.W. (1994). *Critical Incident Stress and Trauma in the Workplace*. Levittown, PA: Accelerated Development.EAPA.
- Lewis, J.A., and M.D. Lewis. (1986). *Counselling Programs for Employees in the Work Place*. Monterey, CA: Brooks/Cole Publishing Co.
- Liang, C.K. (1997). *Private Correspondence*. Department of Psychology, Old Dominion University.
- Liem, G. R., & Liem, J. H. (1979). "Social support and stress: Some general issues and their application to the problem of unemployment". In L. A. Ferman & J. P. Gordus (Eds.). *Mental Health and the Economy Kalamazoo*, MI: W. E. Upjohn Institute for Employment Research. (pp. 347-3 77).
- Litchfield, P. (1995). *Health Risks to the Health Care Professional*. London: Royal College of Physicians.
- Lynch, J.M. (1983). "Labour-Management Issues: The Interlock Experience". In R.J. Thomlison (ed.), *Perspectives on Industrial*

- Social Work Practice*. Ottawa: Family Service Canada Publications: 73-80.
- MacDonald, G., Trudeau, A., Day, M., teal (1987). "Mandatory referrals: Are they worth it?" *EAP Digest*, 7(6), 46-54.
- MacDonald, S. and S. Dooley. (1989a). "Employee Assistance Programs: Emerging Trend". *Canadian Journal of Community*, 8(1).
- \_\_\_\_\_ and S. Dooley. (1989b). *Ontario Worksites with 50 or More Employees: The Nature and Extent of EAPs, Programs and Worksite Characteristics*. London, Ont.: Addiction Research Foundation, University of Western Ontario.
- \_\_\_\_\_ and W. Albert. (1985). "Management and Union Perspectives on EAP Policy Development: Convergent Paths." *EAP Digest*, 5(4): 37-41.
- MacDuffie, J. P. (1988). "The Japanese auto transplants: Challenges to conventional wisdom". *ILR Report*, 26(1), 12-18.
- MacKillop, L. (1990). "Employee Assistance Programs". Seminar on Police Human Resource Management, RCMP External Review Committee, Ottawa, 22 March.
- MacMaster, K. (1988). "Employee Assistance Programs for Hourly and Salaried Employees." *CIM Bulletin*, 81(920):39-41
- MacPartland, P.A. (1991). *Promoting Health in the Workplace*. Switzerland: Harwood Academic Publishers.
- Madonia. (1987 ). "Employee Assistance Programs". *EAPA Journal*, p. 82.
- Maiden R.P. (1999). *First World EAPs Serving Third World Clients: A US perspective of the South African experience* 7(3)91-92.
- \_\_\_\_\_ & Hardcastle, D. A. (1986). "Social work education: Professionalizing EAPs". *EAP Digest*, 7(1). 3-66.
- \_\_\_\_\_ (1992). *Employee Assistance Programs in South Africa*. The Haworth Press, USA.
- \_\_\_\_\_ (1996). "The incidence of domestic violence among alcoholic EAP clients before and after treatment". *Employee Assistance Quarterly*, 15(3) March, 213-316.
- \_\_\_\_\_ (Ed). (2001). *Global Perspectives of Occupational Social Work*, The Haworth Press, Inc. New York.
- Mamkootam, Kuriakose. (2003). *Labour and change: Essays on Globalization, Technological change and labour in India*, Response books, Sage Publications, Delhi, pp.183.
- Manga S.L, Kumar, Ashwani and Gupta, Rajeev. (1999). "EAP: A New Application of Behavioral Science Human Resource Management and Organization." In Balaji C. Chandrasekher, & Dutta Rajan (ed.) *Leading Changes Through Human Resources, Towards a Globally Competitive India*, Tata Mcgraw Hill publishing Company, New Delhi.

- Marsh and McLennan Companies (1994) retrieved from First-ever Study Finds Employees Highly Motivated to Use Online EAP and Work-life Services. (Source <http://www.ceridian.com/corp/content/0%2C1336%2C914-2167%2C00.html>)
- Marshall, Catherine, and Gretchen, B. Rossman. (1999). *Designing Qualitative Research*. Thousand Oaks, CA: Sage.
- Martin, A.O (1967). *Welfare at Work*. London: Batsford.
- Martin, D. V., Heckel, V. M., Goodrick, G. K. Schreiber, M. M., & Young, V. L. (1995). "The relationship between referral types, work performance and employee problems". *Employee Assistance Quarterly*, 1(2), 25-33.
- Masi, D. (1982). *Human Services in Industry*. MA: Lexington Books.
- \_\_\_\_\_ and M, O. Brien. (1985). "Dealing with Drug Abuse in the Workplace". *Business and Health*, 29-32.
- \_\_\_\_\_ & Montgomery, P. (1987). "Future directions for EAPs". *The Almanac*, 17(3), 20-21.
- Masi, D.A. (1984). *The AMA Handbook for Developing Employee Assistance and Counselling Programs*, AMACOM, USA.
- \_\_\_\_\_ (1992). *The AMA Handbook for Developing Employee Assistance and Counselling Programs*. New York: Amacon.
- \_\_\_\_\_ (1997). "Evaluating Employee Assistance Programs". *Research On Social Work Practice*, Vol 7 (3).
- \_\_\_\_\_ and M, E. Goff. (1987). "The Evaluation of Employee Assistance Programs". *Public Personnel Management*, 1987, 16(4): 323-327.
- \_\_\_\_\_ (1979). "Combating alcoholism in the work workplace". *Health and Social Work*, 4(4), 41-59.
- Maslow, A, H. (1970). *Motivation and Personality* (2 nd ed.). New York Harper & Row.
- Matterson, M.T. & Ivancevich, J.M. (1987). *Controlling work stress: Effective Human resource and management strategies*, Sanranciso, Jossey -Brass.
- Maynard, J.B., and J.L. Farmer. (1985). "Strategies of Implementing an EAP." In S.H. Klarreich, J.L. Francek and C.E. Moore (Eds.), *The Human Resources Management Handbook—Principles and Practice of Employee Assistance Programs*, New York: Praeger
- \_\_\_\_\_ (2004). "Riding the Life Cycle The Next Generation of EAP". *Journal of Employee Assistance Program*, Sept/Oct., 28.
- McCarthy, D.E & Steck, Sorabh (1990). *Social Work in Private Industry: Assessing the Corporate Culture in Occupational Social Work Today* (ed.) by Shulamith Lata Ashenberg Stranssner, The Horworth Press, New York.
- \_\_\_\_\_ (1989). "Social work in private industry: Assessing the corporate culture". *Employee Assistance Quarterly*, 5(1), 19-35.

- McCauley Kathleen. (2001). "Family Violence: A Workplace Issue" (excerpt from conference presentation), *Journal of Employee Assistance Program*, Jan/Feb, 15.2001
- McClellan, K. (1984). "Work-Based Drug Programs". *Journal of Psychoactive Drugs*, 1984, 16(4):285-303.
- \_\_\_\_\_ (1985). "The changing nature of EAP practice: EAPs have a bright future". *Personnel Administrator*, 30(8), 29-37.
- \_\_\_\_\_ (1983). "Health Care Costs—Problem or Solution?" *U.S. Journal of Drug and Alcohol Dependence*, 1983, 7(7):9.
- \_\_\_\_\_ and R. E. Miller. (1988). "EAPs in Transition: Purpose and Scope of Services". *Employee Assistance Quarterly*, 1988, 3(3-4):25-42.
- McCormack, John (1998): "Older workers: Roles for Occupational Social Work". *Australian Social Work*, Vol.49, No.3, March.
- McDonald. (1995). "The challenge from within: Organizational commitment in nonprofit human service organizations". *Australian Social Worker*, 48, 1, 3-11.
- McGowan, B. G. (1984). *Trends in Employee Counseling Programs*. New York: Pergamon Press.
- McGurrin, H. (1985). "The Employee Assistance Program within the Federal Public Service". *On Site*, 2(1):1-2.
- McLeod, John (2003). *Counselling in the Workplace: The Facts*. The School of Social and Health Sciences, University of Abertay, Dundee and is published by BACP
- \_\_\_\_\_ (1999). School of social and Health sciences, University of Abertay, Dundee. [employee% assistance: Employee Assistance Research](http://employeeassistance.co.uk/employee%20assistance:Employee%20Assistance%20Research).
- McNamara Carter, (1999). [http://www.managementhelp.org/org\\_thry/org\\_defn.htm](http://www.managementhelp.org/org_thry/org_defn.htm) retrieved on 28th september 2005.
- McNamara, B.M. (1992). *Models of service: Delivery of EAPs*. McNamara & Associates: Wollongong.
- McTavish Don G. & Loether (2002). *Social Research an Evolving Process*, 2nd edition, Boston.
- McWhirter, E.H. & Linzer, M. (1994). "The provision of critical incident stress debriefing services by EAPs: A case study". *Journal of Mental Health Counseling*, 16(4), 403-414.
- Mehrotra, S.N. (1976). *Labour Problems in India*. New Delhi: S.N. Chand & Co.
- Mehta, Leena. (2004). *Relevance of Social Work Methods in Indian Context*. National Seminar on Gender, HIV/AIDS: Report by National Institute of Public Cooperation and Indira Gandhi Open University, New Delhi. pp.128.
- Mehtras, V.G. (1966). *Understanding Social Case Work*, Bombay: Manaktalas.

- Mercer-Meidinger. (1985). *Employer Attitude Towards the Cost of Health*. New York, NY William and Mercer– Meidinger, Inc.
- Mike Cipressi, Mark Attridge, Tom Baker, Bern Beidel, Kristine et.al. (2003). *Internet and Telephonic Delivery of Employee Assistance Services*. September 29, EAPA, retrieved from eapaasso.org.
- Mills, C. W. (1948). *The New Men of Power: America's Labor Leaders*. New York: Harcourt, Brace.
- Miller-Burke, J., Attridge, M., & Fass, P.M. (1999). "Impact of traumatic events and organizational response: A study of bank robberies". *Journal of Occupational and Environmental Medicine*, 41(2), 73-83.
- Minelli, M.J., Davenport, R.W., DeBruin, R.L and Campbell, S. (1998). "The Status of EAPs in Higher Education. Higher education slows to develop EAPs and drug testing programs". *EAP Digest*. 27—28.
- Mitchell, J. (1990). "EAPs and wellness programs". *Employee Assistance*, 2, 25-27.
- Mohan, Brij. (2003). *The Practice of Hope—Diversity, Discontent and Discourse* XLIBRIS: Xlibris corporation.
- Molloy, D., & Burmeister, L. (1990). "Social workers in union-based programs". In S.L.A.Straussner (ed.), *Occupational Social Work Today*, (pp. 37-51). New York: Haworth Press.
- \_\_\_\_\_ (1986). Planning and implementing a worker-based and participating model for EAPs. Unpublished DSW dissertation, City University of New York Graduate Centre.
- \_\_\_\_\_ & Kurzman, P. (1993). "Practice with unions: Collaborating toward an empowerment model". In P. A. Kurzman & S. H. Akabas (Eds.) *Work and Well-Being: The Occupational Social Work Advantage* (pp. 46-60). Washington DC: NASW Press.
- Moorthy M V. (1992). *Human Resource Management: Psycho Social Approach*, Bangalore.
- Mouton, J.(1996). *Understanding Social Research*. Pretoria: van Schaik.
- Murphy. (1988). "Workplace interventions for stress reduction & prevention". on Cooper, C.L. & Payne, R. (eds.) *Causes, Coping & Consequences of Stress at Work*. London: Wiley.
- Myers, D.W. (1984). *Establishing and Building Employee Assistance Programs*. London: Quorum Books.
- Mysers Charles, A. (1957). *Industrial Relations in India*, Bombay: Asia Publishing House.
- Nahrwold, S.C. (1983). "Why Programs Fail." In J.S.J. Manuso (Ed.), *Occupational Clinical Psychology*, New York: Praeger: 105-115.
- Nair, Ramesh. (2003). "The Human Element" Head of Global Operations, *Hindustan Times*, Horizons, 3rd December 2003, Delhi.



- Naisbitt, J., & Aburdene, P. (1985). *Re-inventing the corporation: Transforming your job and your company for the new information society*, New York: Warner Books.
- Nalini, R. (2005). "Social work and industry in India". In Singh, Surendra & Srivastava, S.P. (eds.). *Teaching and practice of social work in India: Realities and responses*, (pp. 255-266). New Royal Book Company, Lucknow.
- NASW (1995). *Code of Ethics*, Part V, Sector O Silver Spring, MD.
- Nathan, P.E. (1984). "Alcoholism prevention at the workplace: Three examples". In P.M. Miller, T.D. Nirenberg (Eds.), *Prevention of Alcohol Abuse*, 387-405, New York: Plenum.
- National Association of Social Workers. (1929). *Social Case Work: Generic and Specific—A Report of the Milford Conference* (1974). Washington, DC: (Original work Published 1929).
- Navale Anil S. Desai Anandmala (2002). Reviewing social Work in Industry for Remodeling Social Work Education paper, presented at National Seminar on Social Work Education in India, at Delhi.
- \_\_\_\_\_ Vyas, M.D., Sharma, Mona (2004). "Changing profile of industry :social work response in Khasgiwala", Aruna & Navale (eds.) *Social Work Review, Special Issue on Social Work in Industry*, (93-101). University of Baroda, India.
- \_\_\_\_\_ & Desai, Anandmala. (2005). "Reviewing social work education in industry for remodeling social work education". In Singh, Surendra & Srivastava, S.P. (eds.) *Teaching and practice of social work in India: Realities and responses*, (pp. 248-279). New Royal Book Company, Lucknow.
- Nelson-Jones, R. (1983). *Practical Counselling & Helping Skills*, London: Cassell.
- Neuman, W.L. (1997). *Social Research Methods: Qualitative and Quantitative Approaches*. London: Alwyn and Bacon.
- Nicholson, J. (2001). *Bringing Health Closer to People, Local Government and the District Health System*. Durban: Health Systems Trust.
- Nissly, J.A. and Mennen, F.E. (2002). "Intervening in Response to Job Stress: Highlights and Recommendations from the Research Literature". *Employee Assistance Quarterly*, 17 (4): 15—27.
- Norton Information Resources Center. (1990). *A Guide to Workplace Issues*. ASIS O.P.
- Nye, S. G. (1986). "As EAPs come of age as clinical care providers: does the law require?". *Employee Assistance Quarterly*, 2(1), 99-101.
- Nye, S. G. (1990). *Employee assistance law answer book*. New York: Panel Publishers.
- O'Hair, J. R. (1987). "Looking into the future of employee assistance". *The Almacan*, 7(3), 22-24.

- Opatz, J. (1985). "Wellness Is a Cost-Containment Strategy". *Medical Benefits*, July 4-5.
- Orlans, V. (1991). "Evaluating the benefits of Employee Assistance programmes". *Employee Counselling Today*, Vol. 3, Iss. 4, pp. 27-31.
- Overell, Stephen (2005). "Stress hits India's outsourced and overworked". *Business Standard*, London, July 11 retrieved from <http://www.business-standard.com/common/storypage.php?hpFlag=Y&chklogin=N&autono=194040&leftnm=lmnu0&leftindx=0&lselect=0> on 1th October 2005.
- Ozawa, Martha. (1980). "Development of social services in Industry". *Why and How? Social Work*, Vol.25, No.6, November, pp.464-470.
- Pandey, S.N. (1991). *Social Side of Tata Steel*, New Delhi, Tata McGraw-Hill Publishing Company Limited.
- Parkinson, R. (1982). *Managing Health Promotion in the Work place: Guidelines for Implementation and Evaluation*, Palo Alto, CA, and Mayfield Publishing.
- Parry, B. (1996). EAPs in Australia and the Pacific. 1st Asian Pacific EAP Conference. Sydney, 28 March. Retrieved on 25th August 2003 from <http://www.eap.com.au>.
- Pathak, shankar (1989). "Social development and social work education: Some unresolved issues". In R.KNayak and H.Ysiddiqui (ed.) *Social Work and Social Development*. New Delhi: Gitanjali publishing House.
- Patrick, Conlin, Thomas, M. Amaral, and Kirk Harlow, (1996). *EAPA Exchange*, May/June EAP Association.
- Patti, R. J. (1982). "Applying business management strategies in social agencies". In S. H. Akabas & P. A. Kurzman (Eds.), *Work, workers, and work organizations: A view from social work* (pp. 147-175). Englewood Cliffs, NJ: Prentice Hall.
- Paul Steele, "Employee Assistance Programs: Then, Now, and in the Future" Paper Presented at the Center for Substance Abuse Prevention's Knowledge Exchange Workshop Tacoma, Washington September, 1998.
- Pear, R. (1991). "Darman forecasts dire health costs". *New York Times*, p. A-14.
- Pell, S and D.Allonzo, C.A. (1970). "Sickness, Absenteeism of Alcoholics". *Journal of Occupational Medicine*, 12:198-210.
- Peters, R & Firth, T. (1990). "Employee Assistance Programs—Their Development and Benefit". R.F. Peters and Associates. *Newcastle*, September.
- Peters, T. J., & Waterman, R. H. (1984). *In Search of Excellence*. New York: Warner Books.

- Peters, R. (1995a). EAPs Still Growing in Australia: IBC Working HealthConference. The Ritz Carlton Hotel, Sydney.
- Peters, T.J., & Vatet, R. H. (1982). *In Search of Excellence: Lessons from Americas Best-companies*. New York: Harper & Row.
- Peters, Roger F. & Firth, Teresa (nd) "Employee Assistance Programs—Their Development and Benefit". Retrieved <http://www.heas.com.au/publications/eap.htm>
- Peterson, Kent (2002). "Health and Productivity: A New Opportunity for EAPs". *Journal of Employee Assistance Program*. March/April, 16.
- Pike, C.K., and Hudson, W.W. (1993). *Perspective Training College*. Silverton: Walmyr Publishing Company.
- Polakoff, P. L. & O'Rurke, P. F. (1990). "Healthy worker—Healthy workplace: The productivity connection". *Benefits Quarterly* 6(2), 37-57.
- Popple, P.R. (1981). "Social Work Practice in Business and Industry: Why and how?". *Social Service Review*, vol. 55, 257-269.
- Powell, M. (1973). "Age and occupational change among coal miners". *Occupational Psychology*, 46, 293-313.
- Prasad, Rajeshwar (2000). "Social work as a Profession". *National Journal of Professional Social Work*, Vol.1.No.1, January.NIMHANS, Bangalore.
- Presnall L. (1995). "Historical perspectives of EAPs". In *The Human Resources Management Handbook*, Klarreivh S. Francek J. and Moore C. (eds.) New York: Praeger.
- \_\_\_\_\_ (1981). *Occupational Counseling and Referral Systems*, Utah Alcohol Foundation Salt Lake City, UT.
- Puig, A. (1996). "Anger at Work: Steps EAP professionals can take to prevent this costly emotion from showing up at work". *EAP Digest*: 30-31
- Quinlan, M. (1990). Conference Proceedings: "Managing poor performance: The EAP response," by the National EAP Institute. Dublin, Nov. 16.
- \_\_\_\_\_ (1992). Proceedings: 7th Annual Conference on Employee Assistance Programmes. "Changing the Work Environment," by the EAP Institute. Dublin, Sept.17.
- Quinnel John. (1997). "The impact of the Principal Behavioral Health Care Employee Assistance Program on Health Outcomes and Medical Costs". *EAPA Exchange*, vol. 27 No.3 May June 1997 p3.
- Ramakrishna, K.R. & Balgopal, P.R (1992). "Linking Task-Centred Intervention with Employee Assistance programs", *Families in Society*, 73:488-494.
- Ramanathan, C.S. (1992). "EAPs response to Personal Stress and Productivity: Implications for Occupational Social Work", *Social Work*, 37(3), 234-239.

- Ramchandran P. & Padmanabha. (1969). *Professional Social Workers in India*, Bombay: United Asia Publication
- Randeria, K.N. (1963), "Personnel Management and Social Work in India", *Journal of Social Work*, 24(2), p 132.
- Ranganathan, Shanti. (2002). "Dealing with Alcoholic Employees" *Useful Guidelines to Managers and Supervisors*, Ranganathan Clinical Research Foundation, TTK Hospital, Chennai.
- Rastogi T.N. (1994). *Readings in Personnel Management*, New Delhi: Nimri Colony, Self-Published.
- Ratnam C.S.Venkata,& Verma Anil (2004). "Non Governmental Organizations and Trade Unions –The Case of India". In Verma,Anil &Kochan Thomas A (ed) (2004). *Unions in the 21st century: An international Perspective*, Palgrave Macmillan, New York.
- Rawat, P. (1998). *Labour Welfare in India*, Delhi: Mittal publications.
- Reddy, Michael. (1997). "External counseling provision for organizations" *Handbook of Counseling in Organizations* (Ed.) Carroll Michael, 74-89, Sage publications.
- Reece, Library. (1998). *Personnel / Human Resource Management*, Houghton, Mifflin Company; Boston.
- Remington, M.R.1996. "Resolving Interpersonal Problems in the Workplace". *EAP Digest* :22-25.
- Renner, J. F. (1987). "Wellness programs: An investment in cost containment". *EAP Digest*, 7(3), and 49—5 3.
- Resnick, H. & Patti. R. (1980). *Organize from within*. Philadelphia: Temple University Press.
- Reynolds, B. C. (1997). *Social Work and Social Living*. Washington, DC: National Association of Social Workers. (Original work published 1951).
- \_\_\_\_\_ (1951). *Social Work and Social Living*, New York: Citadel press, 53-56.
- Rhodes Robert. (2002). "Occupational Health: EAPs Can Play a Preventive Role". *Journal of Employee Assistance Program*, March/April, 14.
- Richard, Paul. Csiernil. (1997). "A Profile of Canadian Employee Assistance Programs". *EAPA Exchange*, vol. 27. No. 3 May-June p.3.
- Richards, D. (2001). "A field study of critical incident stress debriefing versus critical incident stress management". *Journal of Mental Health*, 10(3), 351-362.
- Richmond, M. E. (1917). *Social Diagnosis*. New York: Russell Sage Foundation.
- Ricklefs R. (1979). "Firms offer employees a new benefit". *Wall Street Journal*, August 13.

- Rightmeyer, J.F. (1982). "Evaluating employee Assistance programs: a review of methods, outcomes, and future directions". *Evaluation and Program Planning*, 5, 225-267.
- Roman P. and Trice H. (1976). "Alcohol abuse and work organizations". In Kissin B. And Begleiter H (eds) *Biology of Alcoholism, Social Aspects of Alcoholism*. New York: Academic Press, pp. 444-517.
- \_\_\_\_\_ (1981). "From employee alcoholism to employee assistance; de-emphasis on prevention and alcohol problems in work-based programs". *Journal of Studies on Alcohol*, 44, 244-272
- \_\_\_\_\_ (1977). "Dimensions of current research in occupational alcoholism". Unpublished manuscript, Tulane University, New Orleans.
- \_\_\_\_\_ (1989). "EAPs have been the last stop for unwanted duties". *Employee Assistance*, 2(4), 8-9.
- \_\_\_\_\_ (1991). "The quagmire of work-family conflicts". *Employee Assistance*, 3(9), 19-21.
- \_\_\_\_\_ (1983). "Employee Assistance Programs in Australia and the United States: Comparisons of Origin, Structure, and the Role of Behavioral Science Research". *Journal of Applied Behavioral Science*, 19(3): 367-379
- \_\_\_\_\_ (1988). "Growth and Transformation in Workplace Alcoholism Programming". In M. Galanter (Ed.), *Recent Developments in Alcoholism*. Vol. 6:131-158. New York: Plenum Press.
- \_\_\_\_\_ & Blum, T. C. (1985). "The core technology of EAPs: A reaffirmation". *The Almacan*, 18(8), 17-22.
- \_\_\_\_\_ & Blum, T.C. (1985a). "The core technology of employee assistance programs". *Almacan*, 15 (3), 8-9, 16-19.
- \_\_\_\_\_ and T.C. Blum. (1987). "The Relation of Employee Assistance Programs to Corporate Social Responsibility Attitudes: An Empirical Study". In L.E. Preston (Ed.), *Research in Corporate Social Performance and Policy*. Greenwich, Conn.: JAI Press. Vol. 9:213-235.
- Roman, Paul. (1990). *Seventh Dimension. Employee Assistance: Solutions to the Problems*, 2.
- Root, L. (1997). "Social work and the workplace. M. Reishch and E. Garrill (Eds.) *Social Work in the 21st Century*. Thousand Oaks, CA: Sage Publications, Inc., 134-142.
- Rosewall, Ann. (2002). "Drawing Out the Spirit: Addressing the Spiritual Needs of Employees". *Journal of Employee Assistance Programme*, May/June, 14.
- Rosow, Jerome. (1996). *The Worker and the Job*. Englewood Cliffs, New Jersey, Prentice Hall.

- Rowntree, G.R and Brand, J (1975). "The Employee with alcohol, drug and emotional problems". *Journal of Occupational Medicine*. 17: p 328—332.
- Roy-Brisbois, M (1983). "Victim Assistance: An example of meeting the work related needs of employees". In R.J.Thomlison (ed.), *Perspectives on Industrial Social Work Practice*, pp.123-132. Ottawa: Family service Canada.
- Rubin, Allen and Babbie Earl, (.2001). *Research Methods for Social Work* (4th ed) Wardsworth Thomson learning, Belmont, CA, USA.
- Rutman, L. (1977). *Evaluation Research Methods: A Basic Guide*. Sage publications, London, Ch.3.
- Sarkar, Santanu. (2004). "Industrialization to corporate social responsibility. A journey from curbing losses to making profits". In Khasgiwala, Aruna & Navale (eds.) *Social work review, special issue on social work in industry*, University of Baroda, India.p.
- Schinnar, A. P. Roth'trand, A. B., & Hadley, T. R. (1992). "A prospective management approach to the delivery of public mental health services". *Administration and Policy in mental Health*, 19, 29 1-308.
- Schlosser D. and McBride. J.W. (1984). "Estimating the Prevalence of Alcohol and other Drug Related Problems in Industry". *NSW Drug and Alcohol Authority Research Grant Report Series*, Sydney. B84/3
- Schmitz, H.V. (1983)."Executive and Employee Counselling Program Models and Their Uses". In J.S.J. Manuso (Ed.), *Occupational Clinical Psychology*. pp.: 73-83. New York: Praeger.
- Schwartz, W. (1969). "Private troubles and public issues: One social work job or two?". *Social Welfare Forum*, 1969. New York: Columbia University Press. pp. 22-43.
- Sekaran, U. (1986). *Dual Career Families*. San Francisco: Jossey-Bass.
- Selvik Rick, Stephenson Diane, Plaza Chris & Sudgen Brian. (2004). "EAP Impact on work, relationship and Health outcomes". *Journal of Employee Assistance* (Research report) Vol34.No.2, pp.18-22.
- Sham, M., & Groeneveld, J. (1980). *Employee assistance programs: Philosophy, theory and practice*. Lexington, MA: Lexington Books.
- Shank, B. (1985). "Considering a career in occupational social work?". *EAP Digest*, 5, 54-62.
- Sheafor, W.S., Horejsi, C.R., and Horejsi, G.A. (1994). *Techniques and Guidelines for Social Work Practice*. Massachusetts: Allyn and Bacon.
- Shepell, W. (1989). "Does Your EAP Pass the Scrutiny Test: Guidelines for Selecting an Employee Assistance Program". *Human Resource Professional*. 6 September.

- SIBBI Report (2001). Report of small scale industries sectors in India. Small industries Development Bank of India. Retrieved on 15 th July 2004 from <http://www.smallindustryindia.com/publications/traderep/sidbirep.pdf>.
- Siddiqui, H.Y and Sukhramani, N. (2001). "Occupational social work in India". In R.Paul Maiden (ed.) *Global Occupational Social Work*, (pp.43-64). The Haworth Press, Inc.
- \_\_\_\_\_ (2004). "Social work practice in industry: Challenges and dilemmas in Khasgiwala, Aruna & Navale (eds.) *Social Work Review, Special Issue on Social Work in Industry*, (104-105), University of Baroda, India.
- Siefert, K., Javaratne. S. & Martin, L. D. (1992). "Implementing the public health social work forw's'd plan: A research-based prevention curriculum for schools of social work". *Health and Social Work*, 17, 17-27.
- Simmons, J.L. & Macall George J. (1985). *Social Research, The craft of finding out*, Macmillan.Inc.
- Singh, Surendra. (2004). "Social work practice in industry: Issues and challenges". In Khasgiwala, Aruna & Navale (eds) *Social work review, special issue on social work in industry*, University of Baroda, India.p.9-20
- \_\_\_\_\_ and Srivastava(ed) (2005). *Teaching and practice of social work in India*, New Royal Book Company, Lucknow
- Siprorin, Max. (1975). *Introduction to Social Work Practice*. Mac-Million Publishing Co. New York.
- Sithole, S; L. (2001). "The Role of Employee Assistance Programmes at Universities". Accessed from <http://www.ru.ac.za/academic/adc/papers/sithole.htm> on 24 October 2001.
- Skidmore Rex A, Balsam and Jones Otto F. (1989). "Social work practice in Industry". *Social Work*, May, pp. 281-285.
- \_\_\_\_\_ (1974). "Social work practice in Industry". *Social Work*, Vol.14, No.4, pp.28-29.
- Smewing, C. and Cox, T. (1998). "Employee Assistance Programs". *British Journal of Guidance and Counselling*, 26: 273-283.
- Smith R.L. & Buon T. (1991). "EAPs Down Under". *EAP Digest* (USA), March/April 1991, 31-33.
- Smith, M.L. (1988a). "Social work in the work place: An overview". In G.M.Gould & M.L.Smith (Eds.), *Social work in the workplace: Practice and principles* (3-15). New York: Springer.
- \_\_\_\_\_ (1988b). "With a view to the future. In G.M.Gould & M.L.Smith (eds.), *Social work in the workplace: Practice and principles* (pp.343-348). New York: Springer.
- Smith, R & Buon, T. (1991). "EAPs Down under". *EAP Digest*. Performance Resource Press, USA. March/April, 31-35.

- Smoyer John. (2002). "Human Resources Management: EAPs Can Provide a Sense of Community". *Journal of Employee Assistance Program*, March/April, 12.
- Sonnenstuhl, W. J., & Trice, H. M. (1986). *Strategies for EAPs: The crucial balance*. Ithaca, NY: ILR Press.
- Special Task Force to the Secretary of Health, (1973). *Education, and welfare*. Work in America. Cambridge, A: MIT Press.
- Spicer, Jerry, P. Owen and D. Levine. (1983). *Evaluating Employee Assistance Programs: A Sourcebook for the Administrator and Counsellor*. Center City, MN: Hazelden Foundation.
- \_\_\_\_\_ (1987). "The EAP Solutions". *Current Trends and future issues*, Hazelden Foundation, USA
- Standards for Employee Assistance Programmes*. (1999). EAPA South Africa Chapter. February.
- Steidinger, J. (1986). "The current state of evaluation practices In employee assistance programs". *Employee Assistance Quarterly*, 1(4), 51-65.
- Stennett-Brewer, L (1986). "Interview: Anthea Stewart—A Comparison of Canadian and U.S. EAPS." *Employee Assistance Quarterly*, 2(1):87-97.
- \_\_\_\_\_ (1987). "Conceptual and Service Transformations In the Mental Health and Employee Assistance Movements". *Employee Assistance Quarterly*, 2(3):15-28.
- Stern, L. (2001). "Why EAP s are worth the investment". *Business and Health*, May.
- Strassner, S.L.A. (1990). *Occupational Social Work Today*, New York: The Haworth Press.
- \_\_\_\_\_ (1988a). "A comparative analysis of in-comactual employee assistance programs". In M.J.Holosko &M.D.Feit (Eds.) *Education of Employee Assistance Programs* (pp.43-56).
- \_\_\_\_\_ (1988b). "Comparison of in-house and contracted-own employee assistance programs". *Social Work*, 33, 53-55.
- Streams, Hebert S. (1978). *Clinical Social Work*. London, The fee press.
- Steele, P. (1998). *Employee assistance programs: Then, now, and in the future*. Presented at the Center for Substance Abuse Prevention's Knowledge Exchange Workshop. Tacoma, Washington September. Reterived from [http://workplace.samhsa.gov/Prevention/Files/Synopsis\\_Overview/EAP\\_Then\\_Now\\_Future.pdf](http://workplace.samhsa.gov/Prevention/Files/Synopsis_Overview/EAP_Then_Now_Future.pdf)
- Strydom, H&De- Vos. (1998). "Sampling and sampling methods". In DeVos (Eds.) *Research at grassroots: A primer for the caring profession*, Pretoria, J.L.Van Schealk publisher.
- Sullivan, J.J. (1999). *Exploring international business environments*. Needham Heights, NJ: Pearson Custom Publishing.
- Survey of China's Working Class. (1993). *China Workers Press*. Beijing, PRC.



- Swift, C., & Levin, G. (1987). "Empowerment: An emerging mental health technology". *Journal of Primary Prevention*, 8(1-2), 71-94.
- Tamara, Cagney. (1998). "Defining the EA profession—EAPA and HealthCare-managed Care Law". *EAPA Exchange*, vol.28. No.2 March-April 1998 p 10-15.
- Tanner, R. M. (1991). "Social work: The profession of choice for EAPs". *Employee Assistance Quarterly*, 6(3), 71-84.
- Thangarajan, Cecilia (2005). "Remolding social work education: Imperatives and Directions". In Singh, Surendra & Srivastava, S.P (eds.). *Teaching and practice of social work in India: Realities and responses*, Royal Book company. pp127.
- The Gauteng Government (2003). *The Gauteng Government Workplace AIDS Programme*, February 2003.
- Thompson, D. (1995). *The Concise Oxford Dictionary*, Oxford University Press, New York.
- Thoreson, R.W., Pascoe, E and Hosokawa, E.P. (1980). "Reaching Distressed Faculty and Staff. The Employee Assistance Program in Higher Education". *EAP Digest*, 2 No.6, 30-35.
- Timberlake, J. (1963). *Prohibition and the Progressive Movement, 1900-1920*, Cambridge, Harvard University Press.
- Titmuss, R.M. (1968). *Commitment to Welfare*. New York: Pantheon Books.
- Trading places. (1990, July 16). *Newsweek*, p.49.
- \_\_\_\_\_ (1963). *Essays on the Welfare State* (2nd ed.). Boston: Beacon Press.
- Tramm, M.L. (1985). "Union-based programs". In S.H.Klarreich, J.L.Francek, & C.E.Moore (Eds.), *The human resources management handbook: Principles and practice of employee assistance programs*. New York: Praeger. (pp.95-101).
- Trice, H. & Schonbrunn, M. (1981), "A History of Job-based Alcoholism Programs 1900-1955". *Journal of Drug Issues*, Spring, 171-198.
- \_\_\_\_\_ & Sonnenstuhl, W. (1985). "Contribution of AA to Employee Assistance Programs". *Employee Assistance Quarterly*, 1,7- 33.
- Trice, H.M., & Beyer, J.M. (1982). "Job-based alcoholism programmes: Motivating problem drinkers to rehabilitation". In E.M.Pattison & E.Kaufman (Eds.), *The encyclopedic handbook of alcoholism* (pp.954-978). New York: Gardner Press.
- \_\_\_\_\_ and J, M. Beyer. (1984a). "Work-Related Outcomes of the Constructive Confrontation Strategy in a Job-Based Alcoholism Program". *Journal of Studies on Alcohol*, 45(5):393-404.
- Tucker, H. (1957). "Television therapy: Effectiveness of closed circuit TV for therapy and treatment of the mentally ill". *Archives of Neurology and Psychiatry*, Vol.77, pp.57-69
- Tufts, J.A. (1923). *Education and Training for Social Work*. New York: Sage, 61-62.

- Turner. (Ed.). (1986). *Social Work Treatment*. New York: Free Press.
- U.P. Welfare, Officer Rules. (1955). In the *Factories Act, 1948*, Eastern Book Company.
- U.S. Department of Health and Human Services. (1992). *Substance Abuse Prevention: It's Your Business*. Center for Substance Abuse Prevention.
- U.S. Department of Labor. (1990). *What Works: Workplaces without Drugs*.
- U.S. Journal. (1985). "Mandatory Urine Screening Creates 'False Security'". April.
- United States Office of Personnel Management. (1998). *Organizational recovery after an incident in dealing with workplace violence: A guide for agency planners*. <http://www.opm.gov/workplac/handbook/p3-p6.htm>.
- University Grants Commission (2001). *UGC Model curriculum, Social work education*.
- Van Niekerk, L. 2000. "ISCOR Financial results". Accessed from [http://www.iscor.com/investor\\_relations/2000/annual2000/steel.htm](http://www.iscor.com/investor_relations/2000/annual2000/steel.htm) on 20 February 2003.
- Venkatathnam, C S & Srivastava. (1998). *Personnel Management & Human Resources*, Tata McGraw Hill Publications, New Delhi
- Vines, Jessica. (1997). "Mentoring: Opening Doors to women in workplace". *EAPA Exchange*, vol. 27 No.2 March April, pp.36-37.
- Vigilante, F. W. (1988). "The interactive relationship between work life and family life". In C. S. Chilman, F. M. Cox, & E. W. Nunnally (Eds.), *Economic and employment problems: Families in Trouble* (pp. 85-101). Newbury Park, Sage Publications.
- Vishwanathan, N. (1963). "Social Work in Industry". *Indian Journal of Social Work*, 24(2), p.63.
- Vitunan, M. (1977). "Preventive social work". In J. Turner (Ed.-in-Chief), *Encyclopedia of Social Work* (17th ed., Vol. 2, pp. 1049-1053). Washington, DC: National Association of Social Workers.
- Walden, T. (1978). "Industrial social work: A conflict in definitions". *NASW News*, 23(5), 3, 9.
- Walker, S.H. (1928). *Social Work and the Training of Social Workers*. Raleigh: University of North Carolina, 576-90.
- Walsh, D.C. & Hingson, R.W. (1985). "Where to Refer Employees for Treatment of Drinking Problems". *Journal of Occupational Medicine*, and 27,745-52.
- Walsh, D.C. (1982). *Employee Assistance Programs*, Milbank Memorial Quarterly, 60, 492-517.
- Walsh. (1982). "Employee Assistance Programme, Exchange". *Journal of EAPA* (483)

- Walters, B. R. (1988). "A mentally healthy work force: EAPs can help managers and employees". *Piedmont Airlines Magazine*, pp. 10 1-103.
- Warr, P.B. (1987). *Work, Unemployment and Mental Health*, Oxford: Clarendon.
- Weiner, H.J, Akabas. S. H., & Sommer, J. (1973). *Mental health care in the world of work*. New: Association Press.
- Weiss, R. S. (1976). "The contributions of an organization of single parents to the well being of its members". In G. Caplan & M. Kilhilea (Eds.), *Support systems and mutual help?* (pp. 177-185). New York: Grune & Stratton.
- Whitbread's Employee Counselling Program. (1989). *Industrial Relations Review and Report*, 25 April 1989:11-14.
- Whitman, R., Armao, B., Dent, O. (1976). "Assault on the Therapist". *American Journal of Psychiatry*, 133(4): 426-429.
- WHO. (1984). *Life skill education in schools part III -Programme on mental Health*, Divisions of mental health, Geneva.
- Wick, Ingeborg (2003) *Workers' tool or PR Ploy? A guide to codes of international labour practice*, Friedrich Ebert Stiftung, Bonn, Germany.
- Wilenskv. H. L., & Lebeaux, C. N. (1965). *Industrial Society and Social Welfare*. New York: Free Press.
- Wilky W. (1986). "The influence of Alcoholics Anonymous on alcoholism treatment". *Employee Assistance Quarterly*, I: 1-17.
- Williams, /M., Tutty, L.M., and Grinnell, R.M., Jr. (1995). *Research in Social Work*. An Introduction. Illinois: Peacock Publishers.
- Witkin, B.R., and Altschuld, J.W. (1995). *Planning and Conducting Needs Assessment*. London: Sage Publications.
- Witte, R., and M. Cannon. (1979). "Employee Assistance Programs: Getting Top Management Support". *Personnel Administrator*, 24(6):23-26, 44.
- World Health Organisation. (2000). *Mental health & work: Impact, issues and good practice*. Geneva: WHO.
- Wran N. (1980). Opening Address- "A program is More than a Policy". Industry Program Coordinators Conference Papers. Sydney: FRATADD, pp. 8-8.
- Wrich, T. Jamæs. (1982). *Guidelines for developing an employee assistance programme*. New York AMA Membership Publication Division.
- Wyers, N.L. & Kaulukukui, M. (1984). "Social services in the work place: Rhetoric vs. reality". *Social Work*, 167-172.

- Wykman E.J. (1983). "Occupational programming: the Australian experience". *EAP Digest Annual*, pp.19-21.
- Xia, Gang. (1997). "Laidoffs start new careers". *China Daily*, December 11.p.10.
- Yandrick, R.M. (1991). "New-generation workers line up at the company gate". *EAPA Exchange*, 21(1), 20-23.
- Young, P.V. (1966). *Scientific Surveys and Research*. (4th Edition) New Delhi: Prentice-Hall of India Pvt.Ltd.
- Zhu, Baoxia. (1997). "Improved protection for workers". *China Daily*, December 11. p.2.
- Zuboff, S. (1988). *In the age of smart machine: The future of work and power*. New York: Basic Books.

---

---

## Index

---

- Absenteeism 41, 169  
Akbas, Sheila H. 115  
Alcohol and drug rehabilitation programmes 54  
Alcohol Anonymous (AA) programme 1  
Alcohol cosuselling 157  
Alcoholism 1  
Australian workplace programmes 59
- Behavioral barometers 170  
Behavioural problems at workplace 1
- Canadian Mental Health Association 189  
Changing workforce dynamics 188  
Child labour 132  
Civil Service Employees Association (CSEA) 53  
Client-centered practice 88  
Cluster EAP 234  
Community life 200  
Community-based activities 130  
Compound Annual Growth Rate (CAGR) 79  
Comprehensive EAP programme 50  
Comprehensive reporting system 46
- Comprehensive service EAP model 96  
Constructive confrontation 140  
Core technology 85  
Corporate public involvement model 116  
Corporate social responsibility 131  
Council on Social Work Education (CSWE) 227  
Counselling at workplace 15  
Counselling-oriented services 140  
Creative therapies 23  
Credentialism 68  
Crisis intervention programmes 24  
Critical Incident Stress Debriefing (CISD) intervention 18  
Critical Incident Stress Management (CISM) intervention 18  
Cultural mooring 232  
Customer service model 116
- De-addiction treatment services 157

- Drug de-addiction 157
- EA knowledge 228
- EA Programme Promoter (EAPP) 6
- EA Service Provider (EASP) 6
- EAP Beneficiaries (EAPB) 6
- Early and minimum intervention programmes 5
- Economic reform era 80
- Educational programmes 200
- Employee assistance model 116
- Employee Assistance Professionals Association (EAPA) 5
- Employee Assistance Programme (EAP) 1
- Employee job performance 6
- Employee outreach 109
- Employee participation 164
- Employee support system 131
- Employee work organisations service model 116
- Employee-centered activities 134
- Employees' counselling 127
- Employees, psychotherapeutic treatment of 163
- Employer-employee relationship 72
- Ethico-religious paradigm 232
- Experiential learning 233
- External EAP 234
- Factories Act (1948) 122
- Family planning programmes 123
- Faridabad Industries Association (FIA) 226
- Faridabad Small Industries Association (FSIA) 226
- Gandhi, Mahatma 124
- Global business practices 228
- Globalisation 75
- Group counselling 164
- Health intervention EAPs 50
- High accident rate 41
- HIV/AIDS at the workplace 132
- HRD counselling 127
- Human resource development (HRD) 128
- In-house programmes 163
- Index of industrial production (IIP) 79
- Indian industrial organisations 70
- Individual counselling 164
- Industrial alcohol programmes 59
- Industrial counselling 131
- Industrial or employment retaliations 81
- Industrial Organisation (IO) 6
- Industrial policy 78
- Industrial social work 127, 131
- Industrialisation, growth of 124
- Industry-or organisation driven activity 43
- Insight Programme 10
- Inter- personal and intra- personal conflicts 169
- Internal EAP 234
- Interpersonal conflict 87
- Job development 132
- Job performance 86
- Job retrenchment 132
- Job-related pressures 2

- Kurzman, Paul A. 115
- Labour legislations 124
- Labour welfare 149
- Legal issues 132
- Liberalization programmes 75
- Lowered job efficiency 41
- Marital and family therapy 23
- Marital disruption 189
- Market-related problems 132
- Masi, Dale 115
- Mental health issues 1
- Multinational organisations 83
- National Alcohol and Drug  
Dependence Industry  
Committee (NADDIC) 59
- National Institute of Alcohol  
Abuse and Alcoholism 1
- New economic policies 74
- Occupational Alcoholism  
Programmes (OAPs) 10, 59
- Occupational health 3
- Occupational health and  
safety 132
- Occupational psychiatry 24
- Occupational Social Work  
(OSC) 3, 136
- On-the-job absenteeism 41
- Organisational and occupational  
psychiatry 15
- Organisational development 3
- Organisational Representatives  
(OR) 7, 190
- Participatory planning 233
- Personal disorganization 189
- Personnel counselling 127
- Personnel management 147
- Physical and emotional  
health 31
- Poor inter-personal  
relationships 41
- Post-independent period 124
- Posttraumatic stress 19
- Posttraumatic symptoms 20
- Pre- and post-retirement  
services 132
- Proactive human resource  
management 41
- Problem drinking 47
- Programme delivery  
mechanisms 194
- Programme evaluation 110
- Psychological debriefing 20
- Psychosocial rehabilitation  
23
- Rapid technological  
changes 180
- Traumatic Event Debriefing  
(TED) 19
- Reactive emotional distress 87
- Record keeping 107
- Responsibility denial 169
- Retirement planning 132
- Self-help programmes 64
- Service delivery systems 108
- Skill-building programmes 217
- Skilled workforce 127
- Small Scale Service & Business  
Enterprises (SSSBEs) 226
- Social adjustment 37
- Social aggression 189
- Social work intervention 3
- Strategic planning process 80
- Structural adjustment  
programmes 41
- Supervisory training 104

- Textile Labour Association  
(TLA) 124
- Unionism, growth of 72
- Urban-based communities 130
- Violence at work place 189
- Vocational rehabilitation  
issues 7
- Weiner, Hyman 115
- Welfare programmes 112
- Welfare services, scope of 199
- Work culture 232
- Work stress 189
- Work-related problems 4
- Work-related public policy  
model 116
- Work-site-based  
programmes 71
- Workplace counselling  
service 55
- Workplace trauma 20
- Workplace-programmes  
movement 53
- World Health  
Organisation 198
- World War II 52, 135



