

**Warning:** [2026-04-14 14:52] this document is a print-out of the Ciência-UI web portal and was automatically generated at the labeled date. The document has a mere informational purpose and represents the information contained on Ciência\_Iscte at that date.

**Outdated Information:** The information in this public profile may be outdated.

## Maria Helena Vinagre



### Academic Qualifications

University/Institution	Type	Degree	Period
ISCTE-Instituto Universitário de Lisboa	PhD	Psicologia Social e Organizacional	2008
ISCTE-Instituto Universitário de Lisboa	M.Sc.	Psicologia Social e das Organizações	2001

### Teaching Activities

Teaching Year	Sem.	Course Name	Degree(s)	Coord.
2024/2025	1º	Quality Management in Education	Master Degree in School Administration;	No
2023/2024	1º	Quality Management in Education	Master Degree in School Administration;	No
2022/2023	1º	Quality Management in Education	Master Degree in School Administration;	No

## Supervisions

### • M.Sc. Dissertations

#### - Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Ju Mendes	management system at the teacher training school teaching unit 17 de Fevereiro. "Guinea Bissau"	--	Developing	Iscte
2	Radjon Rodrigues Haque	Psychosocial Predictors of Perceived Socio-Emotional Climate	Portuguese	Delivered	Instituto Piaget
3	Ana Rita Fonseca Freitas	Occupational stress: psychological capital and workload in security forces - A comparative gender analysis	Portuguese	Delivered	Instituto Piaget
4	Diogo Moreira	Capital Psicológico Positivo, Sentido de Humor e Burnout em Profissionais de Saúde	English	Developing	Iscte

#### - Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Ana Rita Freitas	Stress Ocupacional: O Capital Psicológico e a Carga de Trabalho nas Forças de Segurança - Uma análise comparativa de género	English	Iscte	2024
2	Miguel Pereira	Clima emocional, qualidade de vida e satisfação na organização e sala de aula	English	Iscte	2024
3	Paulina Francisco Rafael Dias	Fatores de Resiliência e Esperança na Incidência do Stress Pós-Traumático nas Forças Armadas Angolanas - "O Caso do Exército"	English	Iscte	2023
4	Ana Cristina Pimenta	O efeito do coping na relação entre o conflito trabalho-família e o stresse, a ansiedade e a depressão em contexto de pandemia.	English	Iscte	2020

## Total Citations

Web of Science®	184
Scopus	150

## Publications

### • Scientific Journals

#### - Scientific journal paper

1	Ruiz, Ana Paula, Vinagre, H., Cristian David Cifuentes Tinjaca & Cristina De Sousa (2025). Impacto de los tipos de liderazgo en las organizaciones. Cuadernos Latinoamericanos de Administración. 20 (39)
2	Cristina De Sousa, Vinagre, H., João Viseu, João Ferreira, José, Helena, Rabiais, Isabel...et al (2024). Emotions and Coping: What I Feel about It, Gives Me More Strategies to Deal with It?. Psych. 6 (1), 163-176 - Times Cited Web of Science®: 1 - Times Cited Google Scholar: 3
3	Sousa, C. de., Viseu, J., Pimenta, A. C., Vinagre, H., Ferreira, J., Matavelli, R....Valentim, O. (2024). The effect of coping on the relationship between work-family conflict and stress, anxiety, and depression. Behavioral Sciences . 14 (6) - Times Cited Web of Science®: 5 - Times Cited Scopus: 3 - Times Cited Google Scholar: 14
4	Sousa, C. de, Viseu, J., Vincent, P., Vinagre, H., Romana, F. A., Pissarra, J....Gestoso, C. G. (2023). Moderating effect of work-family conflict on the relationship between perceived organizational support and job and life satisfaction: A study during the COVID-19 pandemic. American Journal of Industrial and Business Management. 13 (11), 1175-1193 - Times Cited Web of Science®: 2 - Times Cited Google Scholar: 5
5	Cristina De Sousa, João Viseu, Vinagre, H., Dario Páez & Olga Valentim (2021). "What do you think people feel?" Emotional climate during a pandemic: Adaptation and validation of a scale. PSICOLOGIA. 35 (2), 95-108 - Times Cited Web of Science®: 2 - Times Cited Google Scholar: 5
6	Fernandes, Ana Maria, Cristina De Sousa, Valentim, Olga Sousa, Sousa, Luís Manuel Mota, Vinagre, H. & Carvalho, José Carlos (2020). Bem-estar e espiritualidade em adultos seniores. Galileu - Revista de Direito e Economia. 1 (43), 414-419 - Times Cited Google Scholar: 4
7	Vinagre, H., Leonor Gaspar Pinto & Paula Ochôa (2011). Revisiting digital libraries quality: a multipleitem scale approach. Performance Measurement and Metrics. 12 (3), 214-236 - Times Cited Web of Science®: 12 - Times Cited Scopus: 11 - Times Cited Google Scholar: 30
8	Vinagre, H. & Neves, J. (2010). Emotional predictors of consumer's satisfaction with healthcare public services. International Journal of Health Care Quality Assurance. 23 (2), 209-227 - Times Cited Web of Science®: 20 - Times Cited Scopus: 19 - Times Cited Google Scholar: 41

9	<p>Vinagre, H. &amp; Neves, J. (2008). The influence of service quality and patients' emotions on satisfaction. <i>International Journal of Health Care Quality Assurance</i>. 21 (1), 87-103</p> <p>- Times Cited Web of Science®: 142</p> <p>- Times Cited Scopus: 117</p> <p>- Times Cited Google Scholar: 353</p>
---	---

## • Books and Book Chapters

### - Book author

1	<p>Neves, J. &amp; Vinagre, H. (2018). <i>Qualidade de serviço: diagnosticar para intervir</i>. Lisboa. EDIÇÕES SÍLABO, LDA.</p>
2	<p>CMM &amp; Vinagre, H. (2011). <i>Diagnóstico da População Imigrante no Concelho da Moita - Desafios e Potencialidades para o Desenvolvimento Local</i>. Lisboa. Alto comissariado para a imigração e diálogo intercultural (ACIDI, I. P.).</p>

### - Book chapter

1	<p>Sousa, Cristina Maria Moura de, Ferreira, João, Vinagre, H. &amp; Valentim, Olga Maria Martins de Sousa (2024). RECURSOS PSICOSSOCIAIS EM CONTEXTOS DE SAÚDE. In <i>PERSPECTIVAS MULTIDISCIPLINARES EM SAÚDE: PRÁTICAS INTEGRATIVAS ENTRE BRASIL E PORTUGAL</i>. (pp. 57-66). Recife: Editora Omnis Scientia.</p>
2	<p>Paula Ochôa, Vinagre, H. &amp; Leonor Gaspar Pinto (2018). <i>Qualidade de serviço em e-serviços</i>. In (pp. 152-179). Lisboa: Sílabo.</p>
3	<p>Vinagre, H. (2014). <i>Qualidade de serviço</i>. In S.P. Gonçalves (Coord.) (Ed.), <i>Psicossociologia do Trabalho e das Organizações: Princípios e Práticas</i> - S.P. Gonçalves (Coord.). (pp. 567-598). Lisboa: Pactor.</p> <p>- Times Cited Google Scholar: 2</p>
4	<p>Leonor Gaspar Pinto, Paula Ochôa &amp; Vinagre, H. (2012). <i>Evaluating digital libraries impact: does the IPA Road Map count?</i>. In <i>Advances in digital library development</i>, edited by JOSE, A. (pp. 56-64). New Delhi: New Delhi: MacMillan Publishers India.</p> <p>- Times Cited Google Scholar: 2</p>
5	<p>Leonor Gaspar Pinto, Paula Ochôa &amp; Vinagre, H. (2009). <i>Integrated approach to the evaluation of digital libraries: an emerging strategy for managing resources, capabilities and results</i>. In <i>IFLA Publications</i> (Ed.), Michael (ed.) <i>Library statistics for the 21st century world</i>. (pp. 273-288).: IFLA publications.</p> <p>- Times Cited Google Scholar: 8</p>
6	<p>Leonor Gaspar Pinto, Paula Ochôa &amp; Vinagre, H. (2009). <i>Integrated approach to the evaluation of digital libraries: an emerging strategy for managing resources, capabilities and results</i>. In <i>Library Statistics for the 21st Century World.</i>, edited by Michael Heaney. (pp. 273-288). Munchen: K. G. Saur.</p> <p>- Times Cited Google Scholar: 7</p>
7	<p>Vinagre, H. &amp; Neves, J. (2004). <i>Medição da qualidade de serviço em autarquias locais</i>. In <i>Percursos da investigação em Psicologia Social e Organizacional</i>. (pp. 271-290). Lisboa: Edições Colibri.</p> <p>- Times Cited Google Scholar: 6</p>

## • Conferences/Workshops and Talks

### - Publication in conference proceedings

1	Vinagre, H., Gaspar-Pinto, L. & Ochôa, P. (2011). Rethinking quality dimensions and attributes for the digital age: a multi-item scale analysis and assessment. In IFLA Satellite Preconference - 8th Northumbria International Conference on Performance Measurement in Libraries and Information Services (PM8) - Florence, 17-20 August 2009. Florence: Margaret Graham and Stephen Thornton.
2	Vinagre, H., Gaspar-Pinto, L. & Neves, J. (2011). Giving voice to children and young adults: a methodological approach to the evaluation of service quality in libraries. In Proceedings of the 8th Northumbria International Conference on Performance Measurement in Libraries and Information Services - Libraries plus: adding value in the cultural community. Florence: Margaret Graham and Stephen Thornton. - Times Cited Google Scholar: 3
3	Vinagre, H. & Neves, J. (2005). Preditores da Qualidade de Serviço em Bibliotecas: Proposta de Modelo Integrado. In VI Simpósio de Comportamento Organizacional. Lisboa
4	Vinagre, H. & Neves, J. (2003). Avaliação da qualidade de serviço em serviços autárquicos. In 28º Colóquio Nacional da Qualidade, APQ.

## • Other Publications

### - Master's Dissertation

1	Vinagre, H. (2001). Medição da Qualidade de Serviços em Araquias Locais.
---	--

### - Doctoral Thesis

1	Vinagre, H. (2008). A satisfação de utentes de serviços públicos de saúde: preditores e mediadores. - Times Cited Google Scholar: 6
---	--