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Maria Helena Vinagre

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-IUL

Total Citations

Web of Science®	145
Scopus	133

Publications

• Scientific Journals

- Scientific journal paper

1	Cristina De Sousa, Vinagre, H., João Viseu, João Ferreira, José, Helena, Rábais, 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
2	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)
3	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
4	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 Google Scholar: 2
5	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. Suplemento digital Revista ROL Enfermería. 1 (43), 414-419 - Times Cited Google Scholar: 3
6	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: 7 - Times Cited Google Scholar: 28
7	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®: 16 - Times Cited Scopus: 17 - Times Cited Google Scholar: 42
8	Vinagre, H. & Neves, J. (2008). The influence of service quality and patients' emotions on satisfaction. International Journal of Health Care Quality Assurance. 21 (1), 87-103 - Times Cited Web of Science®: 117 - Times Cited Scopus: 109 - Times Cited Google Scholar: 350

• Books and Book Chapters

- Book author

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

- Book chapter

1	Paula Ochôa, Vinagre, H. & Leonor Gaspar Pinto (2018). Qualidade de serviço em e-serviços. In (pp. 152-179). Lisboa: Sílabo.
2	Vinagre, H. (2014). Qualidade de serviço. In S.P. Gonçalves (Coord.) (Ed.), Psicossociologia do Trabalho e das Organizações: Princípios e Práticas - S.P. Gonçalves (Coord.). (pp. 567-598). Lisboa: Factor. - Times Cited Google Scholar: 2
3	Leonor Gaspar Pinto, Paula Ochôa & Vinagre, H. (2012). Evaluating digital libraries impact: does the IPA Road Map count?. In Advances in digital library development, edited by JOSE, A. (pp. 56-64). New Delhi: New Delhi: MacMillan Publishers India. - Times Cited Google Scholar: 2
4	Leonor Gaspar Pinto, Paula Ochôa & Vinagre, H. (2009). Integrated approach to the evaluation of digital libraries: an emerging strategy for managing resources, capabilities and results. In Library Statistics for the 21st Century World., edited by Michael Heaney. (pp. 273-288). Munchen: K. G. Saur. - Times Cited Google Scholar: 8
5	Leonor Gaspar Pinto, Paula Ochôa & Vinagre, H. (2009). Integrated approach to the evaluation of digital libraries: an emerging strategy for managing resources, capabilities and results. In IFLA Publications (Ed.), Michael (ed.) Library statistics for the 21st century world. (pp. 273-288): IFLA publications. - Times Cited Google Scholar: 8
6	Vinagre, H. & Neves, J. (2004). Medição da qualidade de serviço em autarquias locais. In Percursos da investigação em Psicologia Social e Organizacional. (pp. 271-290). Lisboa: Edições Colibri. - Times Cited Google Scholar: 6

• 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: 2
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.
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• **Other Publications**

- **Master's Dissertation**

1	Vinagre, H. (2001). Medição da Qualidade de Serviços em Araqias Locais.
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- **Doctoral Thesis**

1	Vinagre, H. (2008). A satisfação de utentes de serviços públicos de saúde: preditores e mediadores. - Times Cited Google Scholar: 5
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