

VICENTE MARTÍNEZ-TUR

1. License in Psychology (Univ. of Valencia, 1993).

2. PhD in Psychology cum laude (Univ. of Valencia, 1998). Exceptional award of the University of Valencia (1998).

3. Position in the University: Associate Professor of Work and Organizational Psychology in Dpt. of Social Psychology. University of Valencia.

4. Teaching experience in Work and Organizational Psychology:

- Number of 5-year periods of teaching that have been positively evaluated by the University Commission according to the Spanish law: 2.
- Pre-graduate teaching experience in: Personal Management; Work Psychology; Organizational Psychology; Organizational Behavior; Human Resources Management; and Work Risk Prevention
- Post-graduate teaching experiences in: Work Risk Prevention and Human Resources Management;
- Post-graduate doctoral teaching experience in: Advanced Organizational Psychology

5. Research:

- Number of 6-year periods of research that have been positively evaluated by a National Commission according to the Spanish law: 1.
- Member of the Research Unit on Work and Organizational Psychology (Spain)
- Member of the European Association of Work and Organizational Psychology (Europe)
- Member of the Editorial Board of the Journal of Management (USA)
- Member of excellence R + D + I group awarded by Generalitat Valenciana 03/195 (Spain).
- Recent publications:
 - Martínez-Tur, V., Peiró, J.M., Ramos, J. and Moliner, C. (in press). Justice perceptions as predictors of customer satisfaction. *Journal of Applied Social Psychology*.
 - Moliner, C, Martínez-Tur, V., Peiró, J.M., and Ramos, J. (in press). Relationships between organizational justice and burnout at the work-unit level. *International Journal of Stress Management*.

- Peiró, J.M., Martínez-Tur, V. and Ramos, J. (in press). Employees' overestimation of functional and relational service quality: a gap analysis. *The Service Industries Journal*.
- Martínez-Tur, V. Zurriaga, R., Luque, O. and Moliner C. (in press). The moderating role of type of segment in predicting customer satisfaction. *Psicothema*
- Martínez-Tur, V., Peiró, J.M. and Ramos, J. (2005). Linking situational constraints to customer satisfaction in a service environment. *Applied Psychology: An International Review*, 54, 25-36.
- Moliner, C, Martínez-Tur, V., Peiró, J.M., and Ramos, J. (2005). Linking organizational justice to burnout: Are men and women different? *Psychological Reports*, 96, 805-816.
- Peiró, J.M. and Martínez-Tur, V. (2003). Applied fields: Organizations. En R. Fernández-Ballesteros (Ed.), *Enciclopedia of psychological assessment* (78-83). London: Sage.
- Marzo, J.C., Martínez-Tur, V., Ramos, J. and Peiró, J.M. (2002). Customer satisfaction from the expectation disconfirmation model: responding to some questions, *Psicothema*, 14, 765-770.
- Martínez-Tur, V., Peiró, J.M. and Ramos, J. (2001). Linking service structural complexity to customer satisfaction: The moderating role of type of ownership. *International Journal of Service Industry Management*, 12, 295-306.
- Martínez-Tur, V., Peiró, J.M. and Ramos, J. (2001). Relationships among perceived justice, customers' satisfaction, and behavioural intentions: the moderating role of gender, *Psychological Reports*, 88, 805-811.
- Participation in recent granted research projects.
 - "The survey feedback as a strategy to improve the quality of service in tourism organizations: An experimental and longitudinal survey study". Granted by the Spanish Agency of Science and Technology. N° ref.: BSO2002-04483-C03-01. (2002-2005)
 - "Service climate and emotional work in jobs with high-interaction with customers, and their influence on perceptions of quality. An study in tourism organizations". Granted by the Spanish Agency of Education and Culture. N° ref.: PB98-1499-C03/01. (1999-2001)
 - "Functional analysis of the manager job of tourism service organizations and its influence on service quality". Granted by the Generalitat Valenciana. N° ref.: GV-3268/95. (

6. Professional activity:

- Analysis of the compensation system of the company "Caja Rural Torrent"

- Audit of service quality in the hotels of the Valencia Community (Spain)
- Evaluation of the training in Spanish companies (FORCEM)

7. Staff mobility:

- University of Michigan (USA)
- University Jaume I (Spain)
- UNED (Spain)