VITA

Carolina P. Moliner November, 4th, 2009

Carolina Molina, holds a PhD in Psychology (cum laude). She is researcher at the Institute for Research in Psychology of Human Resources, Organizational Development and Quality of Working Life (IDOCAL), (www.uv.es/idocal) and develops her teaching activity at the university in the area of Work, Organizational and Personnel Psychology, since 2002.

a) Personal Informaion

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b) Professional Positions/Current Position

1. Human Resources Consultant. Junior. Grupo Audit. Consultores y Asesores. Thomas International
   November, 1999 – March, 2000

2. Department of Work Risk Prevention. Mutua Valenciana Levante.
   November, 2000 – March, 2001

3. Human Resources Department. Selection and Training. Atento Telecomunicaciones. (Grupo Telefónica).
   April, 2001- July, 2001

4. Phd Student. Social Psychology Department
   Research Unit in Work, and Organizational Psychology (UIPOT)
   July, 2001-May, 2003

4. Teaching Assistant. Social Psychology Department
   University of Valencia, Spain
   May, 2003 – September, 2003

5 Assistant Professor. Health Social Psychology Department
   University Miguel Hernández de Elche, Spain
   October, 2003 – February, 2008

6. Assistant Professor. Social Psychology Department
   University of Valencia, Spain
   February, 2008- Present

c) TEACHING EXPERIENCE

Carolina Moliner has experience of teaching for undergraduate student's courses in the field of Work, Organizational and Personnel Psychology from 2002 to date. She has experience in teaching at Master Level.

Undergraduate Level

- Organizational Psychology, 2002-2003, 2007-2008; 2008-2009; 2009-20010. University of Valencia
- Work Psychology, 2008-2009. University of Valencia
- Organizational Psychology, 2007-2008, University Miguel Hernández de Elche.
- Work Psychology, 2003-2004; 2004-2005; 2005-2006; 2006-2007; University Miguel Hernández de Elche.
- Human Resources Psychology, 2004-2005; 2005-2006; University Miguel Hernández de Elche.
- Quality for Service, 2003-2004, 2004-2005; 2005-2006. University Miguel Hernández de Elche.

Master Level

- Erasmus Mundus Master in Work, Oganizational and Personnel Psychology, WOP-P EM Master www.erasmuswop.org

Invited lecturer

(1) Programa de Master Oficial en Psicología de la Salud (Dpto. Psicología de la Salud de la Universidad Miguel Hernández de Elche). Human Resources Psychology in Service Organizations. 2007-2008; 2008-2009.

(2) Programa de Master Oficial en "Gestión en Recursos Humanos, Trabajo y Organizaciones" de la Universidad Miguel Hernández de Elche. "Contenidos Avanzados en Organizaciones", "Contenidos Avanzados en recursos Humanos" "Sistemas de Intervención en Organizaciones" "Sistemas de Investigación en Recursos Humanos" y Proyecto de Investigación.

Student Supervision

- *Master Thesis*

  Title: The effect of the communication media on the perception of justice during the selection process Student: Maria Rosa Lonetto

  Title: Self-Assesment of goals achievement in a career counselling interventions. Student: Silvia Colotti.

- *Research Papers*

  Title: Leaderhsip, Creativity and Innovation in Small and Medium Enterprises. Student: Nune Margaryan.

  Title: An Intra-unit justice climate approach to unit-level customer satisfaction: the mediation role of the service quality. Student: Agustín Molina

d) RESEARCH EXPERIENCE

She has participated in 9 research projects of national and international competitive call. It is worth noting his participation as a researcher in the project CONSOLIDER-axis C, a project that recognizes the international experience and quality of the research.

Research Interest Areas

- Quality of Service and climate for service
- Organizational Justice and Trust
- Well-being at work
- Customer Satisfaction

Research Internships

- June-September 2007. Department of Management and Organization. Eller College. Univesity of Arizona, Arizona, USA.
  Responsible Researcher: Russell Cropanzano
  Developed Activity: Research project on Quality and Organizational Justice. Ç

- June-September 2003. Management and Policy Department. Eller College. Univesity of Arizona, Arizona, USA.
  Responsible Researcher: Russell Cropanzano
  Developed Activity: Research tasks and development of the PhD theses

- July 2002. European Network of Organizational Psychology. Paris, France
  Responsible Institution: Université René Descarte-Paris V
  Developed Activity: Fourth Summer school (Doctoral Course) on Information Tecnology-Work and Organizational Psychology.

Memberships in Scientific Organizations

- European Association of Work and Organizational Psychology (EAWOP).
- Academy of Management (AOM).
- International Society of Justice Research (ISJR).
- International Association of Applied Psychology (IAAP).

Editorial activities

- Ad-hoc reviewer for Academy of Management Annual Meeting (AoM), Journal of Organizational Behavior (JOB), European Journal of Work and Organizational Psychology (EJWOP), Work and Stress.
- Editorial board member for Journal of Management (JOM) (2006-2008).

Selected Papers presented 2005-2009 (chronological order; most recent first)

Moliner, C., Martínez-Tur, V., Zurriaga, R. y Luque, O. (2009). Linking justice climate in service settings to customer evaluation. Comunicación presentada en el Symposium: Organizational Justice: Different Contexts, Methods, and Levels of Construct. XIIIth European Congress of Work and Organizational Psychology.Santiago de Compostela, de 13 al 16 Mayo de 2009.

Moliner, C., Solanes, A., y Martín del Río, B. (2008). Diferencias en la percepción de cumplimiento del contrato psicológico entre mujeres y hombres y su relación con la satisfacción laboral y el nivel de compromiso con la organización. I Congreso

Internacional sobre Género, Trabajo y Economía Informal. Elche, España, 27-29 de Febrero 2008.

Moliner, C., Martínez-Tur, V., Ramos, J., y Talavera, A. (2007). Creating shared customer satisfaction: an experimental study. Comunicación presentada en el XIIth European Congress of Work and Organizational Psychology. Estocolmo, Suecia, del 9 al 12 de Mayo de 2007.

Sánchez-Hernández, R., Martínez-Tur, V., Ramos, J., y Moliner, C. (2007).Gap analyses between employees and customers perceptions of service quality: a comparative analyses in Spain and Mexico. Xth European Congress of Psychology. Praga, República Checa, 3-6 de julio de 2007. Carácter internacional.

Ko, J., Paddock, L., Van den Bos, K., Greguras, G. J., Nam, K., Akremi, A., Camerman, J., Moliner, C., Mladinic, A., Tomblom, K., Bagger, J. y Cropanzano, R. S. (2005). Retesting the Shape-of- voice value function. Poster presentado en el XXth Annual Society for Industrial and Organizational Psychology, SIOP. Hawai.

Moliner, C., Martínez-Tur, V., Ramos, J. y Cropanzano, R. (2005). Perceived reciprocity and well-being at work: fairness or egoistic preference? Comunicación presentada en el XIIth European Congress of Work and Organizational Psychology. Turquía. Estambul, del 12 al 15 de Mayo de 2005.

Selected Publications 2000-2009

Moliner, C., Martínez-Tur, V., Peiró, J. M. y Ramos, J. (2005). Linking organizational justice to burnout: Are men and women different? *Psychological Reports,* 96, 805-816.

Moliner, C., Martínez-Tur, V., Peiró, J. M., Ramos J. y Cropanzano, R. (2005). Relationships between organizational justice and burnout at the work-unit level. *International Journal of Stress Management, 12,* 99-116.

Martínez-Tur, V., Zurriaga, R., Luque, O. y Moliner, C. (2005). Efecto modulador del tipo de segmento en la predicción de la satisfacción del consumidor. *Psicothema, 17,* 281-285.

artínez-Tur, V., Peiró, J. M., Ramos, J. y Moliner, C. (2006). Justice perceptions as predictors of customer satisfaction: The impact of distributive, procedural, and interactional justice. *Journal of Applied Social Psychology, 36*, 100-119.

Mañas, M. A., Jiménez, G., Muyor, J. M., Martínez-Tur, V. y Moliner, C. *(2008).* Los tangibles como predictores de la satisfacción del usuario: Un estudio de campo en servicios deportivos. *Psicothema, 20*, 243-248.

Moliner, C., Martínez-Tur, V., Peiró, J. M., Ramos, J. y Cropanzano, R. *(2008).* Organizational justice and extra-role customer service: The mediating role of web-being at work. *European Journal of Work and Organizational Psychology, 17*, 327-348.

j) Manuscripts under Revision

Moliner, C., Martínez-Tur, ., Peiró, J. M., Ramos, J., and Cropanzano, R. Perceived Reciprocity and Well-Being at Work: Fairness or Egoistic Preference?" *Re-submitted it for publication in the Journal of Occupational Health Psychology.*

Sánchez-Hernández, R. M., Martínez-Tur, V., Peiró, J. M., and Moliner, C. Linking Functional and Relational Service Quality to Customer Satisfaction and Loyalty: Differences between Men and Women. *Re-submitted for publication in Psychological Reports.*