Curriculum vitae

José Ramos
Professor of Work and Organizational Psychology
Department of Social Psychology, University of Valencia

Graduate in Psychology in 1988, School of Psychology, University of Valencia
Ph. D. in Psychology in 1993, School of Psychology, University of Valencia

Researcher in the Research Unit on Work and Organizational Psychology (University of Valencia) from 1988.
Member of IDOCAL (Institute of Organizational Development, Human Resources and Quality of Working Life), IVIE (Economic Research Institute of Valencia), the European Association of Work and Organizational Psychologists (EAWOP) and the Colegio Oficial de Psicólogos (Spanish Association of Professional Psychologists) from 1988.

Vice-dean of the School of Psychology (Univ. of Valencia) from 1999 to 2006.
Dean of the School of Psychology (Univ. of Valencia) from 2006 until now.

General Secretary of Spanish Committee for European Diploma in Psychology (EURO-PSY).

Research topics:

Extended research in topics as organizational climate, analysis and design of managerial work, service quality and service organizations, work stress as well as psychological climate and flexibility at work. Several doctoral dissertation and Master's Thesis directed in such topics.

Recent research:

Projects:

-Service quality and their relationship with well-being and quality of life in mental-disabled people and their families. (SEJ2005-05375)

-Influence of service orientation climate on clients' satisfaction and employees' affects and performance. (BSO2002-04483-C03-01).

-Psychological Contracts across employment situations. (SERD 2002 00067) (International project developed by reserchers form 8 European universities.

Papers and book's chapters:

Caballer, A.; Silla, I.; Gracia, F. y Ramos, J. (2005). Current evidence concerning employment contracts & employee/organizational well-being among workers in Spain. In De Cuyper, N.; Issakson, K. & De Witte, H. (Eds.): *Employment contracts and well-being among European workers*, 153-175. ASHGATE.

Martínez-Tur, V.; Peiró, J. M. y Ramos, J. (2005): Linking Situational Constraints to Customer Satisfaction in a Service Environment. *Applied Psychology: An International Review*, Vol. 54(1), 25-36.

Moliner, C.; Martínez Tur, V.; Peiró, J. M.; Ramos, J. & Cropanzano, R. (2005). Relationships between Organizational Justice and Burnout at the Work-Unit Level. *International Journal of Stress Management*, 1, 99-116.

Martínez-Tur, V.; Peiró, J. M. & Ramos, J. (2005). Employees' overestimation of functional and relational service quality: a gap analysis. *The Services Industries Journal*, 25 (6), 773-788.

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

Martínez-Tur, V.; Peiró, J.M.; Ramos, J. & Moliner, C. (2006). Justice perceptions as predictors of customer satisfaction: the impact of distributive, procedural and interactional justice. *Journal of Applied Social Psychology*, 36, 1 pp. 100-109)

Peiró, J.M.; Estreder, Y.; Ramos, J.; Caballer, A. & Gracia, F. (2007): Integrating perceived organisational support and psychological contract: testing a causal model of POS-PC relationships in human service employees. In P. Ritcher, J. M. Peiró & W. Schaufeli (Eds.): *Psychosocial Resources in Health Care Systems*, 81-94. Rainer Hampp Verlag

Moliner, C.; Martínez-Tur, V.; Ramos, J.; Peiró, J.M. & Cropanzano, R. (2008). Organizational Justice and Extra-Role Customer Service: The Mediating Role of Well-Being at Work. European Journal of Work and Organizational Psychology, 17, 3, 327-348.

Sánchez-Hernández, R.M.; Martínez-Tur, V.; Peiró, J.M. & Ramos, J. (2009). Testing a Hierarchical and Integrated Model of Quality in the service sector: Functional, Relational and Tangible dimensions. *Total Quality Management and Business Excellence*, 20 (11), 1173-1188.

Sánchez-Hernández, R.M.; Martínez-Tur, V.; González-Morales, G.; Peiró, J. M. & Ramos, J. (2009). Un análisis transnivel de las relaciones de la calidad de servicio y la confirmación de expectativas con la satisfacción de los usuarios. Psicothema, 21, 3, 421-426. (Trans-level analysis of the relationships between service quality and confirmation of expectancies with users' satisfaction).

Potocnik, K.; Tordera, N.; Martínez-Tur, V.; Peiró, J. M. & Ramos, J. (2010). Is Service Climate Strenght beneficial or detrimental for service quality delivery? European Journal of Work and Organizational Psychology (accepted, spring 2010).

Recent I+D projects and consultancy activities:

-Project "Social climate of educational centers from the perspectives of different implied stake-holders: a qualitative study". Institute of Quality in Education, Generalitat Valenciana, 2002.

-Project "Reflections for the ellaboration of the Strategic Plan at Valencia Institute of Economic Research (IVIE) 2005-2010" (University of Valencia and IVIE), 2005.

-Project "Basis for the ellaboration of the Strategic Plan at University of Valencia". Universitat de València. Estudi General, 2005.

-Project "Observatory of Inmigration in the Valencia Community: A study of training needs for inmigrant population". Department of Labour and Training (Servef), Generalitat Valenciana; CEIM (Center for studies on occupational insertion and training for inmigrant population), 2006.

Curriculum vitae

José Ramos
Catedrático de Psicología del Trabajo y las Organizaciones
Departamento de Psicología Social, Universidad de Valencia

Licenciado en Psicología en 1988, Universidad de Valencia
Doctor en Psicología en 1993, Universidad de Valencia

Investigador en la Unidad de Investigación en Psicología de las organizaciones y del Trabajo (UIPOT) desde 1988, y miembro del IDOCAL (Instituto Universitario de Psicología de los Recursos Humanos, del Desarrollo Organizacional y la Calidad de Vida Laboral) y del IVIE (Instituto Valenciano de Estudios Económicos).

Vicedecano de la Facultad de Psicología (Universidad de Valencia) desde 1999 a 2006.
Decano desde 2006 a la actualidad.
Secretario General de la Comisión nacional para la Concesión del Certificado EuroPsy.

Líneas de investigación:

-Clima organizacional, análisis y diseño de puestos directivos, calidad de servicio en las organizaciones, estrés en el trabajo, contrato psicológico y flexibilidad en el empleo. Ha dirigido en estas temáticas siete tesis doctorales, una decena de Tesis de licenciatura y numerosos trabajos de investigación de máster y doctorado.

Investigaciones recientes:

Proyectos:

-Calidad de servicio y su relación con el bienestar y la calidad de vida de personas con discapacidad y sus familias (SEJ2005-05375)

-Influencia del clima de orientación al servicio sobre la satisfacción de los usuarios y el afecto y desempeño de los empleados (BSO2002-04483-C03-01).

-Psychological Contracts across employment situations. (SERD 2002 00067) (proyecto Internacional desarrollado por investigaciones de 8 países europeos).

Artículos y capítulos de libros:

Caballer, A.; Silla, I.; Gracia, F. y Ramos, J. (2005). Current evidence concerning employment contracts & employee/organizational well-being among workers in Spain. In De Cuyper, N.; Issakson, K. & De Witte, H. (Eds.): *Employment contracts and well-being among European workers*, 153-175. ASHGATE.

Martínez-Tur, V.; Peiró, J. M. y Ramos, J. (2005): Linking Situational Constraints to Customer Satisfaction in a Service Environment. *Applied Psychology: An International Review*, Vol. 54(1), 25-36.

Moliner, C.; Martínez Tur, V.; Peiró, J. M.; Ramos, J. & Cropanzano, R. (2005). Relationships between Organizational Justice and Burnout at the Work-Unit Level. *International Journal of Stress Management*, 1, 99-116.

Martínez-Tur, V.; Peiró, J. M. & Ramos, J. (2005). Employees' overestimation of functional and relational service quality: a gap analysis. *The Services Industries Journal*, 25 (6), 773-788.

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

Martínez-Tur, V.; Peiró, J.M.; Ramos, J. & Moliner, C. (2006). Justice perceptions as predictors of customer satisfaction: the impact of distributive, procedural and interactional justice. *Journal of Applied Social Psychology*, 36, 1 pp. 100-109)

Peiró, J.M.; Estreder, Y.; Ramos, J.; Caballer, A. & Gracia, F. (2007): Integrating perceived organisational support and psychological contract: testing a causal model of POS-PC relationships in human service employees. In P. Ritcher, J. M. Peiró & W. Schaufeli (Eds.): *Psychosocial Resources in Health Care Systems*, 81-94. Rainer Hampp Verlag

Moliner, C.; Martínez-Tur, V.; Ramos, J.; Peiró, J.M. & Cropanzano, R. (2008). Organizational Justice and Extra-Role Customer Service: The Mediating Role of Well-Being at Work. European Journal of Work and Organizational Psychology, 17, 3, 327-348.

Sánchez-Hernández, R.M.; Martínez-Tur, V.; Peiró, J.M. & Ramos, J. (2009). Testing a Hierarchical and Integrated Model of Quality in the service sector: Functional, Relational and Tangible dimensions. *Total Quality Management and Business Excellence*, 20 (11), 1173-1188.

Sánchez-Hernández, R.M.; Martínez-Tur, V.; González-Morales, G.; Peiró, J. M. & Ramos, J. (2009). Un análisis transnivel de las relaciones de la calidad de servicio y la confirmación de expectativas con la satisfacción de los usuarios. Psicothema, 21, 3, 421-426. (Trans-level analysis of the relationships between service quality and confirmation of expectancies with users' satisfaction).

Potocnik, K.; Tordera, N.; Martínez-Tur, V.; Peiró, J. M. & Ramos, J. (2010). Is Service Climate Strenght beneficial or detrimental for service quality delivery? European Journal of Work and Organizational Psychology (accepted, spring 2010).

Proyectos de I+D y actividades de consultorías:

-Proyecto "Clima Social de los centros educativos desde la perspectiva de los diferentes colectivos implicados: un estudio cualitativo". Instituto Valenciano de Evaluación de la Calidad Educativa (IVECE), Generalitat Valenciana, 2002.

-Proyecto "Reflexiones para la elaboración del Plan estratégico del IVIE 2005-2010" (Universidad of Valencia e IVIE), 2005.

-Proyecto "Bases para la Elaboración del Plan Estratégico de la Universidad de Valencia". Universitat de València. Estudi General, 2005.

-Proyecto "Observatorio de la Inmigración en la Comunidad Valenciana: Un estudio de las necesidades de formación de la población inmigrante". SERVEF, Generalitat Valenciana; CEIM (Centro de estudios para la inserción ocupacional y la formación de la población inmigrante), 2006.