

## **JOSÉ RAMOS**

**1. License** in Psychology: 1988, University of Valencia (Spain)

**2. PhD** in Psychology: October 1993, University of Valencia (Spain)

**3. Position in the University:** Associate Professor of Work and Organizational Psychology in Dpt. of Social Psychology (University of Valencia) since December 1998.

**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 periods**

**-Pre-graduate teaching:**

-Personnel Management (Grade in Labour Relations), academic year 1992/1993

-Work Psychology (Grade in Labour Relations), from 1993/1994 to 1995/1996

-Work Psychology (Grade in Psychology), from 1995/1996 until now

-Organizational Psychology (Grade in Psychology), from 1996/1997 until now

**-Post-graduate teaching (masters):**

-Master in “Management of Social Services”, 1990 (Universidad Complutense de Madrid, Spain)

-Master in “Prevention of Risks at Work”: 9 editions from 1996/1997 until now (University of Valencia and International University “Ménendez y Pelayo”-UIMP, Spain)

-Master in “Prevention of Risks at Work”, edition of 1999/2000 (Valencia Institute for Studies in Public Health, Spain)

-Master in “Prevention of Risks at Work”: 7 editions from 1998/99 until 2004/2005 (Polytechnics University of Valencia, Spain)

-Master in “Prevention of Risks at Work”: 3 editions from 2001/2002 until 2003/2004 (University of País Vasco, Spain)

-Master in “Human Resources Management”, 2003/2004 and 2004/2005 (University of Almería, Spain)

-University Diploma in “Management for Entrepreneurial Associations”, 2003/2004 (University of Valencia, Spain)

**-Post-graduate doctoral studies:**

-“Psycho-social aspects of sport facilities’ management” (doctoral programme in Sports and Psychology, University of Valencia, Spain): 2 editions, 1997/1998 and 1998-1999

-“Transformations in the labour market and its psycho-social implications” (doctoral programme in Social Psychology and Organizational Psychology, University of Valencia, Spain), 5 editions from 2000-2001 until 2004-2005

-“Service organizations, flexibility at work and psychological contract” (Interuniversity doctoral programme in Work and Organizational Psychology - Quality awarded from Spanish Ministry of Education and Science), 2 editions, 2003/2004 and 2004/2005

**5. Research:**

- Number of 6-year periods of research that have been positively evaluated by a National Commission according to the Spanish law: **2 periods**
- Member of the Research Unit on Work & Organizational Psychology (University of Valencia)
- Member of excellence R+D+I group awarded by Generalitat Valenciana 03/195 (2003 to 2006).

**-Recent publications:**

- Marzo, J.C., Martínez-Tur, V., Ramos, J. y Peiró, J.M. (2002). La satisfacción del usuario desde el modelo de confirmación de expectativas: respuesta a algunos interrogantes. *Psicothema*, **14**, 765-770.
- Martínez-Tur, V., Ramos, J., Peiró, J.M. y García-Buades, E. (2001). Relationships among perceived justice, customers' satisfaction, and behavioral intentions: The moderating role of gender. *Psychological Reports*, Vol. 88, pp. 805-811.
- Martínez-Tur, V., Peiró, J.M. y Ramos, J. (2001). Linking service structural complexity to customer satisfaction: The moderating role of type of ownership. *International Journal of Service Industry Management*, Vol. 12, pp. 295-306
- Peiró, J.M., Ramos, J., González, P., Rodríguez, I., Tordera, N., Martínez-Tur, V. y Whitely, W. (1998). Situational distinctions in organizations: The case of sport facility management. *Journal of Park and Recreation Administration*, Vol. 16, pp. 1-24.
- Martínez-Tur, V.; Peiró, J.M.; Ramos, J. y Moliner, C. (in press, 2005). Justice perceptions as predictors of customer satisfaction: the impact of distributive, procedural and interactional justice. Accepted to be published in *Journal of Applied Social Psychology*.
- Moliner, C.; Martínez Tur, V.; Peiró, J. M.; Ramos, J. y Cropanzano, R. (in press, 2005). Relationships between Organizational Justice and Burnout at the Work-Unit Level. Accepted to be published in *International Journal of Stress Management vol. 12*.
- Martínez-Tur, V.; Peiró, J. M. & Ramos, J. (in press, 2005). Linking Situational Constraints to Customer Satisfaction in a Service Environment. Accepted to be published in *Applied Psychology: An International Review*, Vol. 54 (1), 25-36.
- Martínez-Tur, V.; Peiró, J. M. & Ramos, J. (in press, 2005). Employees' overestimation of functional and relational service quality: a gap analysis Accepted to be published in *The Services Industries Journal*.

**-Participation in granted research projects.**

- “Influence of service orientation climate on users satisfaction, performance and affect of employees” (BSO2002-04483-C03-01) 2002-2005. Granted by the Spanish Ministry of Science and Technology (National Plan of R+D+I 2000-2003).
- “Psychological Contracts across employment situations”, (SERD 2002 00067) 2002-2005 (30 months). International research project, 8 teams, 7 countries. Granted by the European Union.
- “Breaking the ceiling-glass: benefits of gender diversity in managerial teams” (Womens' Institute 74/99) 2000-2002. Granted by the Women's Institute (Spanish Ministry of Labor and Social Affairs).
- “Analysis of organizational climate and its influence on service orientation climate and users' service evaluations” (PB 98-1499-C03/01), 1999-2001. Granted by Spanish Ministry of Education and Culture.

- “*The formation of workteam climate and its consequences for team’s results: A longitudinal study*” (PB94-0997), 1995-1997. Granted by the Authority for Science and Technology (Spanish Ministry of Education and Culture).

#### **6. Professional activity:**

- Participation as trainer consultant for IBM (1989).
- Member of the Evaluation team of Professional Training for Spanish Entreprises (programme FORCEM), 4 editions, from 1996 to 2000.
- Consultant for the Valencian Agency for the Evaluation of Educational Quality for Climate Studies in Schools.
- Consultant for BANCAJA (Spanish banking and saves organization) for the elaboration of the Strategic Plan for Social Affaires Division, 2003/2004.
- Consultant for CAM ((Spanish banking and saves organization) ) for the elaboration of the Strategic Plan for Social Affaires Division, 2004/2005.

#### **7. Staff mobility:**

- University of Manchester Institute of Science & Technology (UMIST, UK): 1992.
- University Jaume I (Castellón, Spain): Academic year 1992.
- University of Barcelona (Spain): 1993.