

NURIA TORDERA

1. **License** in Psychology (1993). University of Valencia.
2. **PhD** in Psychology (2002). University of Valencia.
3. **Position in the University:** Teacher and research assistant 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: 1

- Pre-graduate teaching:

1995/1996 1997/98 1998/99 1999/2000 Work psychology. School of Labour Relations

1995/96 Work psychology. Faculty of Psychology

1997/98 Organizational behaviour. Faculty of Psychology

1997/98 Work groups psychology. Faculty of Psychology

2000/01 Organizational psychology. Faculty of Psychology

2003/04 Social and organizational psychology. Social Education

2003/04 Group dynamics. Social work

2004/05 Theories and techniques of negotiation. Work Sciences

2004/05 Group management. Work Sciences.

- Post-graduate teaching (masters):

2003/04, 2004/05 Quality of Human Resources Management at the Universitat Rovira i Virgili. Tarragona.

5. Research:

- Member of the Research Unit on Work and Organizational Psychology of the University of Valencia.

-Member of excellence R + D + I group awarded by Generalitat Valenciana 03/195 (from 2003 to 2006).

- Recent publications:

GONZÁLEZ-ROMÁ, V; PEIRÓ, J.M. y TORDERA, N. (2002) An Examination of the Antecedents and Moderator Influences of Climate Strength *Journal of applied psychology* 87, 3, Páginas 465-743.

PEIRÓ, J.M.; GONZÁLEZ-ROMÁ, V; TORDERA, N. y MAÑAS M. (2001) Does Role stress predict burnout over time among health care professionals? *Psychology and Health*, 16, Páginas 511-525.

TORDERA, N., SUBIRATS, M, TORRES, M.J., y GOSÁLVEZ, I (2000) Análisis de las competencias técnicas y genéricas de los gerentes de hoteles y restaurantes de distintas localizaciones turísticas de la Comunidad Valenciana. (Analysis of technical and generic competencies of hospitaly managers in different locations at the Valencian Community) In D. Blanquer (dir) *Comercialización de productos, gestión de organizaciones, aeropuertos y protección de la naturaleza*. (pp.409-428) Valencia: Tirant lo Blanch

MARTÍNEZ-TUR, V.; PEIRÓ, JM., RAMOS, J. y TORDERA, N. (2000) Contribuciones de la psicología social al estudio de la satisfacción de los usuarios y consumidores. (Contributions of social psychology to the understanding of user and consumer's satisfaction). *Revista de Psicología Social*, 15 (2), 5-24. (Social psychology review)

PEIRÓ, J.M.; RAMOS, P.; GONZÁLEZ, P.; RODRÍGUEZ, I.; TORDERA, N.; MARTÍNEZ-TUR & WHITLEY, W. (1998): Situational distinctions in organizations: The case of sport facility management. *Journal of park and recreation administration*, 16 (2), 1-24.

MARTÍNEZ-TUR, V.; TORDERA, N.; PEIRÓ, J.M. Y RAMOS, J. (1998). Gestión de la calidad de servicio en restaurantes y satisfacción de los usuarios (Quality management of restauration servicees and consumer satisfaction) In R. de Diego y J.D. Valdivieso (coord) *Psicología del trabajo (Work Psychology)* (pp. 97 –105). Madrid: Pirámide.

- Participation in granted research projects.

Title: Análisis del clima organizacional y de su influencia sobre el clima de orientación al servicio y las evaluaciones de los usuarios”. (1999-2002) (Analysis of organizational climate and its influences upon service orientation climate and users' evaluations). This is part of a coordinated project between Universitat de Valencia, Universitat Jaume I de Castelló and Universitat de les Illes Balears: “Clima de orientación al servicio y trabajo emocional en puestos de alta interacción con usuarios y su incidencia sobre las percepciones de calidad del servicio. Un estudio en organizaciones turísticas” (Climate for service and emotional work contact personnel and its effects among service quality perceptions. A research in tourist organizations). Granted project by Ministry of Education and Culture N° PB98-1499-C03-01

Title: Climas perceptivos, climas afectivos y teoría de la dispersión. Antecedentes y consecuencias de la configuración del clima perceptivo y afectivo e las unidades de trabajo. (2001-2003) (Perceptive climates, affective climates and dispersion theory. Antecedents and consequences of their configuration in work units). Granted by Ministry of Science and Technology. Ref. BSO2000-1444. Plan Nacional: I+D+I (2000-2003)

Influencia del clima de orientación al servicio sobre la satisfacción de clientes y el desempeño y afecto de los empleados: un estudio experimental de campo” (2002-

2005) (Climate for service effects upon client's satisfaction and employees performance and affect. An experimental field research). This is part of a coordinated project between Universitat de Valencia, Universitat Jaume I de Castelló and Universitat de les Illes Balears: "El *survey feedback* como estrategia de mejora de la calidad de servicio en empresas turísticas: una investigación de campo experimental y longitudinal." (Survey feedback as an strategy to improve service quality in toursit organizations: an experimental and longitudinal research) Ministry of Science and Technology. Plan Nacional: I+D+I (2000-2003) BSO2002-04483-C03-01

Title: Diversidad y rendimiento en los equipos de trabajo (2004-2006). (Diversity and performance in work teams) Ministry of Science and Technology. Plan Nacional de I+D+I

6. Professional activity:

- I have participated in different organizational training programmes as a trainee. Courses deal about work climate and motivation, team work and interpersonal abilities. They have been developed at educational, health-care, and industrial organizations. Employees at different organizational positions participate in the programmes (human resources management board, sanitary work teams, teachers, middle level managers, etc.).

7. Staff mobility:

- Research visit at the Katholieke Universiteit Nijmegen (Nijmegen, Holland).
- Research visit at the Michigan State University with the I/O group (East Lansing, Michigan, EEUU).