

VICENTE MARTINEZ-TUR
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University of Valencia
Faculty of Psychology
IDOCAL (Research Institute of Human Resources Psychology,
Organizational Development and Quality of Working Life)
Av. Blasco Ibáñez, 21
46010 Valencia
vicente.martinez-tur@uv.es

EDUCATION

Ph.D. University of Valencia
(January, 1998) Valencia, Spain
Social and Organizational Psychology

Licence-B.A. University of Valencia
(June, 1993) Valencia, Spain
Psychology

ACADEMIC POSITIONS

2010-present Professor, IDOCAL, University of Valencia, Spain
2002-2010 Associate Professor, IDOCAL, University of Valencia, Spain
1996-2002 Assistant Professor, IDOCAL, University of Valencia, Spain
July 2010 Visiting Professor, Deakin University, Australia
July 2008 Visiting Professor, Portland State University, USA
2006-present Partner coordinator of the Erasmus Mundus Master in Work,
Organizational, and Personnel Psychology (WOP-P), University of
Valencia, Spain

RESEARCH INTERESTS

Service quality and customer satisfaction
Third sector (or non-profit) organizations
Organizational justice in services
Organizational trust in services
Service climate

MAIN ISI JOURNAL PUBLICATIONS

1. Moliner, C., **Martínez-Tur, V.**, Peiró, J.M., Ramos, J., & Cropanzano, R. (in press). Perceived Reciprocity and Well-Being at work in Non-Professional Employees: Fairness or Self-Interest? *Stress & Health*.
2. **Martínez-Tur, V.**, Tordera, N., Peiró, J.M., & Potocnik, K. (2011). Linking service climate and disconfirmation of expectations to customer satisfaction: a cross-level study. *Journal of Applied Social Psychology, 41*, 1189-1213.
3. Potocnik, K., Tordera, N., **Martínez-Tur, V.**, Peiró, J.M., & Ramos, J. (2011). Is service climate strength beneficial or detrimental for service quality delivery? *European Journal of Work and Organizational Psychology, 20*, 681-699
4. Sánchez-Hernández, R., **Martínez-Tur, V.**, Peiró, J.M., & Moliner, C. (2010). Linking functional and relational service quality to customers' satisfaction and loyalty: differences between men and women. *Psychological Reports, 106*, 1-13.
5. **Martínez-Tur, V.**, & Peiró, J.M. (2009). The trust episode in organizations: implications for private and public social capital. *Social Science Information, 48*, 143-174.
6. Sánchez-Hernández, R., **Martínez-Tur, V.**, González, G., Peiró, J.M., & Ramos, J. (2009). A cross-level analysis of the links between service quality and disconfirmation of expectations and customer satisfaction. *Psicothema, 21*, 421-426.
7. Sánchez-Hernández, R., **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 & Business Excellence, 20*, 1173-1188.
8. Moliner, C., **Martínez-Tur, V.**, Peiró, J.M., Ramos, J., & 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.
9. Mañas, M.A., Jiménez, G., Muyor, J.M., **Martínez-Tur, V.**, & Moliner, C. (2008). Tangibles as predictors of customer satisfaction. *Psicothema, 20*, 243-248.
10. **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*, 100-119.
11. **Martínez-Tur, V.**, Peiró, J.M., & Ramos, J. (2005). Linking situational constraints to customer satisfaction in a service environment. *Applied Psychology: An International Review, 54*, 25-36.
12. **Martínez-Tur, V.**, Zurriaga, R., Luque, O., & Moliner, C. (2005). *The moderating role of type of segment in the prediction of customer satisfaction. Psicothema, 17*, 281-285.

13. 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*, 12, 99-116.
14. Peiró, J.M., **Martínez-Tur, V.**, & Ramos J. (2005). Employees' overestimation of functional and relational service quality: A gap analysis. *The Service Industries Journal*, 25, 773-788.
15. 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.
16. Marzo, J.C., **Martínez-Tur, V.**, Ramos, J., & Peiró, J.M. (2002). Customer satisfaction from the expectation disconfirmation model: responding to some questions. *Psicothema*, 14, 765-770.
17. **Martínez-Tur, V.**, Peiró, J.M., & Ramos, J. (2001). Linking service structural complexity to customer satisfaction. *International Journal of Service Industry Management*, 12, 295-306.
18. **Martínez-Tur, V.**, Ramos, J., Peiró, J.M., & García-Buades, E. (2001). Relationships among perceived justice, customers' satisfaction, and behavioral intentions: The moderating role of gender. *Psychological Reports*, 88, 805-811.

OTHER PUBLICATIONS AND SCIENTIFIC ACTIVITIES

- More than 25 additional scientific articles
- More than 40 presentations in scientific congresses
- Author and/or Director of 3 books
- Author of more than 10 chapters
- Supervisor of 5 Doctoral Theses and supervisor of more than 20 research works/master theses (some of them in cooperation with other European universities)

MAIN RESEARCH PROJECTS

- Director of the research project: "Antecedents of mutual trust between professionals and families and its impact on the autonomy and quality of life of intellectually disabled persons: a survey and experimental study" (PSI2010-21891). This project is developed by researchers coming from Spain, USA, and Mexico
- Director of the research project: "Service quality and its relationships with well-being and quality of life of mentally disabled persons and their families" (SEJ2005-05375). This project is developed by researchers coming from Spain, USA, and Mexico
- Researcher of 5 additional projects: (GV3268/95; PB1998-1499-C03-01; BSO2002-04483-C03-01; SEJ2005-05375; C-CONSOLIDER SEJ200614086)

AWARDS

- National Research Award by CEF for the best research article (2003)
- Special award for the PhD in Psychology at the University of Valencia, 1998
- Special award for the bachelor/license in Psychology at the University of Valencia, 1993

SERVICE TO THE PROFESSION

- Editorial board member of the Journal of Management (2006 – 2008)
- Editorial board member of the Journal of Work and Organizational Psychology (2010-present)
- Ad-hoc reviewer of a number of scientific journals (e.g., European Journal of Work and Organizational Psychology)
- Chief of reviewers for the 14th Congress of the European Association of Work and Organizational Psychology
- Treasurer of the European Association of Work and Organizational Psychology (June 2009 – May 2011)
- General Secretary of the European Association of Work and Organizational Psychology (June 2011 – present)

SERVICE TO THE COMMUNITY

- Member of the Quality Evaluation Committee and external examiner of good practices, FEAPS (Spanish Confederation of Organizations for Individuals with Intellectual Disabilities and their families)
- Member of the “Comité de partes” of the ICONG (Institute for the Quality in the Third Sector)

UNIVERSITY ADMINISTRATIVE EXPERIENCE

- Secretary of the IDOCAL (Research Institute of Human Resources Psychology, Organizational Development, and Quality of Working Life), University of Valencia (2008-present)
- Member of a number of academic national committees

PROFESSIONAL MEMBERSHIPS

- European Association of Work and Organizational Psychology (EAWOP)
- International Association of Applied Psychology (IAAP)
- Spanish Professional Association of Psychologists