

VITA

Carolina Moliner

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Professor Carolina Moliner, 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). Moliner develops her teaching activity at the University of Valencia in the area of Work and Organizational Psychology.

Personal Information

Office Address: Social Psychology Department
Research Institute IDOCAL
Faculty of Psychology
University of Valencia
Avda. Blasco Ibañez, 21
46021 Valencia, Spain

Work Phone: 00.34.96.386.45.80

Wok Fax: 00.34.96.386.46.68

E-mail Address: carolina.moliner@uv.es

Educational History

1. **University of Valencia. Spain**
Degree in Psychology
2. **University of Exeter. UK**
One academic year student granted by the European Union under the Erasmus program
3. **University of Valencia. Spain**
PhD Program in Social and Organizational Psychology. Social Psychology Department.
4. **University of Arizona. USA**
Management and Organizations Department
Four month granted by the Spanish Ministry of Research and Innovation

Professional Positions/Current Position

1. Associate Professor in Work and Organizational Psychology
Social Psychology Department. University of Valencia, Spain
April 2010- Present
2. Assistant Professor in Work and Organizational Psychology
Social Psychology Department. University of Valencia, Spain
February 2008 - April 2010
3. Assistant Professor. Health Social Psychology Department
University Miguel Hernández de Elche, Spain
October, 2003 – February, 2008
4. Teaching Assistant. Social Psychology Department
University of Valencia, Spain
May, 2003 – September, 2003

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

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, International Journal of Stress Management.
- Editorial board member for Journal of Management (JOM) (2006-2008).

Selected Publications 2005-2010

Sánchez-Hernández, R. M., Martínez-Tur, V., Peiró, J. M., and Moliner, C. (2010). Linking Functional and Relational Service Quality to Customer Satisfaction and Loyalty: Differences between Men and Women. *Psychological Reports*, 106, 1-13.

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.

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.

Martínez-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.

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.