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University of Valencia
Faculty of Psychology
IDOCAL (Research Institute of Human Resources Psychology,
Organizational Development and Quality of Working Life)
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EDUCATION

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

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

ACADEMIC POSITIONS

March 25, 2010-present	Full 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 2013	Visiting Professor, University of Guelph, Canada
July 2010	Visiting Professor, Deakin University, Australia
July 2008	Visiting Professor, Portland State University, USA
2006-2016	Partner coordinator of the Erasmus Mundus Master in Work, Organizational, and Personnel Psychology (WOP-P), University of Valencia, Spain
2017-present	Coordinator of the Erasmus Mundus Joint Master Degree in Work, Organizational, and Personnel Psychology (WOP-P)

RESEARCH INTERESTS

Organizations for individuals with intellectual disability
Psychology of Services
Service quality and customer satisfaction
Third sector (or non-profit) organizations
Organizational justice and trust
Service climate
Conflicts in Organizations

MAIN JCR JOURNAL PUBLICATIONS

1. Molan, I., **Martínez-Tur, V.**, Peñarroja, V., Moliner, C., & Gracia, E. (in press). Survey feedback improves service quality perceptions among employees of an NGO: An organizational-level positive intervention. *European Journal of Work and Organizational Psychology*.
2. **Martínez-Tur, V.**, Estreder, Y., Moliner, C., Gracia, E., Pătraș, L., & Zornoza, A. (in press). Dialogue between workers and family members is related to their attitudes towards self-determination of individuals with intellectual disability. *Journal of Intellectual and Developmental Disability*.
3. Moliner, C., Lorente, L., Molina, A., Gracia, E., & **Martínez-Tur, V.** (2017). Linking staff burnout to family members' satisfaction in centers for people with intellectual disabilities: A service chain approach. *Intellectual and Developmental Disabilities, 55*, 392-406.
4. Pătraș, L., **Martínez-Tur, V.**, Gracia, E., & Moliner, C. (2017). Surface acting and exhaustion: The moderating role of eudaimonia. *Stress and Health, 33*, 332-329.
5. **Martínez-Tur, V.**, Estreder, Y., Moliner, C., Gracia, E., Ramos, J., & Peiró, J. M. (2017). Linking employees' extra-role efforts to customer satisfaction. *Social Psychology, 48*, 104-112.
6. Peñarroja, V., Serrano, M.A., Gracia, E., Alacreu-Crespo, A., González, P., & **Martínez-Tur, V.** (2017). Rational-experiential thinking style and rational intergroup cooperation: The moderating role of intergroup conflict. *International Journal of Social Psychology, 32*, 23-51.
7. **Martínez-Tur, V.**, Estreder, Y., Moliner, C., Sánchez-Hernández, R., & Peiró, J.M. (2016). Under-over benefiting perceptions and evaluation of services. Non-linear relationships in a four-sample investigation. *Journal of Service Theory and Practice, 26*, 430-447.
8. **Martínez-Tur, V.**, Gracia, E., Moliner, C., Molina, A., Kuster, I., Vila, N., & Ramos, J. (2016). The moderating role of performance in the link from interactional justice climate to mutual trust between managers and team members. *Psychological Reports, 118*, 870-888.
9. García-Buades, E., **Martínez-Tur, V.**, Ortiz-Bonnín, S., & Peiró, J.M. (2015). Engaged teams deliver better service performance in innovation climates. *European Journal of Work and Organizational Psychology, 25*, 597-612.
10. **Martínez-Tur, V.**, Moliner, C., Peñarroja, V., Gracia, E., & Peiró, J.M. (2015). From service quality in organisations to self-determination at home. *Journal of Intellectual Disability Research, 59*, 882-890.
11. Molina, A., Moliner, C., **Martínez-Tur, V.**, Cropanzano, R., & Peiró, J.M. (2015). Unit-level fairness and quality within the health care industry: A justice-quality model. *European Journal of Work and Organizational Psychology, 24*, 627-644.

12. **Martínez-Tur, V.**, Peñarroja, V., Serrano, M.A., Hidalgo, V., Moliner, C., Salvador, A., Alacreu-Crespo, A., Gracia, E., & Molina, A. (2014). Intergroup Conflict and Rational Decision Making, *Plos One*, e114013, 10.1371/journal.pone.0114013
13. Carrasco, H., **Martínez-Tur, V.**, Moliner, C., Peiró, J.M., & Ramis, C. (2014). Linking Emotional Dissonance and Service Climate to Well-Being at Work: A Cross- Level Analysis. *Universitas Psychologica*, 13, 947-960.
14. Moliner, C., **Martínez-Tur, V.**, Peiró, J.M., Ramos, J., & Cropanzano, R. (2013). Perceived Reciprocity and Well-Being at work in Non-Professional Employees: Fairness or Self-Interest? *Stress & Health*, 29, 31-39.
15. **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.
16. 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
17. 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.
18. **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.
19. 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.
20. 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.
21. Moliner, C., **Martínez-Tur, V.**, Peiró, J.M., Ramos, J., & 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, 327-348.
22. Mañas, M.A., Jiménez, G., Muyor, J.M., **Martínez-Tur, V.**, & Moliner, C. (2008). Tangibles as predictors of customer satisfaction. *Psicothema*, 20, 243-248.
23. **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.
24. **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.

25. **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.
26. 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.
27. 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.
28. 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.
29. 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.
30. **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.
31. **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 40 additional scientific articles
- More than 50 presentations in scientific congresses
- Author and/or Director of 6 books
- Author of more than 10 chapters
- Supervisor of 5 Doctoral Theses and supervisor of more than 25 research works/master theses (some of them in cooperation with other European universities)

MAIN RESEARCH PROJECTS

- Director of the research project: "Cooperation between professionals and family members in Centers for individuals with intellectual disability, and its impact on quality of life" (PSI2016-78158-R). This project is developed by researchers coming from Spain, USA, and Mexico
- Director of the research project: "Cooperation and social innovation for the inclusion and quality of life of people with intellectual disabilities: virtuality and creativity" (PSI2013-48509). This project is developed by researchers coming from Spain, USA, and Mexico
- 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)

MAIN EDUCATION PROJECTS

- Erasmus Mundus Program. Master in Work, Organizational, and Personnel Psychology (2006-2011)
- Erasmus Mundus and Erasmus Plus program. Master in Work, Organizational, and Personnel Psychology (2011-2017)
- EM – iDEA, Bringing the Erasmus Mundus community together to disseminate, exchange and act
- Erasmus Mundus Joint Master Degrees. Erasmus+. Master in Master in Work, Organizational, and Personnel Psychology (2016-2021)
- Capacity Building. Erasmus+ KA2. European and Vietnamese Collaboration on Graduate Employment – EVENT.
- Director of University of Valencia Innovation Projects about “Integrated Practical activities for students” and “Dissemination of Good Teaching Practices”

AWARDS

- As Coordinator of the Erasmus Mundus Master Joint Degree in Work, Organizational, and Personnel Psychology, recognizing the quality of the Master Theses under this Master programme, Madrid, June 2016.
- 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 Work and Organizational Psychology (2010-present)
- Editorial board member of the International Perspectives in Psychology: Research, Practice, Consultation (2017 – present)
- Editorial board member of the Journal of Management (2006 – 2008)
- Editorial board member of Siglo 0 (2014 – present)
- Editorial board member of Papeles del Psicólogo (2016 – 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

- Program Committee member of the 17th 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 – May 2015)
- Officer of the Alliance for Organizational Psychology (September 2014 – present).

SERVICE TO THE COMMUNITY

- Member of the Quality Evaluation Committee and external examiner of good practices, “Plena inclusion” (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

- Vice-Dean of Academic Organization and Research (March 2012 – March 2015)
- Secretary of the IDOCAL (Research Institute of Human Resources Psychology, Organizational Development, and Quality of Working Life), University of Valencia (2008-2012)
- 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
- The Global Organisation for Humanitarian Work Psychology