

AYŞIN PAŞAMEHMETOĞLU, Ph.D.

Mobile: 05326020205

aysin.pmoglu@ozyegin.edu.tr

ACADEMIC BACKGROUND

- 2023 : Prof. Dr. (21.01.2023)
Özyeğin University
- 2017 : Associate Professor, (6.03.2017)
Head of Turkish Inter-University Council
Council of Higher Education of Turkey
- 2017 : Post-Doc Degree (August - January 2017)
Conrad N. Hilton College of Hotel & Restaurant Management
University of Houston, Houston, USA
- 2005 - 2010 : Ph.D., Management and Organization
Faculty of Economics and Administrative Sciences
Department of Business Administration
Başkent University, Ankara, Turkey
- 2002 - 2003 : Master of Business Administration, M.A.
Atılım University, Ankara, Turkey
- 1995 - 1999 : School of Tourism and Hotel Management
Bilkent University, Ankara, Turkey
- 1994 - 1995 : English Preparation School
Bilkent University, Ankara, Turkey
- 1990 - 1993 : Evrensel College High School, Ankara, Turkey
- 1987 - 1990 : İzmir Özel Türk College, İzmir, Turkey

Ph.D. DISSERTATION

The Impact of Different Cultural Values on the Social Capital: A Case of Ankara Mobilyacılar Sitesi (SİTELER) and Ortadoğu Sanayi ve Ticaret Merkezi (OSTİM). 2010. Başkent University, Ankara, Turkey.

MASTER DISSERTATION

Total Quality Management in the Hospitality Sector and Its Applications in 5-Star Hotels in Turkey. 2003. Atılım University, Ankara, Turkey.

WORK EXPERIENCE

- 09.2011 - Present : Özyeğin University, Istanbul, Turkey
School of Applied Sciences
Hotel Management Department
Full-Time Faculty (Assoc. Prof.)
- 09.2010 - 06.2011 : Okan University, Istanbul, Turkey
Faculty of Economics and Administrative Sciences
Business Administration (English)
Part-time Faculty
- 09.2005 - 01.2010 : Bilkent University, Ankara, Turkey
Tourism and Hotel Management Department
Part-time Faculty

- 02.2005 - 04.2005 : LİDEA Training and Consultancy Co., Ankara, Turkey
Consultant
- Worked on Entrepreneurship Projects, S.M.E Capacity Building and Development Projects. Worked on feasibility analysis and business planning of new established business in Adıyaman, Erzurum and Erzincan KÖİDD projects organized by KOSGEB & World Bank. Visibility Study of GİDEM (Girişimci Destekleme Merkezi).
- 11.2000 - 10.2004 : Bilkent University, Faculty of Art Design and Architecture, Ankara, Turkey
Assistant to Dean
- 02.2000 - 10.2000 : MNG BANK, Ankara Branch, Turkey
Accounting Department
- 01.1999 – 05.1999 : Sheraton Ankara Hotel and Towers, Ankara, Turkey
Health and Recreation Centre Department (Trainee)
- 06.1996 – 09.1996 : Hotel Bilkent, Kemer, Antalya, Turkey
Accounting Department (Trainee)

CERTIFICATES

Post-crisis hospitality management Certificate, University of South Florida, Muma College of Business, November 2 – December 14 2020

Diversity, equity & inclusion in the workplace Certificate, University of South Florida, Muma College of Business, March 24- May 5 2021

WORKS IN PROGRESS

Paşamehmetoğlu, A. 2022. How organizational justice impacts hospitality employee's organizational citizenship behavior, affective organizational commitment and psychological contract. *Tourism Review International* (Q3- close to submission)

Yu,H., Guchait, P., Achyldurdyeva, J., **Pasamehmetoglu, A.** 2022. Leader Food Safety Priority and Ethical Leadership on Food Safety Promotive and Prohibitive Voice. *Journal of Hospitality & Tourism Research* (SSCI Q1)

Paşamehmetoğlu, A., Wang, X. 2022. Ethical leadership, mindfulness and burnout. (Work in progress)

Wang, X., **Pasamehmetoglu, A.** 2022. Authentic leadership, mistake tolerance and fear of punishment (Work in progress)

Paşamehmetoğlu, A., Guchait, P., Tews Jr., M., 2022. Sexual harassment of housekeeper employees. (Work in progress)

Paşamehmetoğlu, A. 2020. Behaviors of kinship organizations (Hemşehri Dernekleri): social capital, decision making, network and opportunism. Turkish Science Foundation (TÜBİTAK) (Work in progress)

Paşamehmetoğlu, A. Guchait. P. 2022. A study of determining the effects of ostracism and burnout on social capital. (Work in Progress)

PUBLICATIONS - SSCI JOURNAL

Peyton, T., Gip, H., **Paşamehmetoğlu, A.**, and Guchait, P. 2023. How authentic leadership in Hotels cultivates trust and desirable workplace behaviors: Commitment and leader-follower value congruence matters. *Journal of Hospitality and Tourism Management*. 22 (4). (SSCI Q2)

Yu,H., Guchait, P., Khoa, D., and **Pasamehmetoglu, A.** 2022. How organizational dehumanization impacts hospitality employees service recovery performance and sabotage behaviors: the role of psychological well-being and tenure. *International Journal of Contemporary Hospitality Management*. (SSCI Q1)

Dawson, M. Guchait, P, Russen, M., Wang, X. and **Pasamehmetoglu, A.** and 2022. Hospitality organizational culture: the impact on an employee's job satisfaction, organizational citizenship behaviors, service recovery performance, and intention to leave. *Journal of Human Resources in Hospitality and Tourism*. 22 (4) (SSCI Q2)

Gip, H., Guchait, P., Khoa, D, **Pasamehmetoglu, A.**, Garcia, F. 2022. Employee mindfulness and creativity: when emotions and national culture matter. *Service Industries Journal* Doi:10.1080/02642069.2022.2037570. (SSCI-Q1)

Paşamehmetoğlu, A., Guzzo, R. and Guchait. P. 2022. Workplace ostracism: impact on social capital, organizational trust & service recovery performance. *Journal of Hospitality and Tourism Management*. 50:119-126. Doi: 10.1016/j.jhtm.2022.01.007(SSCI-Q2)

Wang, X., Guchait, P., Khoa, D, **Pasamehmetoglu, A.**, Wen, X. 2022. Hospitality employees' affective experience of shame, self-efficacy beliefs and job behaviors: the alleviating role of error tolerance. *International Journal of Hospitality Management*. 102 doi.org/10.1016/j.ijhm.2022.103162 (SSCI-Q1)

Wang, X., Guchait, P., Khoa, D, **Pasamehmetoglu, A.** 2021. Experience of Shame in Service Failure Context Among Restaurant Frontline Employees: Does Industry Tenure Matter? *International Journal of Contemporary Hospitality Management*. Doi: 10.1108/IJCHM-01-2021-0005 (SSCI-Q1)

Yu,H., Guchait, P., Achyldurdyeva, J., **Pasamehmetoglu, A.** 2021. A Multilevel Investigation of the Leadership Factors on Food Safety Promotive and Prohibitive Voices Through Food Safety Consciousness. *Journal of Hospitality and Tourism Management*. 47:343-352. doi.org/10.1016/j.jhtm.2021.04.007 (SSCI-Q2)

Hwang, YH., Wang, X., **Paşamehmetoğlu, A.** 2021. Customer online reviews and hospitality employees' helping behavior; moderating roles of self-efficacy and moral identity. *International Journal of Hospitality Management*. 94, 102846 Doi: 10.1108/IJHM-01-2021-0056 (SSCI-Q1)

Wang, X.; Xueqi, W., **Paşamehmetoğlu, A.**; Guchait, P. 2021. Hospitality employee's mindfulness and its impact on creativity and customer satisfaction: The moderating role of organizational error tolerance. *International Journal of Hospitality Management* .94, 102846 1-11 doi.org/10.1016/j.ijhm.2020.102846 (SSCI-Q1)

Wang, X.; Guchait, P.; **Paşamehmetoğlu, A.** 2020.Tolerating Errors in Hospitality Organizations: Relationships with Learning Behavior, Error Reporting and Service Recovery Performance. *International Journal of Contemporary Hospitality Management*. 32(8): 2635-2655 doi 10.1108/IJCHM-01-2020-0001 (SSCI-Q1)

Wang, X.; Guchait, P.; **Paşamehmetoğlu, A.** 2020. Anxiety and Gratitude Towards the Organization: Relationships with Error Management Culture and Service Recovery Performance. *International Journal of Hospitality Management*. 89, 102592 <https://doi.org/10.1016/j.ijhm.2020.102592> (SSCI-Q1)

Wang, X.; Guchait, P.; **Paşamehmetoğlu, A.** 2020. Why should errors be tolerated? Perceived organizational support, organization-based self-esteem and psychological well-being. *International Journal of Contemporary Hospitality Management*. 32(5):1987-2006 10.1108/IJCHM-10-2019-0869 (SSCI-Q1)

Atakan-Duman, Ş., **Paşamehmetoğlu, A.**, Bozaykut, T. 2019. The challenge of constructing a unique online identity through an isomorphic social media presence. *International Journal of Communication*. 12:1-22. (SSCI-Q1)

Wang, X.; Guchait, P.; Madera, J.; **Paşamehmetoğlu, A.** 2017. Is 'do it right the first time' necessarily right? The importance of error management culture in the hospitality industry. *International Journal of Contemporary Hospitality Management*. 30 (3) 10.1108/IJCHM-01-2017-0038 (SSCI-Q1)

Paşamehmetoğlu, A., Guchait, P., Tracey J.B., Cunningham, C. Lei, P. 2017. The moderating effect of supervisor and coworker support for error management on service recovery performance and helping behaviors. *Journal of Service Theory and Practice*. 27(1):2-22. (SSCI-Q1)

Guchait, P., **Paşamehmetoğlu, A.**, Madera, J. 2016. Error Management Culture: Impact on Cohesion, Stress, and Turnover Intentions. *Service Industries Journal*. 36(3-4):124-141. (SSCI-Q1)

Guchait, P., **Paşamehmetoğlu, A.**, Simons, T 2016. Error recovery performance: The impact of leader behavioral integrity and job satisfaction. *Cornell Hospitality Quarterly*. 57(2):150-161. (SSCI-Q1)

Guchait, P., **Paşamehmetoğlu, A.**, Dawson, M. 2014. Perceived supervisor and co-worker support for error management: Impact on perceived psychological safety and service recovery performance. *International Journal of Hospitality Management*. 41:28-37. (SSCI-Q1)

PUBLICATIONS – INTERNATIONAL ARTICLE

Paşamehmetoğlu, A. 2022. Negative Ties in The Relationship of Social Networks and Organizational Creativity. *Journal of Business School*. 5(2).

Paşamehmetoğlu, A., Gökoğlu, M. 2020. Does Environment Really Matter? The Impact of Corporate Social Responsibility Perspective on İstanbul Chain Hotels. *Journal of Global Business Insights*. 5(1):1-18.

Bozaykut, T., Atakan-Duman, Ş., **Paşamehmetoğlu, A.** 2017. The University Identity: Communication of Identity Themes. *International Business and Accounting Research Journal*. 1(2): 55-70.

Guchait, P., **Paşamehmetoğlu, A.**, and Abbott, J. 2014. The importance of error management culture in organizations: Impact on employee helping behaviors during service failures and recoveries in restaurants. *Journal of Human Resources in Hospitality*. 14:45-67.

Paşamehmetoğlu, A. and Atakan- Duman, Ş. 2014. Knowledge Sharing Through Social Media: The Relationship between Social Trust and Social Capital. *Journal of Business Economics and Political Science*. 3(5): 17-34.

Atakan-Duman, Ş., **Paşamehmetoğlu, A.** and Poyraz, A.B. 2013. Örgütsel Kimlik Algısı, Örgütsel Bağlılık ve Örgütsel Vatandaşlık Davranışı Arasındaki İlişkinin Belirlenmesine Yönelik Bir Araştırma. *Journal of Business Economics and Political Science*. 2(4) : 75-89.

Paşamehmetoğlu, A. and Atakan- Duman, Ş. 2011. The Moderating Effect of 'Intensity of Facebook Use' Between Social Trust and Social Capital. *International Journal of Arts & Sciences*. 4 (3) : 229-238.

PUBLICATIONS – NATIONAL ARTICLE

Paşamehmetoğlu, A., Gökoğlu, M, 2019. Kurumsal Sosyal Sorumluluk Anlayışının Türkiye'deki Yönetmelik Uygulamaları: İstanbul Zincir Otelleri Üzerine bir Araştırma (Corporate Social Responsibility Perspective and Managerial Practices in Turkey: A Research on İstanbul Chain Hotels). *Akdeniz İBBF Dergisi*. 39.

Paşamehmetoğlu, A. 2015. 'Örgütsel Vatandaşlık Davranışı, Duygusal Örgütsel Bağlılık, Psikolojik Sözleşme ve Örgütsel Adalet Arasındaki İlişkinin Belirlenmesine Yönelik Bir Araştırma' (An Analysis to Examine the Relationship Between, Organizational Citizenship Behavior, Affective Organizational Commitment, Psychological Contract and Organizational Justice) *Necmettin Erbakan Üniversitesi Sosyal Bilimler Enstitüsü Dergisi*. 1:1 (177-190)

INTERNATIONAL SYMPOSIUM

Simons, T., Guchait, P., **Paşamehmetoğlu, A.** 2015. The Dual Mediation of Behavioral Integrity Impact: Trust and Communication Clarity. *The 75th Annual Meeting of the Academy of Management*. Vancouver, British Columbia, Canada, August 7-11, 2015

PUBLICATIONS – INTERNATIONAL CONFERENCE PAPERS

Paşamehmetoğlu, A. 2016. An Analysis of the Relationship Between, Organizational Citizenship Behavior, Affective Organizational Commitment, Psychological Contract and Organizational Justice. 4th ITRC, Bodrum Turkey.

Paşamehmetoğlu, A., Özdora-Akşak, E. and Atakan-Duman, Ş. 2014. CSR as a strategic tool for gaining legitimacy: Mapping CSR activities among Turkey's Largest Corporations. World Business and Social Science Research Conference, 14-16 April 2014, Paris, France.

Atakan-Duman, Ş., **Paşamehmetoğlu, A.** and Poyraz, A.B. 2013. Sosyal Kimlik Teorisi Çerçevesinden, Örgütsel Bağlılık ve Örgütsel Vatandaşlık Davranışı Arasındaki İlişkinin Belirlenmesine Yönelik Bir Araştırma (An Analysis to Examine the Relationship between Organizational Identity and Organizational Citizenship Behavior: Social Identity Theory Perspective), International Turgut Ozal Congress on Business, Economics and Political Science_INTOC-BEPS, 1-3 November 2013, Ankara: Turkey, 496-501.

Paşamehmetoğlu, A. and Atakan-Duman, Ş. 2013. The Impact of Organizational Identity on the Relationship Between Organizational Citizenship and Conflict Handling Intentions: A Case of Retailing Sector. 6th International Conference on Services Management, Cyprus, 24-26 June 2013.

Atakan-Duman, Ş. and **Paşamehmetoğlu, A.** 2013. The Relationship Between Organizational Commitment and Conflict Handling Intentions from Social Identity Theory Perspective. International Journal of Art and Sciences, Paris, France, 8-11 April 2013.

Paşamehmetoğlu, A., Atakan-Duman, Ş. 2012. SME's and Social Capital: The Case of Industrial District, Sıtel. International SME Conference, Ankara, Turkey, 23-24 May 2012.

Paşamehmetoğlu, A. and Atakan- Duman, Ş. 2011. The Influence of Self-Efficacy and Locus of Control on Conflict Handling Styles. International Society of Travel & Tourism Educators- ISTTE Annual Conference, Miami, Florida, USA, October 20-23 2011.

Paşamehmetoğlu, A. and Atakan-Duman Ş. 2010. The Moderating Effect of 'Intensity of Facebook Use' Between Social Trust and Social Capital. Conference of the International Journal of Arts & Sciences, Rome, Italy. November 21-25 2010.

Gürel, E., and **Paşamehmetoğlu, A.** 2010. Ethical Perceptions and Ideologies: A Comparative Study Between Turkish Students and Graduates. EuroCHRIE Congress, The Netherlands, Amsterdam. October 25-28 2010.

Paşamehmetoğlu, A., and Chafra, J. 2006. Isomorphism of Boutique Hotels in Cappadocia. 24th EuroCHRIE Congress, Tessaaloniki, Greece, September 2006.

Kalemci, A., Atakan-Duman, Ş., Çakar, M., and **Paşamehmetoğlu, A.** 2006. A Definition Construction for Strategic Management: Text Analysis Conducted on Turkish Management Literature. 2nd Strategic Management Conference, İstanbul, Turkey.

PUBLICATIONS – NATIONAL CONFERENCE PAPERS

Paşamehmetoğlu, A. 2011. The Effects of Culture and Embedded – Arm's Length Relations on Social Capital. 19th Annual National Conference of Management and Organization. Çanakkale, Turkey. 26-28 May.

Paşamehmetoğlu, A. 2011. The Effects of in Group - Out Group Trust and Embedded – Arm's Length Relations on Social Capital : A Case of Ankara Mobilyacılar Sitesi (SİTELER) and Ortadoğu Sanayi ve Ticaret Merkezi (OSTİM). Second Organization Theory Workshop, Ankara, Turkey. February 12-13.

PRESENTATION - INTERNATIONAL CONFERENCE

Russen, M., **Paşamehmetoğlu, A.**, Guchait, P., Jews, M. 2023. The role of coworker support in a sexual harassment climate: measuring employees' burnout and employee engagement. 2023. The 4th conference on managing tourism across continents. Tourism for a better world. (MTCON 23) 15-18 March 2023.

Eseryel, Y., Furner, C., Killingsworth, B., Johnson-Snyder, A., Reed, A. and **Paşamehmetoğlu, A.** 2023. Toward a better future of IS: the impact of glass cliff on transformational IS leadership. 24th Southern Association for Information Systems Conference, Myrtle Beach, SC, USA March 18-19, 2023.

Guchait, P.; **Paşamehmetoğlu, A.** 2022. From anxiety to gratitude: impacts of error management culture on employees' emotional experiences and service recovery performance. *1st International Congress on Management and Organizational Studies on Blue & Grey Collar Workers*, Ankara, Turkey, 10-12 September, 2022.

Wang, X, Mengxuan, L., The Khoa, D., and **Paşamehmetoğlu, A.** 2022. Observing abusive supervision among restaurant frontline employees: does industry tenure matter? *1st International Congress on Management and Organizational Studies on Blue & Grey Collar Workers*, Ankara, Turkey, 10-12 September, 2022.

Gip, H., Guchait, P., **Paşamehmetoğlu, A.** and The Khoa, D. 2022. The influence of organizational dehumanization on employees' service sabotage: the role of organizational tenure and psychological well-being. ICHRIE2022, Washington, USA, 3-6 August 2022

Peyton, T., Gip, H.R, The Khoa, D., Guchait, P. and **Paşamehmetoğlu, A.** 2021. How authentic leadership, leader-follower value congruence, and trust in leader matters for restaurant employees' organizational commitment and performance. West Federation CHRIE 2021, 18-20 February, 2021.

Gip, H., Wang, X., The Khoa, D., Guchait, P., and **Paşamehmetoğlu, A.** 2021. Experience of Shame and Its Consequences Among Hospitality Frontline Employees: Does Difference of Industry Tenure Matter? 25th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, USA, 7-9 Jan 2021

Michelle Russen, Mary Dawson, Priyanko Guchait and Aysin **Paşamehmetoğlu.** 2020. Hospitality Organizational Culture: The Impact on an Employee's Job Satisfaction, Organizational Citizenship Behaviors, Service Recovery Performance, and Intention to Leave. Annual ICHRIE Summer Conference & Marketplace in Washington DC, 25-27 July 2021.

Wang, X.; Guchait, P.; **Paşamehmetoğlu, A.** 2019. Why We Need Mindful Employees in the Restaurant Industry? Investigating the Effects of Employee Mindfulness and Organizational Error Tolerance on Employees' Learning Behavior and Service Recovery Performance. Annual ICHRIE Summer Conference & Marketplace in New Orleans, USA. July, 24-26 2019.

Wang, X.; Guchait, P.; **Paşamehmetoğlu, A.** 2019. Emotions of Hospitality Employees Toward Organizations; Relationships with Errors Management Culture and Outcome Variables. 24th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, USA, Jan, 3-5 2019.

Wang, X.; Guchait, P.; **Paşamehmetoğlu, A.** 2019. Can "Bad" Things Turn into Good? Effects of Error Tolerance on Hotel Employees' Psychological Wellbeing : Mediating Role of Perceived Organizational Support and Organization-based Self-esteem. APacCHRIE & EuroCHRIE Joint Conference in Hong Kong, May 22-25 2019.

Paşamehmetoğlu, A., Gökoğlu, M. 2019. The Impact of Corporate Social Responsibility Perspective on Local Management Practices: The Case of Istanbul Hotels. APacCHRIE & EuroCHRIE Joint Conference in Hong Kong, May 22-25 2019.

Wang, X.; Guchait, P.; **Paşamehmetoğlu, A.** 2019. Emotions of Hospitality Employees toward Organizations: Relationships with Error Management Culture and Outcome Variables. The 24th Annual The Graduate

Education & The Graduate Student Research Conference in Hospitality and Tourism. Hilton University of Houston, Houston, Texas, USA. January 3-5.

Paşamehmetoğlu, A., Guzzo, R., Guchait, P. 2017. Workplace Ostracism: Impact on Social Capital, Organizational Trust, and Service Recovery Performance. Annual ICHRIE Summer Conference & Marketplace in Baltimore, Maryland USA, 26-28 July 2017.

Paşamehmetoğlu, A., Guchait, P. 2015. Error Management Culture: Impact on Cohesion, Stress and Turnover Intentions. Annual ICHRIE Summer Conference & Marketplace Orlando, USA, July 29-31, 2015.

Guchait, P., **Paşamehmetoğlu, A.,** Tracey, J.B. 2014. Supervisor and Coworker Support for Error Management: Impact on employees' service recovery performance and helping behaviors. Annual ICHRIE Summer Conference & Marketplace, San Diego, California, USA, 30 July – 1 August 2014.

Guchait, P., Lei, P., **Paşamehmetoğlu, A.,** Abbott, J. and Madera, J. 2014. Influence of support for error management on employee outcomes. Society for Industrial & Organizational Psychology Conference. Honolulu, Hawaii, USA. 15- 17 May 2014.

Atakan-Duman, Ş. and **Paşamehmetoğlu, A.** 2011. The Moderating Effect of Job Stress on the Relationship between Locus of Control and Job-Burnout: Evidence from Five-Star Hotels in Turkey. ATHE (Association of Tourism in Higher Education) Annual Conference, Oxford, England, December 8-9 2011.

Paşamehmetoğlu, A. and Gürel, E. 2011. Ethical Perceptions and Ideologies: A Comparative Study Between Turkish Students, Graduates and Managers. Advances in Hospitality & Tourism Marketing & Management Conference. İstanbul, Turkey. 19-24 June 2011.

Paşamehmetoğlu, A., and Gürel, E. 2008. Service Quality of the Hotels in Turkey-Its Impact on Customer Value, Satisfaction, Commitment and Retention - Work in Progress. In the Proceedings of the Third International Conference on Services Management, State College, Penn State, USA, May 9-10 2008.

PUBLICATIONS – BOOK CHAPTERS

Paşamehmetoğlu, A. *Yönetim ve Organizasyonda Örnek Olaylar 1.* 2022. Yetenek Yönetiminin İşe Alım Aşamasında ki Önemi. Ed, Sözen, C., Basım N. Beta, İstanbul.

Paşamehmetoğlu, A. *Yönetim ve Organizasyonda Örnek Olaylar 1.* 2022. İşe Alım Süreçlerinde Yapay Zekanın Rolü. Ed, Sözen, C., Basım N. Beta, İstanbul.

Paşamehmetoğlu, A. *Yönetim ve Organizasyonda Örnek Olaylar 1.* 2022. Örgütsel Sosyal Sermayenin Çalışan Bireylere ve Örgütlere Etkisi. Ed, Sözen, C., Basım N. Beta, İstanbul.

Paşamehmetoğlu, A., Gökoğlu, M., 2020. *Sustainable Tourism Practices in the Mediterranean.* Corporate Social Responsibility and Sustainable Development in Mediterranean: The Case of Spanish Hotel Industry in Barcelona Region. Ed, Kalemci, İ., Ergül, M., Johnson, C. Routledge Taylor and Francis Group, Newyork.

Gökoğlu, M., **Paşamehmetoğlu, A.** *Örgüt Kuramları.* 2018. Organizational Epistemology. Ed, Sözen, C., Basım N. Beta, İstanbul.

Paşamehmetoğlu, A., Yeloğlu, H.O. 2014. *Örgütsel Davranış.* Motivation. Ed, Sıgı, Ü., Gürbüz, S.. Beta, İstanbul.

GRANT

The Hong Kong Polytechnic University. Hospitality Employees' Reporting Cover-Up and Silence in Error Situations: Development of A Framework. 16 January 2020-15 January 2023. Amount: HKD 124.555

Principal Investigator, Turkish Science Foundation (TÜBİTAK) 2219 Grant. Project Title: Workplace Ostracism: Impact on Social Capital, Organizational Trust, and Service Recovery Performance. Duration: November 2016- January 2017. Amount: \$ 5000

PROJECTS

- 07.2007 - 02.2008 : The Change in the Entrepreneurship Profile in Turkey, TÜBİTAK Project, Researcher
- 16.06.2007 - 23.06.2007 : World Bank – Bilkent University “Kapıları Açalım” Project
Worked as English teacher and gave education to youths of Mardin
- 09.2006 - 02.2007 : Organizational Network and State Dependency : Effect of Center Periphery Duality on Organizational Relations, TÜBİTAK Project, Researcher

PROFESSIONAL REVIEWS

- 2022, 2021, 2020, 2019, 2018, 2017, 2016, 2015, International Journal of Contemporary Hospitality Management
- 2022, 2021, Journal of Global Hospitality and Tourism
- 2022, Tourism&Hospitality Research
- 2022, 2021, 2020, 2019, 2018, Journal of Hospitality and Tourism Insights (JHTI)
- 2022, 2021, 2020, 2019, Journal of Global Business Insights
- 2022, 2021, International Journal of Hospitality & Tourism Administration
- 2022, Çankırı Karatekin Üniversitesi İİBF Dergisi
- 2022, Sustainability
- 2021, Spanish Journal of Marketing
- 2021, Journal of Hospitality Management
- 2021, Journal of Hospitality and Tourism Technology
- 2021, Yönetim Organizasyon Araştırmaları Dergisi
- 2021, SWAM
- 2020, International Journal of Management and Economics
- 2020, Ömer Halis Üniversitesi İBBF
- 2020, Journal of Public Affairs an International Journal
- 2020, İşletme ve Ekonomi Araştırmaları Dergisi
- 2019, 2018, International Journal of Hospitality Management
- 2019, International Gambling Studies
- 2018, Cornell Hospitality Quarterly
- 2018, Boğaziçi Journal
- 2018, Business and Economics Research Journal
- 2018, Yönetim Organizasyon Kongresi
- 2017, Örgüt Kuramı Sempozyumu
- 2012, Savunma Bilimleri Dergisi

CONFERENCE ORGANIZATIONS

- Başkent University, 1 st International Congress on Management and Organizational Studies on Blue & Grey Collar Workers, Congress Organizing Committee, Scientific Committee, 2022
- GLOSERV Conference Paper Review Committee, 2021
- SWAM 2021 Reviewer, 2020
- ICHRIE 2020 Paper Review Committee, 2019
- GLOSERV Conference Scientific Committee, 2019
- GLOSERV Conference Paper Review Committee, 2019
- International SME Conference, Ankara Scientific Committee Member, 2012

KEY NOTE SPEAKER

- 2020 November, 1st International Conference on Business and Commerce Pakistan Hailey College of Commerce, University of the Punjab, Lahore International, Error Management Culture
- 2021 November, 2nd International Conference on Business and Commerce Pakistan Hailey College of Commerce, University of the Punjab, Lahore International, Service Recovery Performance

GUEST LECTURER

- Academician Group Talk, (2019, May), I-Shou University, Taiwan.

Cultural Awareness of Turkey, (2019, May), I-Shou University.
Error Management in Hospitality Industry, (2019, May), National Sun Yat-Sen University.

PROFESSIONAL AFFILIATIONS

Guest editor of a special issue, Journal of Hospitality and Tourism Insights, 2022
Editorial Board of the "Journal of Business & Economics (JBE) Since December 2020
Editorial Review Board in Journal of Global Hospitality and Tourism, Since October 2020
Assistant Editor of Journal of Global Business Insights, Since March, 2019
Member of Editorial Advisory Board Journal of Hospitality and Tourism Insights (JHTI), Since August 2017
Member of Review Board of Journal of Recreation and Tourism Research, Since 2014.
Member of International CHRIE; Council on Hotel, Restaurant and Institutional Education; since 2014

UNIVERSITY ADMINISTRATION / SERVICES

Özyeğin University, School of Applied Sciences, Board Member, November 2011 - 27 June 2016
Özyeğin University, School of Applied Sciences, Internship Coordinator, 2011- 2018
Özyeğin University, Hotel Management Department, Undergraduate Curriculum Committee, 2011 - Present
Özyeğin University, Gastronomy and Culinary of Arts Department, Entrance Exam Committee Member, 2012,2013,2014

APPRAISAL COMMITTEE

Maltepe University, Gastronomy Department, 2020

MASTER AND PHD JURY MEMBER

2023, Cyprus International University, Precious Olusegun, PHD
2022, Cyprus International University Janice Sivalie, CO-ADVISOR
2022, Atılım University, İzzat Nitham Alabbasi, CO-ADVISOR
2022, University of the Punjab Lahore, Pakistan, Tayyaba Yousaf, PHD
2022, Cyprus International University, Pınar Yağmur
2022, Cyprus International University, İpek Mete
2022, Cyprus International University, Precious Olusegun, PHD
2022, Cyprus International University, Jeniffer Idubor, PHD
2022, Cyprus International University, Biola Robertson Mustafa
2021, Cyprus International University, Oluwaskemi Balogun
2021, Cyprus International University, Ebenezer Blesting
2021, Çankırı Karatekin University, Ahmet Kütükçü
2021, Cyprus International University, Jeniffer Idubor, PHD
2021, Cyprus International University, Precious Olusegun, PHD
2021, Cyprus International University, Arsal Kamran
2021, Cyprus International University, Ada Neh
2021, Cyprus International University, Idowu Salami
2020, Cyprus International University, Ugonna Christie Ekechuwku
2020, Cyprus International University, Farzane Tajdari

CONSULTANCY

Present Sabemer Safir Belgelendirme Merkezi. Program Committee Member, 28.12.2012

COURSES TAUGHT

MGMT 908 - Organization Theory, Özyeğin University, Graduate School of Business
SAS 303 - Managing Global Workforce
HMAN 402 - GARM 404 Leadership in Hospitality
HMAN 207 - GARM 207 Human Resource Management, Özyeğin University
HMAN 406 - Senior Project, Özyeğin University
HMAN 461 - Organizational Behaviour in Hotels, Özyeğin University
HMAN 458 - Case Studies in Tourism Industry, Özyeğin University
52292 - Total Quality Management, Bilkent University
52256 - Marketing, Bilkent University
52138 - World Geography, Bilkent University
61252 - Tourist Attractions of Turkey, Bilkent University
61172 - World Travel Destinations, Bilkent University
MAN 303 - Management Information Systems, Okan University
STY 234 - Organizational Behavior, Okan University
MAN 206 - Human Resource Management, Okan University

COURSES CAN BE TAUGHT

Organizational Theory

Management

Business

Motivation and Leadership

Social Psychology

Cultural Studies

Business and Culture

Management and Strategy

AREAS OF INTEREST

Organizational Theory

Organizational Behavior

Human resources – employee turnover, performance, engagement, learning, psychological safety, and HR practices

Error management – error recovery performance, service failures and service recovery performance, learning from failures and error management culture human resources – employee turnover, performance, engagement, learning, psychological safety, and HR practices

Leadership – leading teams, behavioral integrity and support for error management

Organizational Sociology

Cultural Studies

Trust

Social Capital

Network Organizations

Industrial Clusters