

# Curriculum Vitae

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## PERSONAL INFORMATION

Prof. Dr. Ali ÖZTÜREN

📍 Eastern Mediterranean University, Faculty of Tourism, 99628 Famagusta (Cyprus)

☎ +903926301683

✉ ali.ozturen@emu.edu.tr

🌐 <http://tourism.emu.edu.tr>

Sex Male | Date of birth 13/02/1978 | Nationality Turkish Cypriot

## WORK EXPERIENCE

01/10/2015–Present Professor / Vice Dean

Eastern Mediterranean University, Famagusta (North Cyprus)

- Vice Dean
- Faculty Board Member
- Research Advisory Board Member
- Faculty Ethics Committee Member
- Chair of Faculty Graduate Committee

01/09/2004–30/09/2015 Director and Senior Lecturer

Cyprus International University, Haspolat, Lefkoşa (North Cyprus)

- Director and Senior Lecturer at School of Tourism and Hotel Management
- Director of Doctorate of Business Administration Program
- Chairman of Tourism and Hotel Management Department
- Director of Master of Tourism and Hospitality Management Program
- Senate Member
- Lecturer at Faculty of Economics and Business Administration
- Full-time Lecturer, Student Advisor, Graduate Coordinator (Management of Business Administration, Faculty Coordinator (Course Schedule, Examination

Schedule, Invigilation's...)

-Rector's Course Coordinator

-Head of Tourism and Hotel Management School Disciplinary Board

- Faculty of Economics and Business Administration Disciplinary Board

-Academic Publication Commission Member

- Continuing Education Center Executive Council Member

- Training Coordinator for School of Tourism and Hotel Management

- Member of TRNC Consumer Council

- Acting Chairman for Economics Department

15/09/2002–01/07/2003 **Research Assistant**

Eastern Mediterranean University, Faculty of Business & Economics, Department of Business Administration, Famagusta (North Cyprus)

01/12/2001–01/09/2002 **Branch Manager**

Polatkan Tourism & Travel Agency, Famagusta (North Cyprus)

01/02/2000–30/11/2001 **Research Assistant**

Eastern Mediterranean University, School of Tourism and Hospitality Management, Famagusta (North Cyprus)

01/06/1999–15/09/1999 **Trainee**

Cyprus Turkish Central Bank, Famagusta (North Cyprus)

01/06/1998–15/09/1998 **Worker**

Harika Factory, Famagusta (North Cyprus)

01/06/1997–15/09/1997 **Front Office, Receptionist**

Salamis Bay Hotel, Yenibogazici (North Cyprus)

01/06/1996–15/09/1996 **Trainee**

Salamis Bay Hotel, Yenibogazici (North Cyprus)

## EDUCATION AND TRAINING

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## Curriculum Vitae

01/10/2003–01/09/2008	<b>Ph.D. in Tourism Management</b> Anadolu University, Eskişehir (Turkey) Graduate School of Social Sciences School of Tourism and Hospitality Management	EQF level 8
15/09/2000–01/07/2003	<b>MBA in Business Administration</b> Eastern Mediterranean University, Famagusta (North Cyprus) Faculty of Business and Economics Department of Business Administration MBA Master Program	EQF level 7
15/02/1998–01/02/2000	<b>Bachelor Degree in Tourism and Hospitality Management</b> Eastern Mediterranean University, Famagusta (North Cyprus) School of Tourism and Hospitality Management (High Honor Diploma) with CGPA: 3.92 / 4.00 (Top scoring graduate)	EQF level 6
15/09/1995–01/12/1997	<b>Tourism and Hospitality Management</b> Anadolu University, Eskişehir (Turkey) School of Tourism & Hospitality Management	EQF level 5
15/09/1989–15/06/1995	<b>Secondary Diploma</b> Turkish Maarif College, Famagusta (North Cyprus)	EQF level 3

### PERSONAL SKILLS

Mother tongue(s) Turkish

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2

German A1 A1 A1 A1 A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

Common European Framework of Reference for Languages

**Job-related skills** **ACADEMICAL TITLES**

Professor: Tourism Management, Eastern Mediterranean University, August 2020.

Associate Professor: Management and Strategy, Tourism and Hospitality Management, Cyprus International University, April 2014, Eastern Mediterranean University, September 2015.

Assistant Professor: Tourism and Hospitality Management, Cyprus International University, December, 2008.

**Digital skills**

**SELF-ASSESSMENT**

Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

**Other skills** **EDUCATIONAL CERTIFICATES**

OPERA and FIDELIO Hotel Property Management Systems Educator Certificates

**ADDITIONAL INFORMATION**

**PEER-REVIEWED PUBLICATIONS and CONFERENCE PROCEEDINGS**

- Nosrati, S., Talebzadeh, N., Ozturen, A., & Altinay, L. (2023). Investigating a sequential mediation effect between unethical leadership and unethical pro-family behavior: testing moral awareness as a moderator. *Journal of Hospitality Marketing & Management*, 1-25.
- Akhshik, A., Rezapouraghdam, H., Ozturen, A., & Ramkissoon, H. (2023). Memorable tourism experiences and critical outcomes among nature-based visitors: a fuzzy-set qualitative comparative analysis approach. *Current Issues in Tourism*, 26(18), 2981-3003.
- Abdalla, M. D. J., Ozturen, A., & Kilic, H. (2023). Effects of perceived threat of informal entrepreneurs in improving operational performance and customer bonding of formalised firms through service quality. *Current Issues in Tourism*, 1-18.
- Abdalla, M. D. J., Ali, L., Hristoforova Maydon, D., Sigaeva, N., Öztüren, A., & Kiliç, H. (2023). Promoting Face-To-Face Education Under Perceived Risk via Learning Engagement and Positive Attitude: Perspectives from an Edu-Tourist Destination. *Journal*

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of Hospitality & Tourism Education, 1-17.

- İlkan, Ş. P., Öztüren, A., Avcı, T., & Irani, F. (2023). Mobile application features effects on the application's engagement and intention for continuing use in tourism. *Asia Pacific Journal of Tourism Research*, 28(4), 386-400.
- Ali, L., Kilic, H., & Öztüren, A. (2023). From disabled tourists to impaired cyborg tourists: What would it take to transform?. *Universal Access in the Information Society*, 1-18.
- Bamidele, R. O., Oztüren, A., Haktanir, M., & Ogunmokun, O. A. (2023). Realizing Green Airport Performance through Green Management Intransigence, Airport Reputation, Biospheric Value, and Eco-Design. *Sustainability*, 15(3), 2475.
- Olorunsola, V. O., Saydam, M. B., Lasisi, T. T., & Oztüren, A. (2023). Exploring tourists' experiences when visiting Petra archaeological heritage site: Voices from TripAdvisor. *Consumer Behavior in Tourism and Hospitality*, 18(1), 81-96.
- Abdalla, M. D. J., Mwesiumo, D., Öztüren, A., & Kılıç, H. (2022). Perceived threat of informal players: Enhancing the operational performance of inbound tour operators through coopetition. *International Journal of Tourism Research*, 24(6), 775-785.
- Parvez, M. O., Öztüren, A., Cobanoglu, C., Arasli, H., & Eluwole, K. K. (2022). Employees' perception of robots and robot-induced unemployment in hospitality industry under COVID-19 pandemic. *International Journal of Hospitality Management*, 107, 103336.
- Eluwole, K. K., Ukeje, U. E., Saydam, M. B., Oztüren, A., & Lasisi, T. T. (2022). Behavioural response to abusive supervision among hotel employees: The intervening roles of forgiveness climate and helping behaviour. *International Social Science Journal*, 72(245), 543-560.
- Banga, C., Deka, A., Kilic, H., Oztüren, A., & Ozdeser, H. (2022). The role of clean energy in the development of sustainable tourism: does renewable energy use help mitigate environmental pollution? A panel data analysis. *Environmental Science and Pollution Research*, 1-11.
- Tarkang, M. E., Oztüren, A., & Alola, U. V. (2022). Can Website quality Moderate the Relationship between Information-task-fit and Electronic word of mouth?. *Journal of Public Affairs*, 22(3), e2476.
- Saydam, M. B., Oztüren, A., & Kilic, C. (2022). Cultural heritage tourism in North Cyprus: findings from in-depth interviews with experts. *Worldwide Hospitality and Tourism Themes*, 14(4), 349-364.
- Oztüren, A., & Ozgit, H. (2022). Conclusion: transitioning from unsustainable to sustainable solutions. *Worldwide Hospitality and Tourism Themes*, 14(4), 403-408.
- Kilic, H., Oztüren, A., Banga, C., & Bamidele, R. (2022). Impacts of social media on travelers decision-making process. In *Handbook on Tourism and Social Media*. Edward Elgar Publishing.
- Banga, C., Deka, A., Kilic, H., Oztüren, A., & Ozdeser, H. (2022). The role of clean energy in the development of sustainable tourism: does renewable energy use help mitigate environmental pollution? A panel data analysis. *Environmental Science and Pollution Research*, 1-11.

- Olorunsola, V. O., Saydam, M. B., Ogunmokun, O. A., & Ozturen, A. (2022). Service beyond the status quo: the ripple effect of corporate social responsibility and internal marketing on employee's customer-oriented behavior. *International Journal of Bank Marketing*.
- Parvez, M. O., Arasli, H., Ozturen, A., Lodhi, R. N., & Ongsakul, V. (2022). Antecedents of human-robot collaboration: theoretical extension of the technology acceptance model. *Journal of Hospitality and Tourism Technology*.
- Eluwole, K. K., Banga, C., Lasisi, T. T., Ozturen, A., & Kiliç, H. (2022). Understanding residents' empowerment and community attachment in festival tourism: The case of Victoria Falls. *Journal of Destination Marketing & Management*, 23, 100674.
- Karatepe, T., Ozturen, A., Karatepe, O. M., Uner, M. M., & Kim, T. T. (2022). Management commitment to the ecological environment, green work engagement and their effects on hotel employees' green work outcomes. *International Journal of Contemporary Hospitality Management*.
- Laiba Ali, Hasan Kilic, and Ali Ozturen. (2022). Should I Play a Game to Visit a Destination? *Tourism Gamification and User Engagement with a Destination*, MTCON - Conference on Managing Tourism Across Continents-Tourism for a Better World.
- Denitsa Hiristoforova Maydon, Kutay Arda Yıldırım, Niusha Talebzadeh, and Ali Ozturen. (2022). Conceptualizing Contemporary Dimensions of Sustainable Tourism, MTCON - Conference on Managing Tourism Across Continents-Tourism for a Better World.
- Ruth Oluyemi Bamidele, Ali Öztüren, and Mine Haktanir. (2022). Airport Ground Operations and Sustainable Tourism Convergence in COVID-19 Era, MTCON - Conference on Managing Tourism Across Continents-Tourism for a Better World.
- Tuna Karatepe, Ali Ozturen, Osman M. Karatepe, and M. Mithat Uner. (2022). Do Both Qualitative Job Insecurity and Quantitative Job Insecurity Trigger Hotel Employees' Withdrawal Intentions and Non-Green Behaviors?, MTCON - Conference on Managing Tourism Across Continents-Tourism for a Better World.
- Sina Vahedi, Hamed, Rezapouraghdam, Ali Öztüren, Nazanin Naderiadib Alpler, Özlem, Altun, and Nima Golmohammadi, (2022), Digital Marketing in Developing Countries: Investigating the Influential Factors on Customer Loyalty in the Food Industry, MTCON - Conference on Managing Tourism Across Continents-Tourism for a Better World.
- Kenfack, M. R. K., & Öztüren, A. (2021). Key Factors in the Selection of an Educational Tourism Destination. In *Global Perspectives on Recruiting International Students: Challenges and Opportunities*. Emerald Publishing Limited.
- Irani, F., Öztüren, A., & Akhshik, A. (2021). Part 3 Sustainable Tourism Development. *Sustainable and Collaborative Tourism in a Digital World*, Goodfellow Publishers, 122.
- Alola, U. V., Alola, A. A., Avci, T., & Ozturen, A. (2021). Impact of corruption and insurgency on tourism performance: a case of a developing country. *International Journal of Hospitality & Tourism Administration*, 22(4), 412-428.
- Alola, U. V., Avci, T., & Öztüren, A. (2021). The nexus of workplace incivility and emotional exhaustion in hotel industry. *Journal of Public Affairs*, 21(3), e2236.
- Oday, A., Ozturen, A., Ilkan, M., & Abubakar, A. M. (2021). Do eReferral, eWOM, familiarity and cultural distance predict enrollment intention? An application of an artificial intelligence technique. *Journal of Hospitality and Tourism Technology*.
- Ozturen, A., Kilic, H., Olorunsola, V. O., & Osumaje, B. O. (2021). Managing natural tourism attractions based on visitor reviews: a case study of Golden Beach, Karpaz. *Worldwide Hospitality and Tourism Themes*.
- Mwesiumo, D., Juma Abdalla, M. D., Öztüren, A., & Kiliç, H. (2021). Effect of a

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perceived threat of informal actors on the business performance of formal actors: inbound tour operators' perspective. *Journal of Travel & Tourism Marketing*, 38(5), 527-540.

- Kenfack, M. R. K., & Öztüren, A. (2021). Key Factors in the Selection of an Educational Tourism Destination. In *Global Perspectives on Recruiting International Students: Challenges and Opportunities*. Emerald Publishing Limited.
- Özgit, H., & Oztüren, A. (2021). Conclusion: how could tourism planners and policymakers overcome the barriers to sustainable tourism development in the small island developing state of North Cyprus?. *Worldwide Hospitality and Tourism Themes*.
- Ince, E., & Oztüren, A. (2021). Strengths, weaknesses and challenges of municipalities in North Cyprus aspiring to be a sustainable Cittaslow tourism destination. *Worldwide Hospitality and Tourism Themes*.
- Akhshik, A., Oztüren, A., & Rezapouraghdam, H. (2021). A passionate travel to mind green turtles—Unpacking the complexity of visitors' green behaviour. *International Journal of Tourism Research*, 23(3), 301-318.
- Ukeje, U. E., Lasisi, T. T., Eluwole, K. K., Titov, E., & Oztüren, A. (2021). Organizational level antecedents of value co-destruction in hospitality industry: an investigation of the moderating role of employee attribution. *Current Issues in Tourism*, 24(6), 842-856.
- Parvez, O. M., Oztüren, A., & Cobanoglu, C. (2021). Does Coronavirus (COVID-19) transform travel and tourism to automation (robots)?. *University of South Florida M3 Center Publishing*, 5(2021), 3.
- Irani, F., Öztüren, A., & Akhshik, A. (2021). Host–tourist interactions and residents' attitudes towards sustainable tourism development.
- Ghaedi, A., Oztüren, A., & Safshekan, S. (2020). Workplace mistreatment and spiritual leadership: new cure for ancient curse. *Current Issues in Tourism*, 1-14. (SSCI)
- Afolabi, O. O., Oztüren, A., & Ilkan, M. (2020). Effects of privacy concern, risk, and information control in a smart tourism destination. *Economic Research-Ekonomiska Istraživanja*, 1-20.
- Rahimzhanian, S., Oztüren, A., & Ilkan, M. (2020). Emerging realm of 360-degree technology to promote tourism destination. *Technology in Society*, 63, 101411.
- Ince, E., Iscioglu, D., & Oztüren, A. (2020). Impacts of Cittaslow philosophy on sustainable tourism development. *Open House International*.
- Lasisi, T. T., Alola, A. A., Eluwole, K. K., Oztüren, A., & Alola, U. V. (2020). The environmental sustainability effects of income, labour force, and tourism development in OECD countries. *Environmental Science and Pollution Research*, 27(17), 21231-21242.
- Tarkang, M. E., Alola, U. V., Nange, R. Y., & Oztüren, A. (2020). Investigating the factors that trigger airline industry purchase intention. *Current Psychology*, 1-12.
- Lasisi, T. T., Oztüren, A., Eluwole, K. K., & Avci, T. (2020). Explicating innovation-based human resource management's influence on employee satisfaction and performance. *Employee Relations: The International Journal*.
- Lasisi, T. T., Eluwole, K. K., Oztüren, A., & Avci, T. (2020). Explanatory investigation of the moderating role of employee proactivity on the causal relationship between innovation-based human resource management and employee satisfaction. *Journal of Public Affairs*, 20(2), e2051.
- Afolabi, O. O., Adeshola, I., Oztüren, A., & Ilkan, M. (2020). The influence of context on privacy concern in smart tourism destinations. *PEOPLE: International Journal of Social Sciences*, 6(1), 282-293.
- Safshekan, S., Oztüren, A., & Ghaedi, A. (2020). Residents' environmentally

responsible behavior: an insight into sustainable destination development. *Asia Pacific Journal of Tourism Research*, 25(4), 409-423.

- Yuce, A., Arasli, H., Ozturen, A., & Daskin, M. (2020). Feeling the Service Product Closer: Triggering Visit Intention via Virtual Reality. *Sustainability*, 12(16), 6632.
- Nasifoglu Elidemir, S., Ozturen, A., & Bayighomog, S. W. (2020). Innovative behaviors, employee creativity, and sustainable competitive advantage: A moderated mediation. *Sustainability*, 12(8), 3295.
- Kayode Kolawole Eluwole - Servet Nasifoglu Elidemir - Taiwo Temitope Lasisi -Ali Ozturen. (2020). To Adopt or Not to Adopt? Live Streaming Videos as a Tool for Destination Selection among Young Tourists, MTCO - Conference on Managing Tourism Across Continents-Tourism for a Better World.
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- Qasim, S. O., Tumer, M., Ozturen, A., & Kilic, H. (2019). Mediating role of legal services in tourism development: a necessity for sustainable tourism destinations. *Current Issues in Tourism*, 1-18. (SSCI)
- Birader, T. K., & Ozturen, A. (2019). Motivators and Perceptions of Island Residents towards Medical Tourism in Mainland: Birader, TG, Öztüren, A.(2019). Motivators and Perceptions of Island Residents towards Medical Tourism in Mainland. *Journal of Tourism and Services*, 10 (19): 164-176. <https://doi.org/10.29036/jots.v10i19.99>. *Journal of Tourism and Services*, 10(19), 164-176.
- Guliyev, G., Avci, T., Öztüren, A., & Safaeimanesh, F. (2019). Effects of professionalism on employee satisfaction and organizational commitment at five star hotels in Baku. *JEEMS Journal of East European Management Studies*, 24(3), 423-446.
- Mary, T., Mbi, M. E., & Ozturen, A. (2019). Sustainable ethical leadership and employee outcomes in the hotel industry in Cameroon. *Sustainability*, 11(8), 2245. (SSCI)
- Al-Talabani, H., Kilic, H., Ozturen, A., & Qasim, S. (2019). Advancing Medical Tourism in the United Arab Emirates: Toward a Sustainable Health Care System. *Sustainability*, 11(1), 230. (SSCI)
- Alola, U. V., Olugbade, O. A., Avci, T., & Öztüren, A. (2019). Customer incivility and employees' outcomes in the hotel: Testing the mediating role of emotional exhaustion. *Tourism Management Perspectives*, 29, 9-17. (SSCI)
- Alola, U., Avci, T., & Ozturen, A. (2018). Organization Sustainability through Human Resource Capital: The Impacts of Supervisor Incivility and Self-Efficacy. *Sustainability*, 10(8), 2610.
- Öztüren, A. (2018). Acceptance of Mobile Payment Technologies by the Travelers Visiting North Cyprus. *Journal of Tourism Research*, 166.
- Kyzy, J.D. & Öztüren, A. (2018). Perceptions of Tourism Impacts and Sustainability Concept: Insights from Kyrgyzstan. *Journal of Tourism Research*, 254.
- Lasisi, T.T., Eluwole, K.K., & Ozturen, A. (2018). Organizational Complexity and Uncertainty: A Conceptual Evaluation of Proactive Environmental Strategy on Organizational Competitiveness, *GLOBE (Global Conference on Business and Economics)*, Proceeding Book, ISBN 978-1-7321275-1-7, ANAHEI Publishing, USA, June 4-8, 143-152.
- Alola, U.V., Avci, T., Ozturen, A., & Alola, A.A. (2018). Are Corruption and Insurgency Nemesis of Tourism Development? Evidence From Nigeria, *GLOBE (Global Conference on Business and Economics)*, Proceeding Book, ISBN 978-1-7321275-1-7, ANAHEI Publishing, USA, June 4-8, 235.
- Kozak, N., Kilic, H., Kozak, M., & Öztüren, A (2018). 9 th Conference for Graduate



## Curriculum Vitae

Research in Tourism, Proceeding Book, 5-8 April, Famagusta, North Cyprus, E-ISBN: 978-605-68389-2-7.

- Gursoy, D., Kiliç, H., Öztüren, A., & Rezapouraghdam, H. (2018). The 7th Advances in Hospitality and Tourism Marketing and Management: 10–15 July 2017, Famagusta, Cyprus. *Anatolia*, 29, 146-147.
- Öztüren, A., Sumaneeva, K., Gashenenkov, M., & Meredova, M. (2017). Potential Effects of Disruptive Political Trends in International Tourism Market. *International Journal of Multicultural and Multireligious Understanding*, 4(2), 24-29.
- Öztüren, A., Gursoy, D., & Kilic, H. (2017). Conference proceedings, 7th Advances in Hospitality & Tourism Marketing & Management (AHTMM) Conference, Famagusta, Cyprus, 10-15 July 2017. In Conference proceedings, 7th Advances in Hospitality & Tourism Marketing & Management (AHTMM) Conference, Famagusta, Cyprus, 10-15 July 2017.. Eastern Mediterranean University and Washington State University.
- Bai, X., A. Öztüren (2016). Export Brand Development of China: Lessons Learned and Implications for the Future. *Contemporary Chinese Political Economy and Strategic Relations*, 2(3), 1095.
- Haid, A. and A. Öztüren (2015), "Energy Efficiency Perceptions in Residential Buildings", *Open House International*, December, Vol. 40, No. 4. (SSCI &AHCI)
- Özgüt, H. and A. Öztüren (2015), "Why Studying Tourism? Factors Affecting Hospitality Students' Future Careers in North Cyprus Universities", II. Eurasian Educational Research Congress, Ankara, Turkey, 08-10 June 2015.
- Özgüt, H. and A. Öztüren (2015), "Determinants of Burnout: An Investigation on Undergraduate Tourism Students in North Cyprus Universities", II. Eurasian Educational Research Congress, Ankara, Turkey, 08-10 June 2015.
- Bath, J. and A. Öztüren (2015). "Professional Service Collaboration in B2B Markets", *The Anthropologist*, June, 20(3), 584-591. (SSCI)
- Fiedler, M. and A. Öztüren (2014). "Online behavior and loyalty program participation parameters influencing the acceptance of contactless payment devices", *Research Journal of Applied Sciences, Engineering and Technology*, 7 (15), pp. 3188-3197. (Scopus)
- Patrick Henry Ibeogu and Ali Öztüren (2014). "Perception of Justice in Performance Appraisal and Effect on Satisfaction: Empirical Findings from Northern Cyprus Banks", 3rd World Conference on Business, Economics and Management (BEM-2014) Rome-Italy, 09-11 April, Volume, 23, 964–969. ISSN 2212-5671 (Procedia-Social and Behavioral Sciences by Elsevier)
- Fiedler, M. and Öztüren, A. (2014). "A Key to Consumer Acceptance of Contactless Payment Devices". *Asia Life Sciences*, 23(2), (ISSN 0117-3375) (SCI-E)
- Münch, O., and Öztüren, A. (2014). "First-time-right procurement". *Asia Life Sciences*, 23(1), 317-329 (ISSN 0117-3375) (SCI-E)
- Bath, J. and Öztüren A. (2013). "Impact Factors on Collaboration and Delivery Success in Professional Service B2B Supply Chains", *Asian Social Science*; Vol. 9, No. 11; Canadian Center of Science and Education (Scopus)
- Öztüren, A. (2013) "Effects of Electronic Trust on Purchase Intentions in Online Social Review Networks: The Case of Tripadvisor.com", *Life Sci J: Acta Zhengzhou University Overseas Edition*, 10(2): 2002-2010. (ISSN: 1097-8135). <http://www.lifesciencesite.com>. 282 (Scopus)
- Oladotun, K.J. and A. Öztüren (2013). "Motivational Factors Of Hospital Employees: Evidence From North Cyprus", *Interdisciplinary Journal Of Contemporary Research In Business (IJCRB)*, Volume 4, No 11, April, Canterbury, United Kingdom.

(Indexed by EBSCO-Host, ABI/INFORM-ProQuest, Cabell, PsycINFO, ULRICH, DOAJ)

- Öztüren, Ali. (2012). "Collaboration Model for Sustainable Development of Accommodation Enterprises: Insights from North Cyprus Tourism Sector", *Tourism and Recreation in the 21st Century: Problems and Perspectives*, Baku, Azerbaijan, November 16 – 17, Proceedings pp. 99-106.
- Fiedler, M., T. Keppler, and A. Öztüren. (2012) "Contactless Payment, a RFID Domain and Its Acceptance By Card Holders", *Interdisciplinary Management Research (IMR) Conference, VIII, 11-13 May, Osijek-Opatija, 2012, Conference Proceedings* p. 103-112, ISSN 1847-0408, ISBN 978-953-253-079-7, Proceedings Indexes: Conference Proceedings Citation Index (CPCI) Thomson Reuters, EBSCOhost, RePEc EconPapers, Socionet).
- Öztüren, Ali and Güven Sevil. "Supply Chain Management as a Sustainable Performance Booster for the Accommodation Enterprises: Evidence from North Cyprus Tourism Sector", *International Journal of Business and Management*, Vol. 4, No. 2, Feb., 2009.
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- Öztüren, Ali and Güven Sevil. "Increasing the Performance of the Hotels by Considering Their Supply Chain Activities: Evidence from North Cyprus Tourism Sector", *16th World Business Congress of IMDA, Beyond Borders: New Global Management Development Challenges and Opportunities*, Maastricht, the Netherlands, 4-6 July, 2007, Proceedings p. 134-141. (Conference Proceedings Citation Index)
- Güneren, Ebru ve Öztüren Ali, "Leadership in Organizational Change", *International Bulletin of Business Administration*, Issue 2, July, 2007, p. 29-33.
- Feridun, Mete and Öztüren, Ali. "An Analysis of the Dollar/Euro Exchange Rate within the Framework of the Optimum Currency Area Theory and the European Union", *Cağ University Journal of Social Sciences*, 2006, Vol 3 No 2.
- Feridun, Mete and Öztüren, Ali. "An Analysis of the Dollar/Euro Exchange Rate within the Framework of European Union", *3rd International Conference: Regional Economic Cooperation in South Eastern Europe*, Asecu (Association of South Eastern Europe Economic Universities, D.A. Tsenov Academy of Economics Svishtov, Bulgaria, 11-14 May, 2006.
- Ekiz, H. E., Güneren, E. ve Öztüren, A., "KKTC Konaklama Endüstrisinde İnternet Pazarlaması: Arz ve Talep Boyutları", *Pİ: Pazarlama ve İletişim Kültürü Dergisi*, Cilt 4, Sayı 13, Temmuz-Ağustos-Eylül, 2005, ss. 4-14.
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- Güneren, E. ve Öztüren A., "KKTC Vatandaşı Tüketicilerin Etnik Merkezlilik Eğilimlerinin, Yerli ve Yabancı Ürün Satın Alma Eğilimlerine Etkisi Üzerine Pilot Bir Araştırma", *10. Pazarlama Kongresi, Doğu Akdeniz Üniversitesi, İşletme ve Ekonomi Fakültesi*, 16-18 Kasım, 2005, Bildiri Kitapçığı ss. 169-188.
- Öztüren, A., "Measurement of Service Quality: An Empirical Study at Cyprus Turkish Airways by using SERVQUAL", *II. Graduate Tourism Students Conference*, prepared by *Anatolia: An International Journal of Tourism and Hospitality Research Çanakkale 18 Mart University, Turkey (Gökçeada)*, May, 2004, Abstracts Book: pp. 61-62.

## RESEARCH PROJECTS

- EMU Type C Project. Project Manager: Ali Öztüren; Student: Natalya Sigaeva. Can The Level Of Emotional Intelligence Affect The Employees'

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Emotional Exhaustion And Their Choice Of Coping Mechanisms? Impact Workplace Bullying. (2022).

- EMU Type C Project. Project Manager: Ali Öztüren; Student: Ruth's Phenomenon Bamidele. Sustainability in international airports ground operations and sustainable tourism nexus. (2022).
- EMU Type C Project. Project Manager: Ali Öztüren; Student: Muhammad Omar Parvez. Effects of technological development on the strategic transformation of HRM: Artificial intelligent robots in the hotel industry (2020).
- EMU Type C Project. Project Manager: Ali Öztüren; Student: Azar Ghaedi. Understanding the Role of Thought Leadership and Spiritual Leadership on Group Innovativeness and Individual Proactivity: A Parallel Mediation Approach. (2019).
- EMU Type C Project. Project Manager: Ali Öztüren; Student: Taiwo Temitope Lassi. Innovation-oriented HRM System on Organizational Performance, Employee Performance, and Passenger Satisfaction in Nigerian Airport Industry. (2018).

## THESIS SUPERVISION

### **Completed DOCTORATE Theses**

- 28 Ruth Oluyemi Bamidele (2023), Effects of Eco-Design, Biospheric Values, Green Management and Green Reputation on the Perceived Green Performance of Airport Facilities and Services, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
- 27 Moh`D Juma Abdalla (2023), Effects of Informal Entrepreneurs on Operational Performance and Customer Bonding in Inbound Tour Operating Industry, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
- 26 Cathrine Banga (2022), Resident's Empowerment and Community attachment: A Virtuous Marriage for Support for Festival in Victoria Falls, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
- 25 Muhammad Omar Parvez (2022), Effect of Robots Development on Employees Perception of Human-Robots Collaboration in Hospitality Industry, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
- 24 Tuna Karatepe (2022), Consequences of Quantitative and Qualitative Job Insecurity: Hotel Employees' Green Perspective, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
- 23 Akile Oday (2021), Do eReferral,eWOM, Familiarity and Cultural Distance Predict Enrolment Intention among Educational Tourist? Application of Artificial Intelligence Technique, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
- 22 Olayinka Olasumbo Afolabi (2021), Effects of Privacy Concern, Risk and

- Information Control in a Smart Tourism Destination, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
- 21 Sima Rahimizhian (2021), 360-Degree Video Marketing: The Role of Emerging Technologies in Tourism Destination Choice, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 20 Ali Yuce (2020), Virtual Reality's Sense of Presence: Alternative for Attitude Change towards Selection of Tourism Destinations, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 19 Arash Akhshik (2020), Who is Saving Whom? Equifinal Paths to a Meaningful Experience Design through Marine Watching Tours, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 18 Servet Elidemir (2020), Innovative Behaviors, Employee Creativity, and Sustainable Competitive Advantage: Moderated- Mediation Evidence from Hotel Industry, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 17 Azar Ghaedi (2020), Understanding the Role of Spiritual Leadership on Group Inattentiveness: A Parallel Mediation Approach, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 16 Sedigheh Safshekan (2020), Residents' Environmentally Responsible Behavior: An Insight into Sustainable Destination Development, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 15 Taiwo Temitope Lasısı (2020), Impact of Innovation-oriented HRM System on Organizational Performance, Employee Performance and Passenger Satisfaction in Nigerian Airport Industry, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 14 Suhad Othman Qasim (2020), Role of Legal Services in Tourism Development: A Case of the Republic of Iraq, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 13 Ecem İnce (2020), The Impacts of Cittaslovs Philosophy on Sustainable Tourism Development: The Case of North Cyprus (Yeniboğaziçi, Lefke, Mehmetçik), Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 12 Hallow Al-Talabani (2019), New Evidence of the Determining Factors of Medical Tourism in the United Arab Emirates, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 11 Magdaline E. M. Tarkang Mary (2019), Effects of Ethical Leadership on Trust, Affective Commitment, and Organizational Deviance at the Hotel Industry in Cameroon, Tourism Management PhD Program, Faculty of Tourism, Eastern Mediterranean University.
  - 10 Alola, V. U. (2018). Effects of Workplace Incivility on Customer-Contact Employees' Job Satisfaction and Turnover Intention in Nigeria Hotel Industry (Dissertation, Doctor of Philosophy in Tourism Management, Eastern

## Curriculum Vitae

Mediterranean University (EMU).

- 9 Anton Gruber, "Product Differentiation for Austrian Ski Schools in the Market Segment of Children and Their Families: The Case of the Ski-School Toni Gruber", Doctorate of Business Administration Thesis, Cyprus International University, August, 2015.
- 8 Thomas Bruggner, "Cloud Computing: What are the Influencing Factors that Impact B2B Cloud Adoption?", Doctorate of Business Administration Thesis, Cyprus International University, June, 2015.
- 7 Daniel Feyerlein, "Competitiveness of 'Made In Germany' within the Healthcare Sector", Doctorate of Business Administration Thesis, Cyprus International University, February, 2015.
- 6 Xinxin Bai, "Export Brand Development of China", Doctorate of Business Administration Thesis, Cyprus International University, February, 2015.
- 5 Achim Andreas Haid, "Facilitating The Energy Efficiency in Residential Buildings Through Public Marketing Activities", Doctorate of Business Administration Thesis, Cyprus International University, August, 2014.
- 4 Johanna Bath, "Professional Service Collaboration in B2B Markets", Doctorate of Business Administration Thesis, Cyprus International University, June, 2014.
- 3 Stephan Pieper, "Process Minds of Sales Specialists and Sales Managers", Doctorate of Business Administration Thesis, Cyprus International University, June, 2014.
- 2 Fiedler Martin, "Factors Influencing Consumer Acceptance of Contactless Payment Technology", Doctorate of Business Administration Thesis, Cyprus International University, January, 2014.
- 1 Münch Oliver, "First-Time-Right Procurement", Doctorate of Business Administration Thesis, Cyprus International University, Doctorate of Business Administration Thesis, January, 2014.

### **Completed MASTER Theses**

24 Ayçin Giritli, Özel İlgi Turizmi Kapsamında Kumar Turizminin Etkileri: KKTC Örneği, Gastronomi Yüksek Lisans Programı, Turizm Fakültesi, Doğu Akdeniz Üniversitesi, Eylül, 2023.

23 Çağatay Kaan Eren, Factors Influencing Hotel Guests' Intentions to Use Smartphone Apps and Contactless Payment in USA, Tourism Management Master Program, Faculty of Tourism, Eastern Mediterranean University, September 2022.

22 Fatma Öztunç, Problems and Solutions Regarding the Promotion of Cyprus Gastronomy, Gastronomy Master Program, Faculty of Tourism, Eastern

Mediterranean University, September 2021.

21 Delaramsadat Hosseini, COVID-19 Severity and Restaurants' Safety Measures on Guests' Patronage Intentions, Tourism Management Master Program, Faculty of Tourism, Eastern Mediterranean University, September 2021.

20 Benedict Igwebuike Agwuncha, Effect of COVID-19 on Student's ( Educational tourist) Eating Habits and Cooking Skills, Tourism Management Master Program, Faculty of Tourism, Eastern Mediterranean University, June 2021.

19 Mine Adalier, Analysis of the Ingredients and Cooking Methods Used in Local Products in the Cypriot Cuisine by Regions, Gastronomy Master Program, Faculty of Tourism, Eastern Mediterranean University, August 2020.

18 Sepideh Ahmadi Nasser, Effect of Destination Image on Revisit Intention and Environmentally Responsible Behavior through Tourist Satisfaction in Famagusta City of Northern Cyprus, Tourism Management Master Program, Faculty of Tourism, Eastern Mediterranean University, February 2020.

17 Valentina Siverukhina, Revisiting the Customer Satisfaction-Loyalty Link: Exploring the Role of Adjusted Expectation in North Cyprus, Tourism Management Master Program, Faculty of Tourism, Eastern Mediterranean University, 2019.

16 Furkan Araslı, Nepotism and Tolerance to Workplace Incivility in the Hospitality Sector: Moderating Role of Authentic Leadership, Tourism Management, Eastern Mediterranean University, January, 2019.

15 Melissa Rikiatou Kana Kenfack, Push and Push Factors of Choosing An Educational Tourism Destination: A Qualitative Study in Northern Cyprus, Tourism Management, Eastern Mediterranean University, September, 2018.

14 Tuğçe Kurtuluş Birader, Motivators and Perceptions of Residents in North Cyprus Towards Medical Tourism in Turkey, Tourism Management, Eastern Mediterranean University, September 2017.

13 Zeynep Sarıgül, Residents' Quality of Life and Attitudes toward Education Tourism Development in North Cyprus, Tourism Management, Eastern Mediterranean University, September 2017.

12 Akjamal Nizamedinova, Acceptance of Young Travelers to Purchase Travel and Tourism Products Online, Tourism Management, Eastern Mediterranean University, June 2017

11 Osumanyi Nora Otusha, Residents' Perceptions Of Economic, Social And Environmental Impacts Of Tourism Development in Jos Nigeria, Tourism Management, Eastern Mediterranean University, Eylül 2016.

10 Jyldyz Djakyrbay Kyzy, Perceptions of Tourism Impacts and Sustainability Concept: Insights from Kyrgyzstan, Tourism Management, Eastern Mediterranean University, Şubat, 2016.

9 Gabil Guliyev, "Impact of Attitudinal Dimensions of Professionalism on Employee Satisfaction and Organizational Commitment at Five Star Hotels in Baku", Master of Tourism Management, Eastern Mediterranean University, February, 2016.

8 Burcu Aksaç, "Sosyal Medyadaki Elektronik Ağızdan Ağıza Pazarlama (E-

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Wom) Faaliyetlerinin Marka imajı ve Tüketicilerin Satın Alma Kararına Etkileri”, Master of Business Administration, Cyprus International University, February, 2015.

7 Baran Karataş, “Effects of Total Quality Management Activities on Firm’s Performance: The Case of Ateş Çelik Factory”, Master of Business Administration, Cyprus International University, Şubat, 2015.

6 Lala Zeynalova, “Impact of Human Resources Management Practices on Job Satisfaction: A Case Study of Fairmont Hotel in Baku”, Master of Tourism and Hospitality Management, Cyprus International University, February 2015.

5 Ekaterina Natenadze, Nweke, “Electronic Service Quality, Customer Satisfaction And Intention To Reuse The Web-Site In Three And Four Star Hotels In Tbilisi, Georgia”, Master of Tourism and Hospitality Management, Cyprus International University, August, 2014.

4 Chinyere Theresa, “Influence of Service Quality, Customer Relationship Management and Customer Satisfaction on Customer Loyalty”, Master of Business Administration, Cyprus International University, August, 2014.

3 Erkan Özmen, “Perceptions on Economic, Social and Environmental Effects of Yachting Tourism Development in TRNC”, Master of Business Administration, Cyprus International University, August, 2014.

2 Henry. “Perception of Justice in Performance Appraisal and Effect on Employee Satisfaction: A Case Study of Northern Cyprus Banks”, Master of Business Administration, Cyprus International University, August, 2012.

1 Kolawole Julius Oladotun. Motivational Factors of Cyprus Life Hospital Staff, North Cyprus, Master of Business Administration, Cyprus International University, June, 2012.

### **Completed MASTER Graduation Projects**

· Junaid Khawar, Logistics & Supply Chain Management In Restaurant Industry Of Famagusta, Master of Business Administration, Eastern Mediterranean University, July, 2018.

· Sandra Amaka Ogbuagu, “Decisive Factors in Medical Tourism: A Case Study of Nigerian Students Living in The Turkish Republic of Northern Cyprus”, Master of Tourism and Hospitality Management, Cyprus International University, August, 2015.

· Sandra Amaka Ogbuagu, “Decisive Factors in Medical Tourism: A Case Study of Nigerian Students Living in The Turkish Republic of Northern Cyprus”, Master of Tourism and Hospitality Management, Cyprus International University, August, 2015.

· Zarina Zaynullina, “The Impact of Service Quality on Customer’s Satisfaction: A Study Of ‘Dedeman Silk Road’ Hotel In Tashkent, Uzbekistan”, Master of Tourism and Hospitality Management, Cyprus International University, August, 2014.

· Atif Rafiq, “Influence of Brand Management on Consumer Satisfaction within The Hospitality Industry”, Master of Business Administration, Cyprus

International University, June, 2014.

## COURSES TAUGHT

- Contemporary Issues in International Hospitality and Tourism Management
- Cost Analysis and Control
- Current Issues in Tourism and Hospitality Research
- Current Issues in Tourism and Hospitality Research (Ph.D. Course)
- Economics I
- Food and Beverage Cost Control
- Front Office Operations
- Hospitality Management
- Housekeeping Operations
- Human Resources Management (Master & PhD Level Course)
- Information Systems for Hotel Operations (OPERA)
- International Tourism
- International Tourism (Master Course)
- Introduction to Management
- Introduction to Tourism and Hospitality Industry
- Issues and Influences in Tourism
- Mikro Ekonomi
- Nutrition, Hygiene and Food Safety
- Operations Management
- Organizational Behavior
- Sustainable Tourism Development
- Sustainable Tourism Management (Master Course)
- Total Quality Management
- Tourism Economics
- Tourism Policy and Planning
- Travel and Tour Operations
- Yiyecek ve İçecek İşletmelerinde Yönetim
- Yönetim

## OTHER PUBLICATIONS

- Oztüren, A., “Keşfedilmeyi Bekleyen Destinasyon: Kuzey Kıbrıs Türk Cumhuriyeti (KKTC)”, TÜROFED Dergisi, Sayı: 7, Nisan, 2007.
- Oztüren, A., “Stratejik Analiz Kavramı Hakkında Bir Tartışma”, *Normatif*:



## Curriculum Vitae

*Aylık Ticaret ve Ekonomi Dergisi*, Yıl: 3, Sayı 1-2.

- Feridun, M. ve Oztüren, A., “Avrupa Birliği ve Euro”, *Normatif: Aylık Ticaret ve Ekonomi Dergisi*, Yıl: 2, Sayı 7-8.

### EDITORIAL REVIEW BOARD

- Worldwide Hospitality and Tourism Themes, ISSN: 1755-4217
- Journal of Tourism and Management Research, ISSN: 2149-6528
- Scientific Journals International, ISSN 1556-6757
- Interdisciplinary Journal of Information, Knowledge, and Management, ISSN Print 1555-1229, Online 1555-1237, CD-ROM 1555-1245
- The First International Future of Tourism Congress: Innovation, Entrepreneurship and Sustainability (Futourism 2017)

### CONFERENCE COMMITTEES

§ Organizing Committee Co-Chair, 9th Tourism Graduate Students Research Congress, April 2018, Eastern Mediterranean University and Anatolia Tourism Academy, Famagusta, Cyprus.

§ Organizing Committee Co-Chair, 7th Advances in Hospitality & Tourism Marketing & Management (AHTMM) Conference, Famagusta, Cyprus, 10-15 July 2017. Eastern Mediterranean University and Washington State University.

§ Secretary General, 5th Eastern Mediterranean Tourism Symposium, Eastern Mediterranean University Famagusta, Cyprus.

- Co-Chair of the Track on “Global Tourism Development and Hospitality Management”, 24th Annual World Business Congress – International Management Development Association (IMDA) on “Challenges and Opportunities of Global Business in the New Millennium: Contemporary Issues and Future Trends”, Eastern Mediterranean University, Famagusta, North Cyprus, TRNC, May 27-31, 2015.
- Scientific Committee Membership, “VIII. Lisansüstü Turizm Öğrencileri Araştırma Kongresi”, Ürgüp, Nevşehir, Turkey, April, 14-17, 2016.

### OTHER ACADEMIC DUTIES AND ACTIVITIES

- Vice Dean, Faculty of Tourism, Eastern Mediterranean University, March 2017 – Ongoing. Responsible for Tourism and Hotel Management Undergraduate program, graduate programs, Civil Aviation Cabin Services Associate Program, accreditations, international relations, and development of academic programs.
- Organizer, Association of European Hospitality and Tourism Schools (AEHT) Youth Parliament, 2-6 May 2017.
- Guest Speaker, Future of Tourism Platform Presidents Camp, April 2017.
- TEDQUAL Accreditation Supervision, Faculty Coordinator, February 2017.
- Consultant Instructor and General Assembly Speaker, 29th Regular Conference, Competitions and General Assembly of the Association of European Hospitality and Tourism Schools (AEHT), 24-27 October 2016.
- Presenter and Track Chair, “New Trends in Tourism Sector”, Economic

Cooperation Organisation (ECO) Workshop, Kyrenia, North Cyprus, TRNC, April 28-30, 2015.

- Expert Lecturer, Interpersonal Communication Management at Workplace, Cyprus Turkish Chamber of Industry, March 2011.
- Expert Lecturer, Creating Customer Value, Acapulco Resort Convention Spa Hotel, May, 2011.
- Tourism Advisory Board Member, TRNC Ministry of Tourism, Environment and Culture, 2007-2008.
- TRNC Ministry of Labor and Social Welfare, Social Services Department, Management and Leadership Seminar, Nicosia: 13-16 / 19-21 September 2006.

## REFERENCES

1. Prof. Dr. Hasan KILIÇ Eastern Mediterranean University, TRNC  
Email: [hasan.kilic@emu.edu.tr](mailto:hasan.kilic@emu.edu.tr) Dean, Faculty of Tourism  
Tel.: +90 392 630 1269
2. Prof. Dr. Nüket SARACEL Doğuş University, Turkey  
Email: [nsaracel@dogus.edu.tr](mailto:nsaracel@dogus.edu.tr) Former Vice Rector of the CIU  
Tel.: +90 216 444 79 97 / 1517
3. Prof. Dr. Mustafa TÜMER Eastern Mediterranean University, TRNC  
Email: [mustafa.tumer@emu.edu.tr](mailto:mustafa.tumer@emu.edu.tr) Chair, Department of Business Administration  
Tel.: +90 392 630 1293 Rector, University of Social Sciences
4. Prof. Dr. Güven SEVİL Anadolu University, Turkey.  
Email: [gsevil@anadolu.edu.tr](mailto:gsevil@anadolu.edu.tr)  
Tel.: +90 (222) 335 0580 / 2769