



Osman M. KARATEPE, Ph.D.
Professor of Marketing

Faculty of Tourism, Eastern Mediterranean University

Managing Editor

Journal of Hospitality and Tourism Insights (Emerging Sources Citation Index-ESCI and Scopus ranked journal-CiteScore-2022: 4.4)

Regional Editor for the Middle East and Africa

International Journal of Contemporary Hospitality Management (Impact Factor-2021:9.321)

Fellow

Hospitality and Tourism Management Academy: A Research Community

Scholar Google h-index: 78

Scopus h-index: 56

Web of Science h-index: 50

Contact Details:

Faculty of Tourism
Eastern Mediterranean University
Gazimagusa, North Cyprus
P.O. Box 99628, Via Mersin 10, Turkey

Phone: +90 392 630 1116
Fax: +90 392 365 1584
Mobile Phone: +90 533 8672797/+90 532 3778522
E-mail: osman.karatepe@emu.edu.tr or
osmanmkaratepe@hotmail.com
Google Scholar Profile:
https://scholar.google.com/scholar?hl=tr&as_sdt=0%2C5&q=OM+Karatepe&og=
Orcid: <https://orcid.org/0000-0003-3120-8755>
Web of Science Researcher ID: H-7108-2012
Scopus ID: 8581953400

Personal Information

Place of Birth	Trabzon, TURKEY
Date of Birth	March 20, 1970
Marital Status	Married with two children
Nationality	Turkish and Turkish Cypriot

Education

Ph.D. (2002)	Business Administration	Hacettepe University, Turkey
M.S. (1997)	Production Management and Marketing	Gazi University, Turkey

Academic Positions Held

- Professor of Marketing, Faculty of Tourism, Eastern Mediterranean University - December 2011 - present
 - Eminent Scholar, Department of Global Business, School of Global Eminence, Kyung Hee University, Seoul, Republic of Korea – December 2022 – present
 - Visiting Research Professor, Faculty of Finance and Management in Wroclaw, WSB University in Wroclaw, Poland – August 15, 2021 - present
 - Professor of Marketing, School of Tourism and Hospitality Management, Eastern Mediterranean University – December 2011 - February 2012
 - Associate Professor of Marketing, School of Tourism and Hospitality Management, Eastern Mediterranean University - November 2005 - December 2011
 - Assistant Professor of Marketing, School of Tourism and Hospitality Management, Eastern Mediterranean University - September 2002 - November 2005
 - Senior Instructor, School of Tourism and Hospitality Management, Eastern Mediterranean University - September 1999 - September 2002.
 - Senior Instructor, Faculty of Management and Vocational School, Atilim University, Turkey - February 1999 - June 1999.
 - Senior Instructor, Vocational School of Social Sciences, Baskent University, Turkey - January 1997 - December 1998.
 - Senior Instructor, School of Tourism and Hotel Management, Bilkent University - September 1992 - December 1996.
 - Senior Instructor (part-time), International Programs of Tourism, Gazi University - September 1997 - June 1999.
 - Senior Instructor (part-time), Turkish Marketing Foundation, BILSIT, Turkey - September 1995 - June 1997.
-

Membership, Awards, Accolades, and Honors

Note: Some of Professor **Osman M. Karatepe**'s achievements can be found in the following link:

<https://www.emu.edu.tr/news?tag=osman+m.+karatepe>

- According to <https://research.com/u/osman-m-karatepe>, based on D-Index and Metrics in the field of business and management, **Osman M. Karatepe** ranked #1 in Cyprus (20022 and 2023) and 164 in the world.
- In a study of 20 years workplace diversity research in hospitality and tourism conducted by Mohammadi, Bhati, and Ng (2022), **Osman M. Karatepe** was shown as the most productive and influential scholar in hospitality and tourism, having the highest h-index among other top authors' lists.
- Liu, Wei, and Li's (2022) systematic review of work-family enrichment in hospitality research indicated that **Osman M. Karatepe** led the work-family enrichment research outside the United States.

- In a bibliometric study of work engagement in the hospitality and tourism industry conducted by Han, Yang, and Mohamed (2022), **Osman M. Karatepe** was shown as the most prolific scholar in the field of work engagement in hospitality and tourism.
- Sharma, Taheri, Gupta, and Chopra's (2022) study over 33 years of the hospitality research in the International Journal of Contemporary Hospitality Management demonstrated that **Osman M. Karatepe** was among the topmost productive researchers with the highest h-index.
- According to a study by Asvin Goel (P-Rank 2022 The top 1000 contributors, the top 1000 collaborators, and the top 250 individuals in business research-January 02, 2022), **Osman M. Karatepe** ranked #46 in the top 1000 contributors and top 250 individuals (single-authored papers) of the ABDC Journal Quality List-Australian Business Deans Council. He ranked #1 among researchers in these categories in Turkey. **Osman M. Karatepe** ranked #77 in the top 1000 collaborators of the ABDC Journal Quality List-Australian Business Deans Council. In the same study, **Osman M. Karatepe** ranked #75 in the top 250 contributors of the Scimago Journal Ranks. He also ranked #1 among researchers in the abovementioned categories in Turkey. Other than **Osman M. Karatepe**, there is no academician in North Cyprus shown in the abovementioned lists or rankings.
- In a bibliometric review about the Journal of Human Resources in Hospitality and Tourism (JHRHT) by Singh, Singh, and Sibi (2022), **Osman M. Karatepe** was shown as the most productive and influential author published 11 articles in the JHRHT. In terms of author, he was the most cited author.
- According to an article by Pelit and Katircioglu (2022) published in the International Journal of Contemporary Hospitality Management, **Osman M. Karatepe** was shown as the most frequently cited author in the field of human resource management in the hospitality and tourism literature.
- According to the AD scientific index, **Osman M. Karatepe** ranked as #1 (with the highest h-index according to Google Scholar citations database in 2021) in the disciplines of business and management (#73 in Europe and #282 in the world) and marketing (#6 in Europe and #45 in the world) at Eastern Mediterranean University and in the Turkish Republic of Northern Cyprus (<https://www.adscientificindex.com/scientist.php?id=83668>).
- In a recent Stanford study by Ioannidis J. P. A., Baas J., Klavans, R. and Boyack, K. W. (2020). A standardized citation metrics author database annotated for scientific field. PLoS Biol 17(8), e3000384, **Osman M. Karatepe** ranked among the top 2% scientists in the world.
- Best Reviewer, The Service Industries Journal, 2020.
- Outstanding Reviewer, International Journal of Contemporary Hospitality Management, 2020.
- In an article by Ioannidis, J. P. A., Baas, J., Klavans, R., and Boyack, K. W. (2019) appeared in Plos Biology, 100,000 top scientists out of almost 7,000,000 were identified based on various criteria such as h-index, number of publications, and number of citations. **Osman M. Karatepe** ranked as one of the most influential scientists in the world. He ranked **47,425** in a career-long impact-2017 (**#1** in the field of Economics and Business in North Cyprus and **#2** in Turkey), **8,077** in a single-year impact (**#1** in the field of Economics and Business in North Cyprus and Turkey), and **33,555** in a career-long impact-2018 (**#1** in the field of Economics and Business in North Cyprus and Turkey).
- Recipient of the citations award for the years between 2017, 2018, 2019, 2020, and 2021 (Ranked #1 in the Faculty of Tourism and #1 at Eastern Mediterranean University) (Granting this award started in 2017)
- Recipient of the research incentive award for the years between 2017, 2018, and 2019 (Ranked #1 in the Faculty of Tourism) at Eastern Mediterranean University (Granting this award started in 2017)

- Recipient of the publication achievement award for the years between 2017, 2018, 2019, 2020, and 2021 (Ranked #1 in the Faculty of Tourism) at Eastern Mediterranean University (Granting this award started in 2017)
- In an article by Acar, D. and Yilmaz, E. G. (2019) appeared in *Anatolia (Turkish): Journal of Tourism Research*, **Osman M. Karatepe** ranked in the 1st place as the most prolific author for articles (Social Sciences Citation Index) in the international tourism research addressed from Turkey.
- In an article by Ali, F., Park, E., Kwon, J., and Chae, B. (2019) published in the *International Journal of Contemporary Hospitality Management (IJCHM)*, **Osman M. Karatepe** was shown among the authors with the most publications in the *IJCHM*. Specifically, he ranked in the 2nd place as the most prolific author in the *IJCHM* between 2009 and 2018.
- In an article by Mulet-Forteza, C., Genovart-Balaguer, J., Merigó, J. M., and Mauleon-Mendez, E. (2019) published in the *IJCHM*, **Osman M. Karatepe** ranked in the 3rd place regarding the *h*-index associated with the papers in the *IJCHM*.
- In an article published by Cunill, O. M., Salvá, A. S., Gonzalez, L. O., and Mulet-Forteza, C. (2019) published in *the International Journal of Hospitality Management*, **Osman M. Karatepe** was shown among the most cited authors in the field of marketing and psychology.
- In an article by Guzeller, C. O. and Celiker, N. (2018) published in the *Advances in Hospitality and Tourism Research*, **Osman M. Karatepe** ranked in the 1st place as the most prolific author for articles addressed from Turkey. This article further reported that **Osman M. Karatepe** published 13.6% of the articles published between 2007 and 2016 and addressed from Turkey.
- In an article by Okumus, F., Koseoglu, M.A., Putra, E.D., Dogan, I. C., and Yildiz, M. (2019) published in the *Journal of Hospitality and Tourism Research*, **Osman M. Karatepe** ranked 1st in Europe and 2nd in the world in terms of the number of articles. This evaluation was made based on a bibliometric analysis of lodging-context research that consisted of the articles (more than 2,500 articles contributed by more than 3300 authors from more than 1,100 institutions in more than 70 countries) published in 16 leading hospitality-, tourism-, and service-related journals between 2001-2016 (the second period).
- According to one chapter (Synopsis of Empirical Studies on Engagement in Hospitality and Tourism Research) in a book edited by Burke, R. J. and Hughes, J. C. (2018), **Osman M. Karatepe** was identified as the most prolific author in the field of work engagement in the hospitality management literature.
- **Osman M. Karatepe** was elected and inducted as *Fellow of the Hospitality and Tourism Management Academy: A Research Community* for his outstanding scholarly contribution to the field of hospitality and tourism management. (March 2017-present) (<http://www.htmacademy.com/htm-academy-fellows/professor-osman-m-karatepe/>)
- Outstanding Reviewer, *Tourism Management*, March 2017.
- Outstanding Reviewer, *International Journal of Hospitality Management*, January 2017.
- In an article by Li, X., Ma, E., and Qu, H. (2017) published in the *International Journal of Hospitality Management*, **Osman M. Karatepe**'s three papers were shown among the highly cited papers. He was also shown among the core scholars in the hospitality field. Specifically, he ranked 1st in Europe and 5th in the world.

- The following paper was selected for *Best Paper of a Track*.
Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2017). What factors contribute to or detract from employees' commitment to their organizations? A two-sector analysis. *American Society of Business and Behavioral Sciences, 24th Annual Conference*, March 23-26, Las Vegas.
- The following paper was selected for *Best Paper of a Track*.
Yavas, U., Babakus, E., & **Karatepe, O. M.** (2016). Do the predictors of work outcomes converge? An exploration in banks. *American Society of Business and Behavioral Sciences, 23rd Annual Conference*, February 18-21, Las Vegas.
- Outstanding Reviewer, *Journal of Business Research*, December 2016
- **Osman M. Karatepe** ranked 120th among the Top "5000" Scientists in all disciplines in Turkish Institutions (Turkey, Europe/Asia) and 1st at Eastern Mediterranean University based on data gathered from the Google Scholar Citations public profiles during the first week of October 2015.
- In an article by Dev, C. S., Parsa, H. G., Parsa, R. A., & Bujisic, M. (2015) published in the *Journal of Teaching in Travel and Tourism*, **Osman M. Karatepe** ranked 1st in Europe and 6th in the world based on Dp2 index that included four productivity factors such as number of publications, number of citations, consistency, and longevity in the hospitality field.
- The following paper was selected as the *Donald Sawyer Best Paper in Branding, Strategy and Research Award Winner*.
Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2015). Positive affectivity as a buffer in burnout-turnover intentions and burnout-extra-role performance relationships. *Marketing Management Association Spring Conference, Change as a Constant*, March 25-27, Chicago.
- In a recent article by Zopiatis, A., Theodosiou, P., & Constanti, P. (2015) published in *Scientometrics*, **Osman M. Karatepe** was shown among the twenty-two prolific authors in hospitality and tourism research in the second Era in the world.
- **Osman M. Karatepe** was ranked 106th among the Top "1000" Scientists in all disciplines in Turkish Institutions (Turkey, Europe/Asia) and 1st at Eastern Mediterranean University based on data gathered from the Google Scholar Citations public profiles during the third week of December 2014.
- In Way, K. A., Harrington, R. J., & Ottenbacher, M. C.'s (2012) study published in the *Journal of Culinary Science and Technology*, **Osman M. Karatepe** was recognized as one of the most prolific researchers regarding the number of articles in the field of hospitality marketing and hospitality human resources management in eight major hospitality journals from 2001 to 2010. **Osman M. Karatepe** was ranked 2nd in Europe and 11th in the world.
- According to Park, K., Phillips, W.M. J., Canter, D. D., & Abbott, J.'s (2011) article published in the *Journal of Hospitality and Tourism Research*, **Osman M. Karatepe** was recognized as one of the most prolific researchers regarding the number of articles in the field of hospitality marketing and hospitality human resources management in six major journals from 2000 to 2009. Specifically, **Osman M. Karatepe** was ranked 2nd in Europe and 18th in the world.
- Interview with EMU Researchers (**Osman M. Karatepe** and Georgiana Cojocaru): *Tourism Management Graduate Student and her Supervisor in the EMU Research Newsletter-2011*, 7 (3), 14-6.
- Listed in the 29th edition of the Marquis Who's Who in the World 2012

- Listed in the 28th edition of the Marquis Who's Who in the World 2011
- Listed in the 34th edition of the Dictionary of International Biography
- Listed in the 25th Silver Anniversary Edition of Marquis Who's Who in the World
- **Osman M. Karatepe's** short bio was included in a book called Tirebolu'dan Simalar: Osmanli'dan Cumhuriyete Degerlerimiz (Well-Known People from Tirebolu: Our People from the Ottoman Empire to the Republic of Turkey), which was published in Turkish in 2005.
- Outstanding Performance and Departmental Excellence in Research Studies during the 2004 - 2005 Fall Semester in the School of Tourism and Hospitality Management at Eastern Mediterranean University
- The following paper received a Highly Commended Article Award from Emerald Literati Club:

Yavas, U., **Karatepe, O. M.**, Avci, T. & Tekinkus, M. (2003). Antecedents and outcomes of service recovery performance: An empirical study of frontline employees in Turkish banks. *International Journal of Bank Marketing*, 21(5), 255-265.
- The following paper was designated as a Research Implications Hall of Fame Article by Emerald Management Reviews:

Johns, N., Avci, T., & **Karatepe, O. M.** (2004). Measuring service quality of travel agents: Evidence from Northern Cyprus. *The Service Industries Journal*, 24(3), 82-100.
- The following paper was designated as an Originality and Research Implications Hall of Fame Article by Emerald Management Reviews:

Babakus, E., Yavas, U., **Karatepe, O. M.**, & Avci, T. (2003). The effect of management commitment to service quality on employees' affective and performance outcomes. *Journal of the Academy of Marketing Science*, 31(3), 272-286.
- The Most Successful Instructor (1999 - 2000 Fall Semester) in the School of Tourism and Hospitality Management at Eastern Mediterranean University
- Graduated from the Department of Tourism and Hotel Management, the School of Tourism and Hotel Management with the highest CGPA of 3.86 (out of 4.00) at Bilkent University
- Granted scholarships for three years at Bilkent University
- High Honor Student, 1988 - 1989, 1989 - 1990, 1990 - 1991, and 1991 - 1992 at Bilkent University

Recent Teaching Responsibilities at Eastern Mediterranean University

- TMKT313 Marketing for Tourism and Leisure Industry I (undergraduate: a third-year course)
 - TMKT314 Marketing for Tourism and Recreation Industry II (undergraduate: a third-year course)
 - GAST406 Foodservice Marketing (in Turkish) (undergraduate: a fourth-year course)
 - TOUR504 Marketing Management for Tourism and Hospitality Industry (a master level course)
 - TOUR502 Strategic Management for Tourism and Hospitality Industry (a master level course)
 - TOUR601 Quantitative Research Methods (a doctoral level course)
 - HOTM502 Strategic Management for Tourism and Hospitality Industry (an online master level course)
 - HOTM512 Marketing Management for Tourism and Hospitality Industry (an online master level course)
-

Recent Teaching Evaluations

<i>Academic Year</i>	<i>Course</i>	<i># of Students Enrolled</i>	<i># of Students Completed Evaluations</i>	<i>Student Ratings for the Instructor</i>
2020 – 21 Fall Semester	TOUR600 Ph.D. Thesis	1	1	4.00
2020 – 21 Fall Semester	TOUR601 Quantitative Research Methods	1	1	4.00
2020 – 21 Fall Semester	TOUR502 Strategic Management for Tourism and Hospitality Industry	17	5	3.60
2020 – 21 Fall Semester	TMKT314 Marketing for Tourism and Recreation Industry II	11	5	3.68
2020 – 21 Fall Semester	GAST406 Foodservice Marketing	35	10	3.71
2020 – 21 Fall Semester	GAST406 Foodservice Marketing	42	7	3.51
2020 – 21 Spring Semester	TOUR601 Quantitative Research Methods	6	2	3.80
2020 – 21 Spring Semester	TOUR504 Marketing Management for Tourism and Hospitality Industry	8	2	3.90
2020 – 21 Spring Semester	TOUR502 Strategic Management for Tourism and Hospitality Industry	16	2	3.00
2020 – 21 Spring Semester	TMKT314 Marketing for Tourism and Recreation Industry II	25	5	3.60
2020 – 21 Spring Semester	HOTM502 Strategic Management for Tourism and Hospitality Industry	12	2	3.90
2021 – 22 Fall Semester	GAST406 Foodservice Marketing	20	4	3.48
2021 – 22 Fall Semester	TMKT314 Marketing for Tourism and Recreation Industry II	23	7	3.40
2021 – 22 Fall Semester	TOUR502 Strategic Management for Tourism and Hospitality Industry	11	1	2.80
2021 – 22 Fall Semester	TOUR601 Quantitative Research Methods	5	2	4.00
2021 – 22 Spring Semester	TOUR502 Strategic Management for Tourism and Hospitality Industry	12	7	3.81
2021 – 22 Spring Semester	GAST406 Foodservice Marketing	21	13	3.43
2021 – 22 Spring Semester	GAST406 Foodservice Marketing	21	11	3.53
2021 – 22 Spring Semester	HOTM502 Strategic Management for Tourism and Hospitality Industry	13	1	3.20
2022 – 23 Fall Semester	GAST406 Foodservice Marketing	18	10	3.64
2022 – 23 Fall Semester	HOTM512 Marketing Management for Tourism and Hospitality Industry	13	3	3.57
2022 – 23 Fall Semester	TMKT314 Marketing for Tourism and Recreation Industry II	22	10	3.17
2022 – 23 Fall Semester	TOUR600 Ph.D. Thesis	7	1	4.00
2022 – 23 Fall Semester	TOUR601 Quantitative Research Methods	5	1	4.00

Notes: TOUR502, 504, and 601 are graduate courses and the rest are undergraduate courses. The highest score for student ratings is 4.00.

Invited Guest Editors/Panelists/Lectures/Seminars, and Keynote Speeches

2023

- Keynote Speaker, Internal Green Marketing: A Catalyst of Action in Environmental Sustainability, WSB Merito University Gdansk 2023 Conference on Sustainable and Socially Responsible Development in the Network of Socioeconomic Relations, September 28-30, Gdansk, Poland <https://www.conference2023-wsb-gda.pl>
- Moderator and Speaker, Editors' Panel, The Conference on Managing Tourism across Continents (in person and online) on March 15-18, Istanbul, Turkey <https://mtcon.org/editors/>

2022

- Guest Speaker, Research Publications: Understanding Editor's Perspectives (online), Center for Learning, Writing & Support Services, Bahria Business School, Pakistan, September 05, 2022 https://www.youtube.com/watch?v=l7_XdtG9aXc&t=3144s
- Co-Chair, The Conference on Managing Tourism across Continents (in person and online) on March 24-27, Antalya, Turkey
- Guest Editor (other Editors: Fangfang Shi and Fevzi Okumus and), 2022, "Creativity in the competitive service environment", *The Service Industries Journal*, 6 papers published. <https://www.tandfonline.com/doi/full/10.1080/02642069.2022.2052593>
- Guest Editor, 2022, "Marketing management in hospitality and tourism industries", *Sustainability*, 10 papers published.

2021

- Seminar (in Turkish) on "The Process of Preparing and Submitting an Article to a Journal" given to academicians and graduate students, organized by Tourism Academia (Anatolia) and Kadir Has University, Turkey on April 27, 2021. <https://www.youtube.com/watch?v=fODHYVaZTso>
- Panelist, Experience Conservation (in Turkish), The conference on Managing Tourism across Continents, Turkey, April 03, 2021 <https://www.youtube.com/watch?v=Z9P5SbqoNDc&t=4044s>
- Seminar on 'Writing a Publishable Manuscript' given to Ph.D. students as well as faculty members in the Department of Business Administration in the Faculty of Business at Atilim University, Ankara, Turkey on February 25, 2021

2020

- Invited lecture (online, master program), "Internal green marketing", November 16, 2020, National Kaohsiung University of Hospitality and Tourism, Taiwan.
- Invited lecture (online, undergraduate program), "Internal green marketing", November 17, 2020, National Kaohsiung University of Hospitality and Tourism, Taiwan.
- Panelist, "Can human resource management contribute toward hospitality companies' performance recovery in the aftermath of COVID-19-The bright side of human resource management?", November 06, 2020, The U.S.-Asia Center for Tourism and Hospitality Research, Temple University. <https://www.youtube.com/watch?v=9DB6E78l6C8>

- Keynote speaker, “Common method variance in hospitality and tourism research: Reality or artifact”, International Travel and Tourism Dynamics, October 08, 2020, Faculty of Tourism, Ankara Haci Bayram Veli University, Ankara, Turkey.

2019

- Invited Ph.D. lecture (online) on “Current Research Topics and Methodologies in Services Marketing”, in the Rosen College of Hospitality Management at the University of Central Florida on November 05, 2019
- Invited speaker/panelist on “Common Method Variance: A Review of Papers Published in the Journal of International Business Studies” at the 28th Annual CIMaR (Consortium for International Marketing Research) Conference in Ankara, Turkey (on June 19, 2019). This conference was hosted by the School of Business at Atılım University. Georgia State University CIBER (Center for International Business Education and Research) served as a co-sponsor to the conference
- Seminar on ‘How to Evaluate Common Method Variance in Empirical Studies’ given to Ph.D. and master students as well as faculty members at Cyprus International University, Lefkosa, Turkish Republic of Northern Cyprus, on March 26, 2019
- Seminar on ‘Issues to be Considered in Preparing a Publishable Manuscript in Social Sciences’ given to Ph.D. and master students as well as faculty members in the Faculty of Business at Atılım University, Ankara, Turkey on February 08, 2019

2018

- Keynote Speaker, ‘Reviewers’ Comments during the Paper Review Process: What Should Be Done and What Should Not Be Done?’, International EMI Entrepreneurship and Social Sciences Congress, (jointly organized by Cyprus Social Sciences University, Nisantasi University, Halic University, and the EMI Journal, April 27-29), Lefkosa, North Cyprus – 2018
- Keynote Speaker, ‘How to Avoid Common Method Bias in Empirical Studies’, 9th Tourism Graduate Students Research Congress, (jointly organized by Eastern Mediterranean University and Anatolia Tourism Academy, April 05-08), Gazimagusa, North Cyprus - 2018

2017

- Seminar on ‘How to Write and Prepare a Good Journal Paper’ given to Ph.D. and master students as well as faculty members in the Faculty of Business at Sakarya University, Adapazari, Turkey on October 23-24, 2017
- Taught Marketing Management at the doctoral level at National Kaohsiung University of Hospitality and Tourism in Taiwan (intensive program-45 hours) on September 25-October 06, 2017
- Keynote Speaker, Publishing in Leading International Journals, 7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference, (jointly organized by Eastern Mediterranean University and Washington State University, July 10-15), Gazimagusa, North Cyprus - 2017

2015

- How to Prepare a Publishable Manuscript, TEDxEMUniversity on May 13, 2015

2012

- Keynote Speaker, Conference on Strategic Management in the Tourism and Hospitality Industry in Mashhad, Iran, December 14, 2012

- Lecture on How to Increase Profitability through Service Quality and Value Given to a Group of Iranian Industry Representatives and Students at Eastern Mediterranean University on July 18, 2012
- Lecture on Service Quality Management in the Hospitality Industry Given to a Group of Iranian Students and Academicians at Eastern Mediterranean University on May 11, 2012
- Taught Marketing Management to a group of industry executives and entrepreneurs in Tehran, Iran (intensive program-45 hours) in February 2012
- Lecture on How to Prepare an Effective Course Outline for Undergraduate, Master and Doctoral Level Courses Given to a Group of Instructors from Azerbaijan at Eastern Mediterranean University on January 31, 2012

2011

- Lecture on How to Cope with Deviant Customer Behavior in the Hospitality Industry Given to a Group of Iranian Students at Eastern Mediterranean University on September 19, 2011

2010

- Lecture on the Service Guarantees in the Hospitality Industry Given to a Group of Iranian Students at Eastern Mediterranean University on July 26, 2010

Master and Ph.D. Theses Supervised / Co-Supervised

Master Theses Supervised

- Abardeh, H. C. (2014), "Perceived crowding, emotional dissonance and their effects on emotional exhaustion and job outcomes: A study in the airline industry. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Agbaim, I. M. (2010). The effect of perceived ethical climate on job outcomes: A study in the Nigerian hotel industry. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Aleshinloye, K. D. (2009). An investigation of the selected consequences of emotional labor: A study of frontline hotel employees in Nigeria. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Azar, A. K. (2010). Work-family conflict and facilitation in frontline service jobs: Evidence from Iranian hotels. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Baddar, L. (2005). Conflicts in the work-family interface and job stress: An empirical study of frontline employees in the Jordanian hotel industry. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Bekteshi, L. (2008). The effects of work-family conflict and facilitation on frontline employee outcomes: A study in the Albanian hotel industry. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.

- Cojocaru, G. (2011). Management commitment to service quality, job embeddedness, and performance outcomes: A study of hotel employees in Romania. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Darban, G. (2019). Consequences of Green Human Resource Management in the Hotel Industry. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Demir, E. (2012). Core self-evaluations, work engagement, and work-family facilitation: An empirical study in the hotel industry. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Douri, B. G. (2012). The effects of job resourcefulness and customer orientation on hotel employee outcomes: An empirical study in Iran. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Ehsani, E. (2011). Antecedents of work-related depression among frontline hotel employees: A study in Iran. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Ekiz, H. E. (2003). Organizational responses to customer complaints in the hotel industry: Evidence from Northern Cyprus. Gazimagusa, North Cyprus: Department of Business Administration, Faculty of Business and Economics, Eastern Mediterranean University.
- Eslamlou, A. (2016). An empirical investigation of job crafting among flight attendants. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Kaviti, R. (2015). The effect of organization mission fulfillment on emotional exhaustion and job outcomes. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Koupaei, S. N. (2021). The behavioral consequences of green human resource management: Evidence from the hotel industry in Northern Cyprus. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Ngeche, R. N. (2010). Work engagement and job embeddedness among frontline hotel employees in Cameroon. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Nkendon, R. A. (2012). Examining the selected consequences of customer-related social stressors in the hotel industry. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Nourafkan, N. J. (2020). Consequences of corporate social responsibility: Evidence form the hotel industry. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Olugbade, O. A. (2009). The impact of work engagement on frontline employees' outcomes: An empirical investigation in the Nigerian hotel industry. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Shahriari, S. (2011). Organizational justice, job embeddedness, and job outcomes: A study of hotel employees in Iran. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Tabrizi, R. (2021). Testing the mediating role of job embeddedness in the relationship between GHRM and hospitality employees' green voice behavior. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.

- Talebzadeh, N. (2015). Psychological capital in the airline industry: Antecedents and outcomes. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Tizabi, L. Z. (2009). Resources, customer aggression, and work outcomes: A study of frontline hotel employees. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Uludag, O. (2004). The effect of burnout on employees' affective and performance outcomes: Evidence from the Northern Cyprus hotel industry. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.
- Vatankhah, S. (2013). Does job embeddedness mediate the effects of high-performance work practices on turnover intentions? A study in the airline industry. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.

Co-Supervised

- Khan, A. (2004). The impact of organizational culture on employees' psychological and Behavioral outcomes: An empirical investigation in the Northern Cyprus hotel industry. Gazimagusa, North Cyprus: School of Tourism and Hospitality Management, Eastern Mediterranean University.

Ph.D. Theses Supervised

- Behnamshirazi, N. (2019). Environmental sustainability. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University, in progress.
- Bouzari, M. (2017). The effects of servant leadership and psychological capital on hotel salespeople's critical job outcomes. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Cojocaru, G. (2016). The effects of high-performance work practices and psychological capital on hotel employees' outcomes: The mediating role of work engagement. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Etehadi, B. (2020). Outcomes of Job insecurity among Service Employees. Gazimagusa, North Cyprus: Faculty of Business and Economics, Eastern Mediterranean University.
- Golomohammadi, N. (2021). Work-family conflict. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University, in progress.
- Ilkhanizadeh, S. (2017). The effect of corporate social responsibility on flight attendants' job outcomes: The mediating role of work engagement. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Koupaei, S. N. (2022). Place and place attachment. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Olugbade, O. A. (2016). Linking challenge and hindrance stressors to employees' behavioral and attitudinal outcomes through work engagement. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Olorunsola, V. O. (2021). Environmental sustainability. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University, in progress.

- Ozturk, A. (2019). The impact of psychological capital on trust in organization and job outcomes. Gazimagusa, North Cyprus: Faculty of Business and Economics, Eastern Mediterranean University.
- Safavi, H. P. (2017). Antecedents and outcomes of career adaptability: An empirical study in the hotel industry. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University.
- Subasi, E. (2022). Green leadership. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University, in progress.
- Sumaneeva, K. (2021). Job crafting. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University, in progress.
- Talebzadeh, N. (2021). Opportunistic behavior. Gazimagusa, North Cyprus: Faculty of Tourism, Eastern Mediterranean University, in progress.

Research Interests

Osman M. Karatepe's research interests are in the areas of services marketing and management, internal marketing, green management and marketing, and strategic management. Specifically, his research interests entail service quality, customer (dis)satisfaction and customer loyalty, internal branding, service recovery performance and customer complaint management, corporate social responsibility, job resourcefulness and customer orientation, destination management and marketing, green hotel management, customer-related social stressors and emotional labor, work-family conflict and facilitation, green human resource management, job embeddedness, mission fulfillment, burnout and work engagement, leadership in the service industries, career adaptability, social media in service settings, internationalization process of small and medium-sized firms, and scale development and validation.

Ph.D. Dissertation Title

The relationship between perceived service quality, customer satisfaction, and purchase intent: A study of bank customers in Gazimagusa, Turkish Republic of Northern Cyprus

Supervisor: Asst. Prof. Dr. Leyla Şentürk Özer

Chair of the Jury: Prof. Dr. Dogan Yasar Ayhan

Members: Prof. Dr. Hasan Isin Dener, Asst. Prof. Dr. Bahtisen Kavak, and Asst. Prof. Dr. Omer Yurtseven

Publications

Professor Karatepe has contributed to the following international journals (refereed scholarly):

Journal of the Academy of Marketing Science (1 article)
Journal of Cleaner Production (1 article)
Journal of Business Research (1 article)
International Journal of Service Industry Management (1 article)
The Service Industries Journal (8 articles)
Journal of Air Transport Management (6 articles)
Journal of Services Marketing (1 article)
Marketing Intelligence and Marketing (1 article)
Service Business (3 articles)
Journal of Retailing and Consumer Services (1 article)
International Journal of Bank Marketing (5 articles)

International Journal of Productivity and Performance Measurement (2 articles)
Services Marketing Quarterly (5 articles)
Health Marketing Quarterly (1 article)
Journal of Financial Services Marketing (1 article)
Journal of Health Management (1 article)
International Journal of Workplace Health Management (1 article)
Journal of Travel and Tourism Marketing (3 articles)
Journal of Hospitality Marketing and Management (formerly known as the *Journal of Hospitality and Leisure Marketing*) (8 articles)
Journal of Management and Organization (2 articles)
Employee Relations (2 articles)
Journal of Organizational Change Management (1 article)
International Journal of Manpower (1 article)
Journal of Management Development (2 articles)
Journal of East European Management Studies (1 article)
E + M Ekonomie a Management (2 articles)
Journal of Business Economics and Management (2 articles)
Ekonomska Istraživanja-Economic Research (4 articles)
Managing Service Quality (1 article)
Cornell Hospitality Quarterly (2 articles)
Tourism Management (5 articles)
International Journal of Hospitality Management (17 articles)
Journal of Hospitality and Tourism Research (1 article)
International Journal of Tourism Research (2 articles)
International Journal of Contemporary Hospitality Management (29 articles)
Current Issues in Tourism (2 articles)
Tourism Management Perspectives (2 articles)
Journal of Hospitality and Tourism Management (6 articles)
Journal of Hospitality and Tourism Insights (3 articles)
International Journal of Hospitality and Tourism Administration (6 articles)
Journal of Human Resources in Hospitality and Tourism (11 articles)
Tourism and Hospitality Research (2 articles)
Journal of Quality Assurance in Hospitality and Tourism (1 article)
Tourism Analysis (1 article)
Tourism Review (2 articles)
Anatolia (1 article)
International Journal of Mental Health Promotion (3 articles)
Sustainability (3 articles)
Sage Open (1 article)
International Hospitality Review (formerly known as *FIU Hospitality Review*) (3 articles)
Tourism: An International Interdisciplinary Journal (2 articles)
Tourism and Hospitality Management (1 article)
European Journal of Tourism, Hospitality and Recreation (1 article)

Professor Karatepe's research has been cited in a number of articles published in international journals. Among others, his research has been cited in such leading journals as the *Journal of Marketing*, the *Journal of Retailing*, the *Journal of Service Research*, the *International Journal of Research in Marketing*, *Industrial Marketing Management*, the *Journal of Personal Selling and Sales Management*, the *International Marketing Review*, the *Journal of Services Marketing*, *European Journal of Marketing*, the *Journal of Service Management*, *Psychology and Marketing*, the *Journal of Business Research*, the *Journal of Business Logistics*, the *International Journal of Production Economics*, the *Journal of Product Innovation Management*, the *Journal of Service Theory and Practice*, the *Journal of Management*, *Academy of Management Review*, *Academy of Management Perspectives*, the *Journal of Applied Psychology*, the *Journal of Vocational Behavior*, the *Journal of Business Ethics*, the *Leadership Quarterly*, *Annual Review of Psychology*, *Personnel Psychology*, the *Journal of Organizational Behavior*, the *Journal of Management Studies*, the *International Journal of Nursing Studies*, the *Journal of*

Advanced Nursing, the Journal of Nursing Management, Aggression and Violent Behavior, the Journal of Occupational Health Psychology, Engineering Applications of Artificial Intelligence, Transportation, the Journal of Air Transport Management, Leisure Sciences, Tourism Management, the International Journal of Hospitality Management, the Journal of Travel Research, Annals of Tourism Research, the Journal of Sustainable Tourism, the Journal of Hospitality and Tourism Research, the International Journal of Contemporary Hospitality Management, and Cornell Hospitality Quarterly. Professor Karatepe has also reviewed almost 1000 manuscripts in a number of leading journals since 2004.

In addition, his research has been widely cited in various refereed proceedings, edited books, textbooks, Ph.D. and master theses, and national journals.

Chapters in Edited Books

2023

258. Saydam, M. B., **Karatepe, O. M.**, Rezapouraghdam, H., & Okumus, F. (2023). Strategic diversity management in hospitality and tourism. *Handbook of Diversity, Equity, and Inclusion Management in the Hospitality Industry*, Manoharan, A., Madera, J. M., & Singal, M.

2022

257. Rezapouraghdam, H., **Karatepe, O. M.**, & Kilic, H. (2022). An investigation of key success factors for kebab as an example of local food tourism in Bonab: Customer perspectives. *Gastronomy, Hospitality, and the Future of the Restaurant Industry: Post-COVID-19 Perspectives*, Borges, A. P., de Almeida, A. L., Vieira, E. P., Dias, R. R., & Rodrigues, P. (eds.), IGI Global, 165-175.

2008

256. **Karatepe, O. M.** (2008). "Work-family conflict and facilitation: Implications for hospitality researchers. In *the Handbook of Hospitality Human Resources Management*, Tesone, D. (ed.), Oxford, U.K.: Butterworth Heinemann, Elsevier, 237-264.

International Journal Publications: Refereed Scholarly

2023

255. Nourafkan, N. J., **Karatepe, O. M.**, & Rezapouraghdam, H. (2023). Corporate social responsibility, workplace spirituality and their effects on green promotive and prohibitive voice behaviors. *Current Issues in Tourism*. **Social Sciences Citation Index (SSCI)**

254. **Karatepe, O. M.**, Okumus, F., Nosrati, S., & Sumaneeva, K. A (2023). Test of a serial mediation model of Machiavellian leadership among hospitality and tourism employees. *International Journal of Hospitality Management*, 111, 103462. **(SSCI)**

253. Ampofo, E. T., & **Karatepe, O. M.** (2023). The effect of abusive supervision on turnover intentions: On-the-job embeddedness versus traditional attitudinal constructs. *Journal of Management and Organization*. **(SSCI)**

252. Bogan, E., Caliskan, C., **Karatepe, O. M.**, & Rezapouraghdam, H. (2023). An investigation of the selected antecedents and consequences of work engagement among hospitality and tourism academicians. *Journal of Hospitality and Tourism Insights*.

251. Yavuz, O., Under, M. M., Okumus, F., & **Karatepe, O. M.** (2023). Industry 4.0 technologies, sustainable operations practices and their impacts on sustainable performance. *Journal of Cleaner Production*, 387, 135951. **(SSCI)**
250. Ampofo, E. T., **Karatepe, O. M.**, Mensah, I., & Wilberforce, M. T. (2023). The effect of employee recognition on restaurant employees' job embeddedness, knowledge sharing, and service orientation: Abusive supervision as a moderator. *International Journal of Contemporary Hospitality Management*. **(SSCI)**
249. Tabrizi, R., **Karatepe, O. M.**, Rezapouraghdam, H., Rescalvo, E., & Enea, C. (2023). Green human resource management, job embeddedness and their effects on restaurant employees' green voice behaviors. *International Journal of Contemporary Hospitality Management*. **(SSCI)**
248. **Karatepe, O. M.**, Dahleez, K., Tahani, J., & Aboramadan, M. (2023). Test of a sequential mediation model of green management innovation. *The Service Industries Journal*, 43(5-6), 312-335. **(SSCI)**
247. Kim, T. T., & **Karatepe, O. M.** (2023). Outcomes of servant leadership among flight attendants: Test of parallel and serial multiple mediating effects. *International Journal of Contemporary Hospitality Management*, 15(3), 848-870. **(SSCI)**
246. **Karatepe, O. M.**, & Kim, T. T. (2023). Job crafting and critical work-related performance outcomes among cabin attendants: Sequential mediation impacts of calling orientation and work engagement. *Tourism Management Perspectives*, 45, 101065. **(SSCI)**
245. **Karatepe, O. M.**, Hassannia, R., Karatepe, T., Enea, C., & Rezapouraghdam, H. (2023). The effects of job insecurity, emotional exhaustion, and met expectations on hotel employees' pro-environmental behaviors: Test of a serial mediation model. *International Journal of Mental Health Promotion*, 25(2), 287-307. **(SSCI)**
244. Uner, M. M., **Karatepe, O. M.**, Cavusgil, S. T., & Kucukergin, K. G. (2023). Does a highly standardized international advertising campaign contribute to the enhancement of destination image? Evidence from Turkey. *Journal of Hospitality and Tourism Insights*.
243. Rezapouraghdam, H., **Karatepe, O. M.**, & Enea, C. (2023). Sustainable recovery for people and the planet through spirituality-induced connectedness in the hospitality and tourism industry. *Journal of Hospitality and Tourism Insights*.
242. **Karatepe, O. M.**, Okumus, F., & Saydam, M. (2023). Outcomes of job insecurity among hotel employees during COVID-19. *International Hospitality Review*.

2022

241. Dogantekin, A., Secilmis, C., & **Karatepe, O. M.** (2022). Qualitative job insecurity, emotional exhaustion and their effects on hotel employees' job embeddedness: the moderating role of perceived organizational support. *International Journal of Hospitality Management*, 105(August), 103270. **(SSCI)**
240. Rozkwitalska, M., Beata, B., Okumus, F., & **Karatepe, O. M.** (2022). The effects of relational and psychological capital on work engagement: The mediation of learning goal orientation. *Journal of Organizational Change Management*, 35(3), 616-629. **(SSCI)**
239. **Karatepe, O. M.**, Hsieh, H., & Aboramadan, M. (2022). The effects of green human resource management and perceived organizational support for the environment on green and non-green hotel employee outcomes. *International Journal of Hospitality Management*, 103(May), 103202. **(SSCI)**
238. Darban, G., **Karatepe, O. M.**, & Rezapouraghdam, H. (2022). Does work engagement mediate the impact of green human resource management on absenteeism and green recovery performance? *Employee Relations*, 44(5), 1092-1108. **(SSCI)**

237. 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*, 34(8), 3084-3112. **(SSCI)**
236. Eluwole, K. K., **Karatepe, O. M.**, & Avci, T. (2022). Ethical leadership, trust in organization and their impacts on critical hotel employee outcomes. *International Journal of Hospitality Management*, 102(April), 103153. **(SSCI)**
235. Akhtar, M. W., **Karatepe, O. M.**, Syed, F., & Hussnain, M. (2022). Leader knowledge hiding, feedback avoidance, and hotel employee outcomes: A moderated mediation model. *International Journal of Contemporary Hospitality Management*, 34(2), 578-600. **(SSCI)**
234. Ampofo, E. T., & **Karatepe, O. M.** (2022). The effects of on-the-job embeddedness and its sub-dimensions on small sized hotel employees' organizational commitment, work engagement, and turnover intentions. *International Journal of Contemporary Hospitality Management*, 34(2), 509-533. **(SSCI)**
233. Kaviti, R., & **Karatepe, O. M.** (2022). Do personality variables predict job embeddedness and proclivity to be absent from work? *International Journal of Mental Health Promotion*, 24(3), 331-345. **(SSCI)**
232. Rastogi, M., & **Karatepe, O. M.** (2022). Informal learning, work engagement and their effects on work-family enrichment. *International Journal of Productivity and Performance Measurement*, 71(7), 2820-2840.
231. Shamirul, I., Amin., M., **Karatepe, O. M.**, & Herjanto, H. (2022). Leader-member exchange, work-family enrichment and their effects on mental health: The moderating role of remote e-work. *International Journal of Workplace Health Management*, 15(6), 657-676.
- 2021**
230. **Karatepe, O. M.**, Rezapouraghdam, H., & Hassannia, R. (2021). Sense of calling, emotional exhaustion and their effects on hotel employees' green and non-green work outcomes. *International Journal of Contemporary Hospitality Management*, 33(10), 3705-3728. **(SSCI)**
229. Aboramadan, M., & **Karatepe, O. M.** (2021). Green human resource management, perceived green organizational support and their effects on hotel employees' behavioral outcomes. *International Journal of Contemporary Hospitality Management*, 33(10), 3199-3122. **(SSCI)**
228. Ozturk, A., **Karatepe, O. M.**, & Okumus, F. (2021). The effect of servant leadership on hotel employees' behavioral consequences: Work engagement versus job satisfaction. *International Journal of Hospitality Management*. 97(August), 102994. **(SSCI)**
227. **Karatepe, O. M.**, Saydam, M. B., & Okumus, F. (2021). COVID-19, mental health problems and their detrimental effects on hotel employees' propensity to be late for work, absenteeism, and life satisfaction. *Current Issues in Tourism*, 24(7), 934-951. **(SSCI)**
226. **Karatepe, O. M.**, Rezapouraghdam, H., & Hassannia, R. (2021). Does employee engagement mediate the influence of psychological contract breach on pro-environmental behaviors and intent to remain with the organization in the hotel industry? *Journal of Hospitality Marketing and Management*, 30(3), 326-353. **(SSCI)**
225. Ozturk, A., & **Karatepe, O.M.** (2021). Servant leadership and work-family enrichment among hotel employees in Russia. *Journal of East European Management Studies*, 26(2), 362-385. **(SSCI)**
224. Eslamlou, A., **Karatepe, O. M.**, & Uner, M. M. (2021). Does job embeddedness mediate the effect of resilience on cabin attendants' career satisfaction and creative performance? *Sustainability*, 13(9), 5104. **(SSCI)**

2020

223. Rezapouraghdam, H., & **Karatepe, O. M.** (2020). Applying health belief model to unveil employees' workplace Covid-19 protective behaviors: Insights for the hospitality industry. *International Journal of Mental Health Promotion*, 22(4), 233-247. **(SSCI)**
222. Ari, E., **Karatepe, O.M.**, Rezapouraghdam, H., & Avci, T. (2020). A conceptual model for green human resource management: Indicators, differential pathways, and multiple pro-environmental behaviors. *Sustainability*, 12(September), 1-18. **(SSCI)**
221. **Karatepe, O. M.**, Aboramadan, M., & Dahleez, K. (2020). Does climate for creativity mediate the impact of servant leadership management innovation and innovative behavior in the hotel industry? *International Journal of Contemporary Hospitality Management*, 32(8), 2497-2517. **(LEAD ARTICLE) (SSCI)**
220. **Karatepe, O. M.**, Rezapouraghdam, H., & Hassannia, R. (2020). Job insecurity, work engagement, and their effects on hotel employees' non-green and nonattendance behaviors. *International Journal of Hospitality Management*, 87(May), 102472. **(SSCI)**
219. Kaya, B., & **Karatepe, O. M.** (2020). Does servant leadership better explain work engagement, career satisfaction, and adaptive performance than authentic leadership? *International Journal of Contemporary Hospitality Management*, 32(6), 2075-2095. **(SSCI)**
218. Kaya, B., & **Karatepe, O. M.** (2020). Attitudinal and behavioral outcomes of work-life balance among hotel employees: The mediating role of psychological contract breach. *Journal of Hospitality and Management*, 42(March), 199-209. **(SSCI)**
217. **Karatepe, O. M.**, & Kim, T. T. (2020). Investigating the selected consequences of boreout among cabin crew. *Journal of Air Transport Management*, 82(January), 101739. **(SSCI)**
216. Bouzari, M., & **Karatepe, O. M.** (2020). Does optimism mediate the influence of work-life balance on hotel salespeople's life satisfaction and creative performance? *Journal of Human Resources in Hospitality and Tourism*, 19(1), 82-101.
215. Talebzadeh, N., & **Karatepe, O. M.** (2020). Work social support, work engagement and their impacts on multiple performance outcomes. *International Journal of Productivity and Performance Management*, 69(6), 1227-1245.

2019

214. **Karatepe, O. M.**, Kim, T. T., & Lee, G. (2019). Is political skill really an antidote in the workplace incivility-emotional exhaustion and outcome relationship in the hotel industry? *Journal of Hospitality and Tourism Management*, 40(September), 40-49. **(SSCI)**
213. Safavi, H. P., & **Karatepe, O. M.** (2019). The effect of job insecurity on employees' job outcomes: The mediating role of job embeddedness. *Journal of Management Development*, 38(4), 288-297.
212. Olugbade, O. A., & **Karatepe, O. M.** (2019). Stressors, work engagement and their effects on hotel customer-contact employee outcomes. *The Service Industries Journal*, 39(3-4), 279-298. **(SSCI)**
211. Hsieh, H., & **Karatepe, O. M.** (2019). Outcomes of workplace ostracism among restaurant employees. *Tourism Management Perspectives*, 30(April), 129-137. **(SSCI)**
210. Kim, T. T., **Karatepe, O. M.**, & Chung, U. Y. (2019). Got political skill? The direct and moderating impact of political skill on stress, tension, and outcomes in restaurants. *International Journal of Contemporary Hospitality Management*, 31(3), 1367-1389. **(SSCI)**

209. Hidayah, I. S. N., Suan, C. L., & Karatepe, O. M. (2019). The effects of supervisor support and self-efficacy on call center employees' work engagement and quitting intentions. *International Journal of Manpower*, 40(4), 688-703. **(SSCI)**
208. Karatepe, O. M., Ozturk, A., & Kim, T. T. (2019). The effects of nonwork and personal resources on frontline bank employees' work engagement and critical job outcomes. *International Journal of Bank Marketing*, 37(3), 858-879. **(SSCI)**
207. Ozturk, A., & Karatepe, O. M. (2019). Frontline hotel employees' psychological capital, trust in organization and their effects on nonattendance intentions, absenteeism, and creative performance. *Journal of Hospitality Marketing and Management*, 28(2), 217-239. **(SSCI)**
206. Etehad, B., & Karatepe, O. M. (2019). The impact of job insecurity on critical hotel employee outcomes: The mediating role of self-efficacy. *Journal of Hospitality Marketing and Management*, 28(6), 665-689. **(LEAD ARTICLE) (SSCI)**
205. Kim, T. T., Karatepe, O. M., & Lee, G. (2019). Test of an integrative model of travel-related social media users' switching intentions. *Service Business*, 13(2), 339-361. **(SSCI)**
204. Rastogi, M., Karatepe, O. M., & Mehmetoglu, M. (2019). Linking resources to career satisfaction through work-family enrichment. *The Service Industries Journal*, 39(11-12), 855-876. **(SSCI)**
203. Karatepe, O. M., Ozturk, A., & Kim, T. T. (2019). Servant leadership, organizational trust, and bank employee outcomes. *The Service Industries Journal*, 39(2), 86-108. **(LEAD ARTICLE) (SSCI)**
202. Karadas, G., & Karatepe, O. M. (2019). Unraveling the black box: The linkage between high-performance work systems and employee outcomes. *Employee Relations*, 41(1), 67-83. **(SSCI)**
201. Karatepe, O. M., & Avci, T. (2019). Nurses' perceptions of job embeddedness in public hospitals. *Sage Open*, 9(January-March), 1-9. **(SSCI)**
200. Nart, S., Sututemiz, N., Nart, S., & Karatepe, O. M. (2019). Internal marketing practices, genuine emotions and their effects on hotel employees' customer-oriented behaviors. *Journal of Human Resources in Hospitality and Tourism*, 18(1), 47-70.

2018

199. Karatepe, O. M., Yavas, U., Babakus, E., & Deitz, G. D. (2018). The effects of organizational and personal resources on stress, engagement, and job outcomes. *International Journal of Hospitality Management*, 74(August), 147-161. **(SSCI)**
198. Ilkhanizadeh, S., & Karatepe, O. M. (2018). Does trust in organization mediate the influence of servant leadership on satisfaction outcomes among flight attendants? *International Journal of Contemporary Hospitality Management*, 30(12), 3555-3573. **(SSCI)**
197. Kim, T. T., Karatepe, O. M., Lee, G., & Demiral, H. (2018). Do gender and prior experience moderate the factors influencing attitude toward using social media for festival attendance? *Sustainability*, 10(September), 1-19. **(SSCI)**
196. Safavi, H. P., & Karatepe, O. M. (2018). High-performance work practices and hotel employee outcomes: The mediating role of career adaptability. *International Journal of Contemporary Hospitality Management*, 30(2), 1112-1133. **(SSCI)**

195. Kim, T. T., **Karatepe, O. M.**, & Lee, G. (2018). Psychological contract breach and service innovation behavior: Psychological capital as a mediator. *Service Business*, 12(2), 305-329. **(SSCI)**
194. Bouzari, M., & **Karatepe, O. M.** (2018). Antecedents and outcomes of job insecurity among salespeople. *Marketing Intelligence and Planning*, 36(2), 290-302. **(SSCI)**
193. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2018). Does positive affectivity moderate the effect of burnout on job outcomes? An empirical investigation among hotel employees. *Journal of Human Resources in Hospitality and Tourism*, 17(3), 360-374.

2017

192. Hur, K., Kim, T. T., **Karatepe, O. M.**, & Lee, G. (2017). An exploration of the factors influencing social media continuance usage and information sharing intentions among Korean travelers. *Tourism Management*, 63(December), 170-178. **(SSCI)**
191. **Karatepe, O. M.**, & Eslamlou, A. (2017). Outcomes of job crafting among flight attendants. *Journal of Air Transport Management*, 62(July), 34-43. **(SSCI)**
190. Ilkhanizadeh, S., & **Karatepe, O. M.** (2017). An examination of the consequences of corporate social responsibility in the airline industry: Work engagement, career satisfaction, and voice behavior. *Journal of Air Transport Management*, 59(March), 8-17. **(SSCI)**
189. Kim, T. T., **Karatepe, O. M.**, Lee, G., & Lee, C-K. (2017). Leader political skill and casino dealer morale: The mediating role of follower perceptions of leader-member exchange. *Service Business*, 11(3), 665-692. **(SSCI)**
188. Bouzari, M., & **Karatepe, O. M.** (2017). Test of a mediation model of psychological capital among hotel salespeople. *International Journal of Contemporary Hospitality Management*, 29(8), 2178-2197. **(SSCI)**
187. Kim, T. T., **Karatepe, O. M.**, Lee, G., Lee, S., Hur, K., & Xijing, C. (2017). Does hotel employees' quality of work life mediate the effect of psychological capital on job outcomes? *International Journal of Contemporary Hospitality Management*, 29(6), 1638-1657. **(SSCI)**
186. Babakus, E., Yavas, U., & **Karatepe, O. M.** (2017). Work engagement and turnover intentions: Correlates and customer orientation as a moderator. *International Journal of Contemporary Hospitality Management*, 29(6), 1580-1598. **(SSCI)**
185. **Karatepe, O. M.**, & Olugbade, O. A. (2017). The effects of work social support and career adaptability on career satisfaction and turnover intentions. *Journal of Management and Organization*, 23(3), 337-355. **(SSCI)**
184. **Karatepe, O. M.**, & Avci, T. (2017). The effects of psychological capital and work engagement on nurses' lateness attitude and turnover intentions. *Journal of Management Development*, 36(8), 1029-1039.

2016

183. **Karatepe, O. M.**, & Talebzadeh, N. (2016). An empirical investigation of psychological capital among flight attendants. *Journal of Air Transport Management*, 55(August), 193-202. **(SSCI)**
182. **Karatepe, O. M.**, & Karadas, G. (2016). Service employees' fit, work-family conflict, and work engagement. *Journal of Services Marketing*, 30(5), 554-566. **(SSCI)**
181. **Karatepe, O. M.**, & Kaviti, R. (2016). Test of a mediational model of organization mission fulfillment: Evidence from the hotel industry. *International Journal of Contemporary Hospitality Management*, 28(5), 988-1008. **(SSCI)**

- 180. Karatepe, O. M.** (2016). The effect of psychological climate on job outcomes: Evidence from the airline industry. *Journal of Travel and Tourism Marketing*, 33(8), 1162-1180. **(SSCI)**
- 179. Karatepe, O. M., & Olugbade, O. A.** (2016). The mediating role of work engagement in the relationship between high-performance work practices and job outcomes of employees in Nigeria. *International Journal of Contemporary Hospitality Management*, 28(10), 2350-71. **(SSCI)**
- 178. Karatepe, O. M., Uner, M. M., & Kocak, A.** (2016). Investigating the impact of customer orientation on innovativeness: Evidence from born-global firms in Turkey. *Economic Research-Ekonomiska Istrazivanja*, 29(1), 721-734. **(SSCI)**
- 177. Karatepe, O. M., & Aga, M.** (2016). The effects of organization mission fulfillment and perceived organizational support on job performance: The mediating role of work engagement. *International Journal of Bank Marketing*, 34(3), 368-387. **(SSCI)**
- 176. Karatepe, O. M.** (2016). Does job embeddedness mediate the effects of coworker and family support on creative performance: An empirical study in the hotel industry. *Journal of Human Resources in Hospitality and Tourism*, 15(2), 119-132. **(LEAD ARTICLE)**

2015

- 175. Karatepe, O. M.** (2015). The effects of family support and work engagement on organizationally valued job outcomes. *Tourism: An International Interdisciplinary Journal*, 66(4), 447-464.
- 174. Yavas, U., Karatepe, O. M., & Babakus, E.** (2015). Gender-choice behavior linkages: An investigation in the hospitality industry. *Tourism and Hospitality Management*, 21(2), 191-202.
- 173. Karatepe, O. M., & Karadas, G.** (2015). Do psychological capital and work engagement foster frontline employees' satisfaction: A study in the hotel industry. *International Journal of Contemporary Hospitality Management*, 27(6), 1254-1278. **(SSCI)**
- 172. Karatepe, O. M.** (2015b). Do personal resources mediate the impact of perceived organizational support on emotional exhaustion and job outcomes? *International Journal of Contemporary Hospitality Management*, 27(1), 4-26. **(LEAD ARTICLE) (SSCI)**
- 171. Karatepe, O. M.** (2015a). High-performance work practices, perceived organizational support and their effects on job outcomes: Test of a mediational model. *International Journal of Hospitality and Tourism Administration*, 16(3), 203-223. **(LEAD ARTICLE)**
- 170. Karatepe, O. M., & Kilic, H.** (2015). Does manager support reduce the effect of work-family conflict on emotional exhaustion and turnover intentions? *Journal of Human Resources in Hospitality and Tourism*, 14(3), 267-289.
- 169. Karatepe, O. M., & Vatankhah, S.** (2015). High-performance work practices, career satisfaction, and service recovery performance: A study of flight attendants. *Tourism Review*, 70(1), 56-71.

2014

- 168. Karatepe, O. M., & Karadas, G.** (2014). The effect of psychological capital on conflicts in the work-family interface, turnover and absence intentions. *International Journal of Hospitality Management*, 43(August), 132-143. **(SSCI)**
- 167. Karatepe, O. M., & Choubtarash, H.** (2014). The effects of perceived crowding, emotional dissonance, and emotional exhaustion on critical job outcomes: A study of ground staff in the airline industry. *Journal of Air Transport Management*, 40(August), 182-191. **(SSCI)**

166. Karatepe, O. M., Baradarani, S., Olya, H. G., Ilkhanizadeh, S., & Raoofi, A. (2014). The effects of high-performance work practices on critical performance outcomes: Evidence from the hotel industry. *European Journal of Tourism, Hospitality and Recreation*, 5(3), 49-67.
165. Karatepe, O. M., & Nkendon, R. A. (2014). The relationship between customer-related social stressors and job outcomes: The mediating role of emotional exhaustion. *Ekonomika Istrazivanja-Economic Research*, 27(1), 414-426. **(SSCI)**
164. Karatepe, O. M. (2014b). Hope, work engagement, and organizationally valued performance outcomes: An empirical study in the hotel industry. *Journal of Hospitality Marketing and Management*, 23(6), 678-698.
163. Karatepe, O. M. (2014a). The importance of supervisor support for effective hotel employees: An empirical investigation in Cameroon. *Cornell Hospitality Quarterly*, 55(4), 388-397. **(SSCI)**
162. Yavas, U., Karatepe, O. M., & Babakus, E. (2014). Exploring the role of organizational and personal resources in explaining nurse performance in public hospitals in the Turkish Republic of Northern Cyprus. *Journal of Health Management*, 16(1), 1-12. **(LEAD ARTICLE)**
161. Karatepe, O. M., Beirami, E., Bouzari, M., & Safavi, H. P. (2014). Does work engagement mediate the effects of challenge stressors on job outcomes? Evidence from the hotel industry. *International Journal of Hospitality Management*, 36(1), 14-22. **(SSCI)**
160. Karatepe, O. M., & Demir, E. (2014). Linking core self-evaluations and work engagement to work-family facilitation: A study in the hotel industry. *International Journal of Contemporary Hospitality Management*, 26(2), 307-323. **(SSCI)**
159. Karatepe, O. M., & Vatankhah, S. (2014b). The effects of high-performance work practices and job embeddedness on flight attendants' performance outcomes. *Journal of Air Transport Management*, 37(May), 27-35. **(SSCI)**
158. Karatepe, O. M., & Vatankhah, S. (2014a). The effects of high-performance work practices on perceived organizational support and turnover intentions: Evidence from the airline industry. *Journal of Human Resources in Hospitality and Tourism*, 13(2), 103-119. **(LEAD ARTICLE)**
157. Karatepe, O. M., & Shahriari, S. (2014). Job embeddedness as a moderator of the impact of organizational justice on turnover intentions: A study in Iran. *International Journal of Tourism Research*, 16(1), 22-32. **(SSCI)**

2013

156. Yavas, U., Karatepe, O. M., & Babakus, E. (2013c). Does hope buffer the impacts of stress and exhaustion on frontline hotel employees' turnover intentions? *Tourism: An International Interdisciplinary Journal*, 29(1), 29-39.
155. Karatepe, O. M. (2013f). The effects of job resourcefulness and customer orientation on performance outcomes: Evidence from Nigeria. *E + M Ekonomie a Management*, 16(12), 151-160. **(SSCI)**
154. Karatepe, O. M. (2013e). High-performance work practices, work social support and their effects on job embeddedness and turnover intentions. *International Journal of Contemporary Hospitality Management*, 25(6), 903-921. **(SSCI)**
153. Karatepe, O. M., & Aga, M. (2013). The effects of coworker support and job resourcefulness on role stress, emotional exhaustion, and job performance: A study in the bank industry. *Journal of Financial Services Marketing*, 18(2), 91-105.

152. **Karatepe, O. M.** (2013d). The effects of work overload and work-family conflict on job embeddedness and job performance: The mediation of emotional exhaustion. *International Journal of Contemporary Hospitality Management*, 25(4), 614-634. **(SSCI)**
151. **Karatepe, O. M.** (2013c). High-performance work practices and hotel employee performance: The mediation of work engagement. *International Journal of Hospitality Management*, 32(1), 132-140. **(SSCI)**
150. **Karatepe, O. M.** (2013b). Perceptions of organizational politics and hotel employee outcomes: The mediating role of work engagement. *International Journal of Contemporary Hospitality Management*, 25(1), 82-104. **(SSCI)**
149. **Karatepe, O. M.** (2013a). Linking perceived ethical climate to performance outcomes: The mediating role of job embeddedness. *Ekonomika Istraživanja-Economic Research*, 26(4), 77-90. **(SSCI)**
148. **Karatepe, O. M.**, & Azar, A. K. (2013). The effects of work-family conflict and facilitation on turnover intentions: The moderating role of core self-evaluations. *International Journal of Hospitality and Tourism Administration*, 14(3), 255-281.
147. **Karatepe, O. M.**, Karadas, G., Azar, A. K., & Naderiadib, N. (2013). Does work engagement mediate the effect of polychronicity on performance outcomes? A study in the hospitality industry in Northern Cyprus. *Journal of Human Resources in Hospitality and Tourism*, 12(1), 52-70.
146. Yavas, U., Babakus, E., & **Karatepe, O. M.** (2013). Does hope moderate the impact of job burnout on frontline bank employees' in-role and extra-role performances. *International Journal of Bank Marketing*, 31(1), 56-70.
145. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2013b). Correlates of non-work and work satisfaction among hotel employees: Implications for managers. *Journal of Hospitality Marketing and Management*, 22(4), 375-406.
144. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2013a). Who is likely to quit nursing jobs? A study in the Turkish Republic of Northern Cyprus. *Health Marketing Quarterly*, 30(1), 80-96.
- 2012**
143. **Karatepe, O. M.** (2012c). Job resources, work engagement, and hotel employee outcomes: A time-lagged analysis. *Ekonomika Istraživanja-Economic Research*, 25(4), 1127-1140. **(SSCI)**
142. **Karatepe, O. M.** (2012b). Perceived organizational support, career satisfaction, and performance outcomes: A study of hotel employees in Cameroon. *International Journal of Contemporary Hospitality Management*, 24(5) 735-752. **(SSCI)**
141. **Karatepe, O. M.** (2012a). The effects of coworker and perceived organizational support on hotel employee outcomes: The moderating role of job embeddedness. *Journal of Hospitality and Tourism Research*, 36(4), 495-516. **(SSCI)**
140. **Karatepe, O. M.**, & Douri, B. G. B. (2012). Does customer orientation mediate the effect of job resourcefulness on hotel employee outcomes? Evidence from Iran," *Journal of Hospitality and Tourism Management*, 19(1), 133-142.
139. **Karatepe, O. M.**, & Ehsani, E. (2012). Work-related depression in frontline service jobs in the hospitality industry: Evidence from Iran. *Journal of Human Resources in Hospitality and Tourism*, 11(1), 16-35.
138. **Karatepe, O. M.**, & Agbaim, I. M. (2012). Perceived ethical climate and hotel employee outcomes: An empirical investigation in Nigeria. *Journal of Quality Assurance in Hospitality and Tourism*, 13(4), 286-315.

137. **Karatepe, O. M.**, & Karadas, G. (2012). The effect of management commitment to service quality on job embeddedness and performance outcomes. *Journal of Business Economics and Management*, 13(4), 614-636. **(SSCI)**
136. **Karatepe, O. M.**, Babakus, E., & Yavas, U. (2012). Affectivity and organizational politics as antecedents of burnout among frontline hotel employees. *International Journal of Hospitality Management*, 31(1), 66-75. **(SSCI)**
135. **Karatepe, O. M.**, & Aga, M. (2012). Work engagement as a mediator of the effects of personality traits on job outcomes: A study of frontline employees. *Services Marketing Quarterly*, 33(4), 343-362.
134. **Karatepe, O. M.**, & Ngeche, R. N. (2012). Does job embeddedness mediate the effect of work engagement on job outcomes? A study of hotel employees in Cameroon. *Journal of Hospitality Marketing and Management*, 21(4), 440-461.

2011

133. **Karatepe, O. M.** (2011f). Core self-evaluations, exhaustion, and job outcomes: A study of frontline hotel employees in Iran. *Tourism and Hospitality Research*, 11(4), 248-257.
132. **Karatepe, O. M.** (2011e). Service quality, customer satisfaction and loyalty: The moderating role of gender. *Journal of Business Economics and Management*, 12(2), 278-300. **(SSCI)**
131. **Karatepe, O. M.** (2011d). Job resourcefulness as a moderator of the work-family conflict-job satisfaction relationship: A study of hotel employees in Nigeria. *Journal of Hospitality and Tourism Management*, 18(1), 10-17.
130. **Karatepe, O. M.** (2011c). Customer aggression, emotional exhaustion, and hotel employee outcomes: A study in the United Arab Emirates. *Journal of Travel and Tourism Marketing*, 28(3), 279-295. **(SSCI)**
129. **Karatepe, O. M.** (2011b). Procedural justice, Work engagement, and job outcomes: Evidence from Nigeria. *Journal of Hospitality Marketing and Management*, 20(8), 855-878.
128. **Karatepe, O. M.** (2011a). Do job resources moderate the effect of emotional Dissonance on burnout? A study in the city of Ankara, Turkey. *International Journal of Contemporary Hospitality Management*, 23(1), 44-65. **(SSCI)**
127. **Karatepe, O. M.**, & Tizabi, L. Z. (2011). Work-related depression in the hotel industry: A study in the United Arab Emirates. *International Journal of Contemporary Hospitality Management*, 23(5), 608-623. **(SSCI)**
126. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2011c). Interrole conflicts in the hospitality industry: The role of positive affectivity as an antidote. *FIU Hospitality Review*, 29(2), 88-102.
125. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2011b). Do customer orientation and job resourcefulness moderate the impact of interrole conflicts on frontline employees' performance. *Tourism and Hospitality Research*, 11(2), 145-159.
124. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2011a). Efficacy of job and personal resources across psychological and behavioral outcomes. *Journal of Human Resources in Hospitality and Tourism*, 10(2), 304-314.

2010

123. **Karatepe, O. M.** (2010b). Role stress, emotional exhaustion, and job satisfaction in the hotel industry: The moderating role of supervisory support. *FIU Hospitality Review*, 28(3), 48-66.

122. **Karatepe, O. M.** (2010a). The effect of positive and negative work-family interaction on exhaustion: Does work social support make a difference? *International Journal of Contemporary Hospitality Management*, 22(6), 836-856. **(SSCI)**
121. **Karatepe, O. M.**, Sokmen, S., Yavas, U., & Babakus, E. (2010). Work-family conflict and burnout in frontline service jobs: Direct, mediating and moderating effects. *E + M Ekonomie a Management*, 13(4), 61-73. **(SSCI)**
120. **Karatepe, O. M.**, Yorganci, I., & Haktanir, M. (2010). An investigation of the role of job resources in mitigating customer-related social stressors and emotional exhaustion. *Services Marketing Quarterly*, 31(1), 72-88.
119. **Karatepe, O. M.**, Haktanir, M., & Yorganci, I. (2010). The impacts of core self-evaluations on customer-related social stressors and emotional exhaustion. *The Service Industries Journal*, 30(9), 1565-1579. **(SSCI)**
118. **Karatepe, O. M.**, Keshavarz, S., & Nejati, S. (2010). Do core self-evaluations mediate the effect of coworker support on work engagement? A study of hotel employees in Iran. *Journal of Hospitality and Tourism Management*, 17(1), 62-71.
117. **Karatepe, O. M.**, & Karatepe, T. (2010). Role stress, emotional exhaustion, and turnover intentions: Does organizational tenure in hotels matter? *Journal of Human Resources in Hospitality and Tourism*, 9(1), 1-16. **(LEAD ARTICLE)**
116. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2010). Relative efficacy of organizational support and personality traits in predicting service recovery and job performances: A study of frontline employees in Turkey. *Tourism Review*, 65(3), 70-83.

2009

115. **Karatepe, O. M.** (2009b). An investigation of the joint effects of organizational tenure and supervisor support on work-family conflict and turnover intentions. *Journal of Hospitality and Tourism Management*, 16(1), 73-81.
114. **Karatepe, O. M.** (2009a). The effects of involvement and social support on frontline employee outcomes: Evidence from the Albanian hotel industry. *International Journal of Hospitality and Tourism Administration*, 10(4), 326-343.
113. **Karatepe, O. M.**, & Kilic, H. (2009). The effects of two directions of conflict and facilitation on frontline employees' job outcomes. *The Service Industries Journal*, 29(7), 977-993. **(SSCI)**
112. **Karatepe, O. M.**, Yorganci, I., & Haktanir, M. (2009). Outcomes of customer verbal aggression among hotel employees. *International Journal of Contemporary Hospitality Management*, 21(6), 713-33. **(SSCI)**
111. **Karatepe, O. M.**, & Aleshinloye, K. D. (2009). Emotional dissonance and emotional exhaustion among hotel employees in Nigeria. *International Journal of Hospitality Management*, 28(3), 349-358. **(SSCI)**
110. **Karatepe, O. M.**, & Olugbade, O. A. (2009). The effects of job and personal resources on hotel employees' work engagement. *International Journal of Hospitality Management*, 28 (4), 504-12. **(SSCI)**

2008

109. **Karatepe, O. M.**, & Magaji, A. B. (2008). Work-family conflict and facilitation in the hotel industry: A study in Nigeria. *Cornell Hospitality Quarterly*, 49(4), 395-412. **(SSCI)**

- 108. Karatepe, O. M., Kilic, H., & Isiksel, B. (2008).** An examination of the selected antecedents and Outcomes of work-family conflict and family-work conflict in frontline service jobs. *Services Marketing Quarterly*, 29(4), 1-24. **(LEAD ARTICLE)**
- 107. Karatepe, O. M., & Bekteshi, L. (2008).** Antecedents and outcomes of work-family facilitation and family-work facilitation among frontline hotel employees. *International Journal of Hospitality Management*, 27(4), 517-528. **(SSCI)**
- 106. Karatepe, Osman M., & Uludag, O. (2008c).** Supervisor support, work-family conflict, and satisfaction outcomes: An empirical study in the hotel industry. *Journal of Human Resources in Hospitality and Tourism*, 7(2), 115-134. **(LEAD ARTICLE)**
- 105. Karatepe, O. M., & Uludag, O. (2008b).** Role stress, burnout and their effects on frontline hotel employees' job performance. *International Journal of Tourism Research*, 10(2), 111-1126. **(SSCI)**
- 104. Karatepe, O. M., & Uludag, O. (2008a).** Affectivity, conflicts in the work-family interface, and hotel employee outcomes," *International Journal of Hospitality Management*, 27(1), 30-41. **(SSCI)**
- 103. Babakus, E., Yavas, U., & Karatepe, O. M. (2008).** "The effects of job demands, job resources and intrinsic motivation on emotional exhaustion and turnover intentions: A study in the Turkish hotel industry. *International Journal of Hospitality and Tourism Administration*, 9(4), 384-404.
- 102. Yavas, U., Babakus, E., & Karatepe, O. M. (2008).** Attitudinal and behavioral consequences of work-family conflict and family-work conflict: Does gender matter? *International Journal of Service Industry Management*, 19(1), 7-31. **(LEAD ARTICLE) (SSCI)**

2007

- 101. Karatepe, Osman M. and Kilic, H. (2007).** Relationships of supervisor support and conflicts in the work-family interface with the selected job outcomes of frontline employees. *Tourism Management*, 28(1), 238-252. **(SSCI)**
- 100. Karatepe, O. M., Arasli, H., & Khan, A. (2007).** "The impact of self-efficacy on job outcomes of hotel employees: Evidence from Northern Cyprus. *International Journal of Hospitality and Tourism Administration*, 8(4), 23-46.
- 99. Karatepe, O. M., & Uludag, U. (2007).** Conflict, exhaustion, and motivation: A study of frontline employees in Northern Cyprus hotels. *International Journal of Hospitality Management*, 26(3), 645-665.
- 98. Karatepe, O. M., Yavas, U., & Babakus, E. (2007).** "The effects of customer orientation and job resources on frontline employees' job outcomes. *Services Marketing Quarterly*, 29(1), 61-79.

2006

- 97. Karatepe, O. M. (2006b).** Customer complaints and organizational responses: The effects of complainants' perceptions of justice on satisfaction and loyalty. *International Journal of Hospitality Management*, 25(1), 69-90.
- 96. Karatepe, O. M. (2006a).** The effects of selected antecedents on the service recovery performance of frontline employees. *The Service Industries Journal*, 26(1), 39-57. **(SSCI)**
- 95. Karatepe, O. M., & Sokmen, A. (2006).** The effects of work role and family role variables on psychological and behavioral outcomes of frontline employees. *Tourism Management*, 27(2), 255-268. **(SSCI)**

94. **Karatepe, O. M.**, & Baddar, L. (2006). An empirical study of the selected consequences of frontline employees' work-family conflict and family-work conflict. *Tourism Management*, 27(5), 1017-1028. **(SSCI)**
93. **Karatepe, O. M.**, & Tekinkus, M. (2006). The effects of work-family conflict, emotional exhaustion, and intrinsic Motivation on job outcomes of frontline employees. *International Journal of Bank Marketing*, 24(3), 173-193.
92. **Karatepe, O. M.**, Uludag, O., Menevis, I., Hadzimehmedagic, L., & Baddar, L. (2006). The eEffects of selected individual characteristics on frontline employee performance and job satisfaction. *Tourism Management*, 27(4), 547-560. **(LEAD ARTICLE) (SSCI)**
91. **Karatepe, O. M.**, Yavas, U., Babakus, E., & Avci, T. (2006). Does gender moderate the effects of role Stress in frontline service jobs? *Journal of Business Research*, 59(10-11), 1087-1093. **(SSCI)**

2005

90. **Karatepe, O. M.**, Avci, T., & Tekinkus, M. (2005). Measuring marketing culture: A study of frontline employees in Turkish hotels. *Journal of Travel and Tourism Marketing*, 18(1), 33-48.
89. **Karatepe, O. M.**, Yavas, U., & Babakus, E. (2005). Measuring service quality of banks: Scale development and validation. *Journal of Retailing and Consumer Services*, 12(5), 373-383.

2004

88. **Karatepe, O. M.**, & Ekiz, E. K. (2004). The effects of organizational responses to complaints on satisfaction and loyalty: A study of hotel guests in Northern Cyprus. *Managing Service Quality*, 14(6), 476-486.
87. **Karatepe, O. M.**, Avci, T., & Arasli, H. (2004). Effects of job standardization and job satisfaction on service quality: A study of frontline employees in Northern Cyprus. *Services Marketing Quarterly*, 25(3), 1-17. **(LEAD ARTICLE)**
86. Johns, N., Avci, T., & **Karatepe, O. M.** (2004). Measuring service quality of travel agents: Evidence from Northern Cyprus. *The Service Industries Journal*, 24(3), 82-100. **(SSCI)**
85. Yavas, U., **Karatepe, O. M.**, Babakus, B., & Avci, T. (2004). Customer complaints and organizational responses: A study of hotel guests in Northern Cyprus. *Journal of Hospitality and Leisure Marketing*, 11(2/3), 31-46.

2003

84. **Karatepe, O. M.**, Avci, T., Karatepe, T., & Canozar, S. (2003). The measurement of job satisfaction: An empirical study of frontline employees in Northern Cyprus hotels. *International Journal of Hospitality and Tourism Administration*, 4(1), 69-85.
83. Kozak, N., **Karatepe, O. M.**, & Avci, T. (2003). Measuring the quality of airline services: Evidence from Northern Cyprus. *Tourism Analysis*, 8(1), 75-87.
82. Babakus, E., Yavas, U., **Karatepe, O. M.**, & Avci, T. (2003). The effect of management commitment to service quality on employees' affective and performance outcomes. *Journal of the Academy of Marketing Science*, 31(3), 272-286. **(SSCI)**
81. Yavas, U., **Karatepe, O. M.**, Avci, T. & Tekinkus, M. (2003). Antecedents and outcomes of service recovery performance: An empirical study of frontline employees in Turkish banks. *International Journal of Bank Marketing*, 21(5), 255-265.

2002

80. **Karatepe, O. M.**, & Avci, T. (2002). "Measuring service quality in the hotel industry: Evidence from Northern Cyprus. *Anatolia*, 13(1), 19-32.

National Journal Publications: Refereed Scholarly

2004

79. **Karatepe, O. M.** (2004). Organizational responses to customer complaints, interactional justice, and satisfaction: An empirical study. *EMU Journal of Tourism Research*, 5(1-2), 55-74.

2001

78. **Karatepe, O. M.**, & Sokmen, A. (2001). Isletmenin sinir birimlerinde calisan isgorenlerin orgutsel bagliligi: Ampirik bir degerlendirme (Organizational commitment of the boundary-spanning role employees: An empirical assessment). *Journal of Public Administration*, 34(4), 157-181.

1999

77. **Karatepe, O. M.** (1999). Hizmet kalitesi olcegi ile yapilan ampirik calismalarin guvenilirlik ve gecerlilik boyutlarina yonelik bir degerlendirme (An assessment of the reliability and validity dimensions of the service quality scale studies). *Ankara University Journal of Political Sciences*, 54(4), 47-66.
76. Uner, M. M., & **Karatepe, O. M.** (1999). An empirical assessment on the issue of conflict between Italian importing firms and Turkish exporting firms. *Gazi University Journal of Economics and Administrative Sciences*, 1(2), 139-154.

1998

75. Uner, M. M., & **Karatepe, O. M.** (1998). Ihracat pazarlama stratejisi ile performansi arasindaki iliskinin belirlenmesine yonelik kavramsal bir inceleme (A conceptual examination of the relationship between export marketing strategy and performance). *Hacettepe University Journal of Economics and Administrative Sciences*, 16(1-2), 71-87.

1997

74. **Karatepe, O. M.** (1997). Bir hizmet kalitesi modeli yardimiyla hizmet kalitesi olusumuna yonelik kavramsal bir inceleme (A conceptual examination of the service quality formation through a service quality model). *Hacettepe University Journal of Economics and Administrative Sciences*, 15(2), 85-111.

1996

73. Uner, M. M., & **Karatepe, O. M.** (1996). Hizmet pazarlamasi sorunlarına franchising cozumleri (Franchising solutions to services marketing problems). *Hacettepe University Journal of Economics and Administrative Sciences*, 14(2), 185-208.

Papers in the International Conferences-Proceedings in English: Refereed Scholarly

2023

72. Gurcham, K., Hacıoglu, S., Talebzadeh, N., & **Karatepe, O. M.** (2023). An investigation of pro-customer deviance in the hospitality industry. *The Conference on Managing Tourism across Continents*, March 15-18, Istanbul, Turkey.

71. Hacıoglu, S., Talebzadeh, N., Gurcham, K., & **Karatepe, O. M.** (2023). A moderated mediation model of workplace ostracism. *The Conference on Managing Tourism across Continents*, March 15-18, Istanbul, Turkey.
70. Talebzadeh, N., Gurcham, K., Hacıoglu, S., & **Karatepe, O. M.** (2023). Test of a mediated moderation model of workplace incivility among hotel employees. *The Conference on Managing Tourism across Continents*, March 15-18, Istanbul, Turkey.

2022

69. Talebzadeh, N., Nosrati, S., Koupaei, S. N., Rezapouraghdam, H., Kilic, H., & **Karatepe, O. M.** (2022). The effect of green servant leadership on hotel employees' non-green behaviors: Green empowerment as a mediator. *3rd International Travel and Tourism Dynamics*, September 28-30, Ankara, Turkey.
68. Nosrati, S., Talebzadeh, N., & **Karatepe, O. M.** (2022). The effect of supervisor phubbing on hotel employees' social loafing and cyberloafing behaviors: The mediation of fear of missing out. *3rd International Travel and Tourism Dynamics*, September 28-30, Ankara, Turkey.
67. Sumaneeva, K. A., Karatepe, O. M., Aboramadan, M., & Avci, T. (2022). Do job crafting and work engagement mediate the effect of psychological hardiness on service innovative performance among hospitality employees? *The Conference on Managing Tourism across Continents*, March 24-26, Antalya, Turkey.
66. Fejes, F., Vatankhah, S., & **Karatepe, O. M.** (2022). Investigating the interrelationships of environmentally-specific servant leadership, climate for green creativity, and green behaviors among cabin crew. *The Conference on Managing Tourism across Continents*, March 24-27, Antalya, Turkey.
65. Karatepe, T., Ozturen, A., **Karatepe, O. M.**, & Uner, M. M. (2022). Do both qualitative job insecurity and quantitative job insecurity trigger hotel employees' withdrawal intentions and non-green behaviors? *The Conference on Managing Tourism across Continents*, March 24-27, Antalya, Turkey.
64. Koupaei, S. N., **Karatepe, O. M.**, & Rezapouraghdam, H. (2022). Green human resource management, green work engagement and their effects on hotel employees' green work outcomes. *The Conference on Managing Tourism across Continents*, March 24-27, Antalya, Turkey.
63. Nosrati, S., **Karatepe, O. M.**, & Aboramadan, M. (2022). Does unethical leadership better explain job embeddedness and organizational cynicism than narcissistic and authentic leadership among hotel employees? *The Conference on Managing Tourism across Continents*, March 24-27, Antalya, Turkey.
62. Nosrati, S., Rezapouraghdam, H., Talebzadeh, N., Hacıoglu, S., Gullu, E., & **Karatepe, O. M.** (2022). A moderated-mediation model of green destination brand love. *The Conference on Managing Tourism across Continents*, March 24-27, Antalya, Turkey.
61. Talebzadeh, N., Nosrati, S., Rezapouraghdam, H., Koupaei, S. N., Kilic, & **Karatepe, O. M.** (2022). Green transformational leadership, green work engagement and their impacts on hotel employees' green behaviors: A moderated-mediation model. *The Conference on Managing Tourism across Continents*, March 24-27, Antalya, Turkey.

2019

60. Ozturk, A., & Karatepe, O. M. (2019). The impact of servant leadership on hotel employees' job outcomes: The mediating role of work-family enrichment. *The 28th World Business Congress of the International Management Development Association (IMDA)*, June 12-16, Lefkosa, North Cyprus.

2017

59. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2017). What factors contribute to or detract from employees' commitment to their organizations? A two-sector analysis. *American Society of Business and Behavioral Sciences, 24th Annual Conference*, March 23-26, Las Vegas. (Selected for Best Paper of a Track)
58. Ilkhanizadeh, S., & **Karatepe, O. M.** (2017). The effect of servant leadership on flight attendants' satisfaction outcomes: The mediating role of trust. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, North Cyprus.
57. Olusegun, O. A., & **Karatepe, O. M.** (2017). An empirical investigation of service-oriented organizational citizenship behaviors among hotel employees. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, North Cyprus.
56. Karadas, G., & **Karatepe, O. M.** (2017). An empirical investigation of job crafting among hotel employees. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, North Cyprus.
55. Safavi, H. P., & **Karatepe, O. M.** (2017). Job insecurity, job embeddedness and their effects on hotel employees' service recovery performance and quitting intentions. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, Northern Cyprus.
54. Bouzari, M., & **Karatepe, O. M.** (2017). Antecedents and outcomes of job insecurity among hotel salespeople. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, North Cyprus.
53. Ozturk, A., & **Karatepe, O. M.** (2017). The impact of psychological capital on hotel customer-contact employees' nonattendance intentions and creative performance: Trust as a mediator. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, North Cyprus.
52. Kaviti, R., & **Karatepe, O. M.** (2017). What factors predict hotel employees' absence intentions? An empirical investigation. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, North Cyprus.
51. Talebzadeh, N., & **Karatepe, O. M.** (2017). The effects of work social support and work engagement on flight attendants' critical job outcomes. *7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference*, July 10-15, Gazimagusa, North Cyprus.

2016

50. Yavas, U., Babakus, E., & **Karatepe, O. M.** (2016). Do the predictors of work outcomes converge? An exploration in banks. *American Society of Business and Behavioral Sciences, 23rd Annual Conference*, February 18-21, Las Vegas. (Selected for Best Paper of a Track)

2015

49. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2015). Positive affectivity as a buffer in burnout-turnover intentions and burnout-extra-role performance relationships. *Marketing Management Association Spring Conference, Change as a Constant*, March 25-27, Chicago. (The Donald Sawyer Best Paper in Branding, Strategy and Research Award Winner)

2013

48. Olugbade, O. A., & **Karatepe, O. M.** (2013). The effect of work social support on career adaptability, career satisfaction, and turnover intentions: Evidence from the hotel industry. *The 2nd World Research Summit for Tourism and Hospitality: Crossing the Bridge*, December 15-17, Orlando, Florida.
47. Karadas, G., & **Karatepe, O. M.** (2013). Do psychological capital and work engagement enhance frontline employees' satisfaction: A study in the hotel industry. *The 2nd World Research Summit for Tourism and Hospitality: Crossing the Bridge*, December 15-17, Orlando, Florida.
46. **Karatepe, O. M.**, Yavas, U., Deitz, G. D., & Babakus, E. (2013). Customer orientation of service workers and management commitment to service quality: Relative effects on job outcomes. *The 2nd World Research Summit for Tourism and Hospitality: Crossing the Bridge*, December 15-17, Orlando, Florida.
45. **Karatepe, O. M.**, & Vatankhah, S. (2013). The effects of high-performance work practices and job embeddedness on flight attendants' performance outcomes. *6th International Conference on Services Management: Managing Services Across Continents*, June 23-25, Girne, North Cyprus.
44. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2013). An exploration of hope as a psychological strength in the workplace. *Western Decision Sciences Institute*, March 26-29, Long Beach, California.

2012

43. **Karatepe, O. M.** (2012). The effects of hope and work engagement on frontline employees' performance outcomes. *30th EuroCHRIE Annual Conference: Hospitality for a Better World*, October 25-27, Lausanne, Switzerland.
42. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2012). Links among organizational and personal resources and work outcomes: An extension to the health care sector. Marketing Management Association Spring Conference, *Values and Vision: Marketing in Times of Change*, March 28-30, Chicago, 1-2.

2011

41. **Karatepe, O. M.** (2011). Supervisor support, job embeddedness, and hotel employee outcomes: Evidence from Cameroon. *The 1st World Research Summit for Tourism and Hospitality*, December 10-13, Kowloon, Hong Kong.
40. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2011). Positive affectivity as an antidote to work-family and family-work conflicts. In the *Society for Marketing Advances, Advances in Marketing, Sensory Marketing-The Next Frontier*, William J. Kehoe and Linda K. Whitten, eds. November 2-5, Memphis, Tennessee, 241-242.

2009

39. Yavas, U., **Karatepe, O. M.**, & Babakus, E. (2009). Organizational support and personal trait determinants of service worker performance: An empirical study. *South East Decision Sciences Institute: Thirty-Nine Annual Meeting*, February 18-20, Charleston, South Carolina, 647-651.

Papers in the National Conferences-Proceedings in Turkish: Refereed Scholarly

2004

38. **Karatepe, O. M.**, & Tekinkus, M. (2004). Is-aile catismasi, duygusal yorgunluk ve hizmet iyilestirme performansi (Work-family conflict, emotional exhaustion, and service recovery performance). *The 12th National Management and Organization Congress*, May 27-29, Bursa, Turkey: Faculty of Economics and Administrative Sciences, Uludag University, 200-206.

2001

37. **Karatepe, O. M.**, & Tekinkus, M. (2001). Isletmelerin sinir birimlerinde calisan isgorenlerin hizmet iyilestirme performanslarina iliskin agilamaları üzerinde etkili olan faktorler (Factors influencing frontline employees' perceptions of service recovery performance). *The 6th National Marketing Congress*, June 28-July 01, Erzurum, Turkey: Faculty of Economics and Administrative Sciences, Ataturk University, 9-37.

2000

36. Avci, T., & **Karatepe, O. M.** (2000). Isletmenin sinir birimlerinde calisan isgorenlerin is tatmini: Ampirik bir degerlendirme (Job satisfaction of the boundary-spanning role employees: An empirical evaluation). *The 8th National Management and Organization Congress*, May 25-27, Nevsehir, Turkey: Faculty of Economics and Administrative Sciences (Yozgat), Erciyes University, 543-570.
35. Ayhan, D. Y., & **Karatepe, O. M.** (2000). Kurumsal imaji belirleyen degiskenler: Ampirik bir degerlendirme (Determinants of corporate image: An empirical assessment). *The 5th National Marketing Congress*, November 16-18, Antalya, Turkey: Akdeniz University, 175-200.
34. **Karatepe, O. M.**, & Sokmen, S. (2000). Isletmenin sinir birimlerinde calisan isgorenlerin orgutsel bagliligi: Ampirik bir degerlendirme (Organizational commitment of the boundary-spanning role employees: An empirical assessment). *The 7th National Business Administration Congress*, CD-ROM, November 23-26, Kizilcahamam, Ankara: Baskent University.

1999

33. Ayhan, D., & **Karatepe, O. M.** (1999). Kurumsal imaj ile urun imajinin kurumsal kimlik üzerindeki etkilerinin belirlenmesine yönelik bir literatur incelemesi (A review of the literature on the effects of corporate and product image on corporate identity). *The 4th National Marketing Congress*, November 18-21, Antakya, Turkey: Faculty of Economics and Administrative Sciences, Mustafa Kemal University, 112-125.
32. Uner, M. M., & **Karatepe, O. M.** (1999). Is tatmini ve orgutsel bagliligin hizmet kalitesi üzerindeki etkilerinin belirlenmesine yönelik ampirik bir degerlendirme (An empirical assessment on the effects of job satisfaction and organizational commitment on service quality). *The 7th National Management and Organization Congress*, May 27-29, Istanbul: Istanbul Bilgi University, 45-46.

1998

31. **Karatepe, O. M.** (1998). Hizmet sektorunde toplam kalite yonetiminin uygulanabilirliğine yönelik kavramsal bir inceleme (A conceptual assessment of the applicability of the total quality management to the service industries). *Quality in Public Administration: The 1st National Congress*, May 26-27, Ankara: Public Administration Institute for Turkey and the Middle East, 107-119.
30. **Karatepe, O. M.**, & Halici, A. (1998). Is tatmininin orgutsel baglilik üzerindeki etkilerine yönelik ampirik bir degerlendirme (An empirical assessment of the effect of job satisfaction on organizational commitment). *The 6th National Management and Organization Congress*, May 21-23, Eskisehir, Turkey: Anadolu University, 139-58.
29. Uner, M. M., **Karatepe, O. M.**, & Halici, A. (1998). Bir hizmet kalitesi modeli yardimiyla hizmet kalitesi, is tatmini ve orgutsel baglilik kavramlarının yapilandirilmesine yönelik bir beneme (An attempt to integrate the concepts of service quality, job satisfaction, and organizational commitment through a service quality model). *The 6th National Business Administration Congress*, November 12-14, Antalya, Turkey: Akdeniz University, 452-469.

Non-Refereed Publications

2022

28. Karatepe, O. M., Shi, F., & Okumus, F. (2022): Guest editorial: Creativity in the competitive service environment. *The Service Industries Journal*, 42 (5-6), 277-279.

2007

27. Karatepe, O. M. (2007). Work-family balance in frontline service jobs of the hospitality industry. *EMU Research Newsletter*, 3(4), 8-9.

Sample Manuscripts / Papers: Under Review / In Revision / Submitted / Resubmitted / In Preparation

26. Alqhaiwi, Z. O., Koburtay, T., & Karatepe, O. M. (to be submitted). Person-job fit.

25. Donmez, F. G., Gurlek, M., & Karatepe, O. M. (in revision). Work-family conflict.

24. Nusair, K., Karatepe, O. M., Okumus, F., Alfarhan, U. F., & Shi, F. (under review). Tourist motivation.

23. Ampofo, E. T., & Karatepe, O. M. (Submitted). Resilience.

22. Hidalgo, D., Rezapouraghdam, H., Hall, M. C., Karatepe, O. M., & Koupaei, S. N. (to be submitted). Climate.

21. Saydam, M. B., Borzyszkowski, J., & Karatepe, O. M. (in revision). Job satisfaction.

20. Rescalvo-Martin, E., Gutierrez, F., Llorens-Montes, J., & Karatepe, O. M. (under review). Leader behavior.

19. Karatepe, O. M., Ampofo, E. T., Kim, T. T., & Oh, S. (under review). Psychological capital.

18. Koburtbay, T., Abualigah, A., & Karatepe, O. M. (under review). Islamic hospitality.

17. Vatankhah, S., Fejes, O. F., Karatepe, O. M., & Nosrati, S. (under review). Servant leadership

16. Nusair, K., Okumus, F., Karatepe, O. M., Alfarhan, U. F., & de Larrea, G. L. (under review). Tourist motivation.

15. Karatepe, O. M., Rezapouraghdam, H., Hassannia, R., Kim, T. T., & Enea, C. (in revision). Destination social responsibility.

14. Kurt, S., Assefa, F. Z., Tuzlukaya, S. E., Okumus, F., & Karatepe, O. M. (in revision). Topical model.

13. Karatepe, O. M., Rezapouraghdam, H., Hassannia, R., & Kim, T. T. (in preparation). Green human resource management.

12. Karatepe, O. M., Colakoglu, U., Yurcu, G., & Unal, S. K. (under review). Organizational support.

11. Ampofo, E. T., Karatepe, O. M., Asiedu-Appiah, F., & Frempong, F. (submitted). Abusive supervision.

10. Shamirul, I., Amin., M., Feranita, F., & Karatepe, O. M. (under review). High-involvement work practices.

09. Shamirul, I., Amin., M., Winterton, J., & Karatepe, O. M. (under review). Competence.

08. Sumaneeva, K. A., Karatepe, O. M., Aboramadan, M., & Avci, T. (under review). Job crafting.

07. Rabiul, Md K., **Karatepe, O. M.**, Al Karim, R., & Panha, I. (in revision). Thriving at work.
06. Uner, M. M., Yalcin, A., & **Karatepe, O. M.**, & Aboramadan, M. (in revision). Student churn.
05. Uner, M. M., Ozgen, P., & **Karatepe, O. M.** (to be submitted). Effective teaching.
04. Uner, M. M., Cavusgil, S. T., Aslan, M., & **Karatepe, O. M.** (under review). Alice.
03. Yildirm, E., Nart, S., & **Karatepe, O. M.** (under review). E-customization.
02. Ampofo, E. T., & **Karatepe, O. M.** (under review). Green human resource management (chapter)
01. Rozkwitalska, M., Beata, B., Borzyszkowski, J., Okumus, F., & **Karatepe, O. M.** (in preparation). Monograph, Taylor and Francis.

Service for the Profession, the University, and the Community

Editorial and Reviewing Duties

- Managing Editor, *Journal of Hospitality and Tourism Insights*, (**ESCI**) (January 2023 - present)
- Senior Associate Editor, *Journal of Hospitality and Tourism Insights*, (**ESCI**) (July 2021 – -December 2022)
- Regional Editor for the Middle East and Africa, *International Journal of Contemporary Hospitality Management* (**SSCI**) (April 2019 - present)
- Member, Editorial Board, *International Journal of Hospitality Management* (**SSCI**) (2013 - present)
- Member, Editorial Board, *Journal of Hospitality Marketing and Management* (**SSCI**) (2012 - present)
- Member, Editorial Board, *Cornell Hospitality Quarterly* (**SSCI**) (2020 - present)
- Member, Editorial Board, *The Service Industries Journal* (**SSCI**) (2020 - present)
- Member, Editorial Board, *Advances in Hospitality and Tourism Research*, (**ESCI**) (2013 – present)
- Member, Editorial Board, *Journal of Multidisciplinary Academic Tourism* (2018 - present)
- Member, Editorial Board, *International Journal of Entrepreneurship and Management Inquiries* (2018 - present)
- Member, Editorial Board, *European Journal of Managerial Research* (2018 - present)
- Member, Editorial Board, *Journal of Tourism, Leisure and Hospitality* (2019 - present)
- Member, Editorial Board, *Journal of Hospitality and Tourism Issues* (2019 - present)
- Member, Editorial Advisory Board, *International Journal of Contemporary Hospitality Management* (**SSCI**) (2010 - 2019)
- Member, Editorial Board, *International Journal of Bank Marketing* (**SSCI**) (2013 - 2015)
- Member, Editorial Board, *Journal of Hospitality and Tourism Management* (**SSCI**) (2013 - 2017)
- Member, Editorial Board, *Emerging Markets Case Studies* (2010 - 2012)
- Member, Editorial Board, *Anatolia: Turizm Arastirmalari Dergisi (Anatolia: Journal of Tourism Research)* (2002 - present)
- Member, Editorial Board, *Seyahat ve Otel Isletmeciligi Dergisi (Journal of Travel and Hotel Management)* (2004 - present)
- Ad-Hoc Reviewer, *Journal of Business Research* (**SSCI**)
- Ad-Hoc Reviewer, *Journal of Services Marketing* (**SSCI**)
- Ad-Hoc Reviewer, *European Journal of Marketing* (**SSCI**)
- Ad-Hoc Reviewer, *Journal of Marketing Management* (**SSCI**)
- Ad-Hoc Reviewer, *Marketing Intelligence and Planning* (**SSCI**)
- Ad-Hoc Reviewer, *Journal of Retailing and Consumer Services* (**SSCI**)
- Ad-Hoc Reviewer, *Behavior and Information Technology* (**SSCI**)
- Ad-Hoc Reviewer, *Journal of Air Transport Management* (**SSCI**)
- Ad-Hoc Reviewer, *Journal of Consumer Behavior* (**SSCI**)

- Ad-Hoc Reviewer, *Tourism Management* (SSCI)
- Ad-Hoc Reviewer, *Annals of Tourism Research* (SSCI)
- Ad-Hoc Reviewer, *Journal of Hospitality and Tourism Research* (SSCI)
- Ad-Hoc Reviewer, *Journal of Travel and Tourism Marketing* (SSCI)
- Ad-Hoc Reviewer, *International Journal of Tourism Research* (SSCI)
- Ad-Hoc Reviewer, *Asia Pacific Journal of Tourism Research* (SSCI)
- Ad-Hoc Reviewer, *Current Issues in Tourism* (SSCI)
- Ad-Hoc Reviewer, *Tourism Review* (SSCI)
- Ad-Hoc Reviewer, *Business, Strategy and the Environment* (SSCI)
- Ad-Hoc Reviewer, *Aggression and Violent Behavior* (SSCI)
- Ad-Hoc Reviewer, *Ekonomika Istrazivanja-Economic Research* (SSCI)
- Ad-Hoc Reviewer, *Management Decision* (SSCI)
- Ad-Hoc Reviewer, *International Journal of Conflict Management* (SSCI)
- Ad-Hoc Reviewer, *European Review of Applied Psychology* (SSCI)
- Ad-Hoc Reviewer, *Personnel Review* (SSCI)
- Ad-Hoc Reviewer, *Journal of Managerial Psychology* (SSCI)
- Ad-Hoc Reviewer, *The International Journal of Human Resource Management* (SSCI)
- Ad-Hoc Reviewer, *Human Resource Management Journal* (SSCI)
- Ad-Hoc Reviewer, *Knowledge Management Research and Practice* (SSCI)
- Ad-Hoc Reviewer, *Work and Stress* (SSCI)
- Ad-Hoc Reviewer, *European Journal of Work and Organizational Psychology* (SSCI)
- Ad-Hoc Reviewer, *International Journal of Manpower* (SSCI)
- Ad-Hoc Reviewer, *Business Ethics: A European Review* (SSCI)
- Ad-Hoc Reviewer, *International Journal of Nursing Studies* (SSCI)
- Ad-Hoc Reviewer, *Journal of Nursing Management* (SSCI)
- Ad-Hoc Reviewer, *Nursing and Health Sciences* (SSCI)
- Ad-Hoc Reviewer, *Applied Research in Quality of Life* (SSCI)
- Ad-Hoc Reviewer, *Review of Managerial Science* (SSCI)
- Ad-Hoc Reviewer, *Journal of Environmental Management* (SSCI)
- Ad-Hoc Reviewer, *Employee Relations* (SSCI)
- Ad-Hoc Reviewer, *Current Psychology* (SSCI)
- Ad-Hoc Reviewer, *Personality Assessment and Individual Differences* (SSCI)
- Ad-Hoc Reviewer, *Asian Pacific Journal of Human Resources* (SSCI)
- Ad-Hoc Reviewer, *International Journal of Selection and Assessment* (SSCI)
- Ad-Hoc Reviewer, *Waste Management* (SSCI)
- Ad-Hoc Reviewer, *International Journal of Hospitality and Tourism Administration* (ESCI)
- Ad-Hoc Reviewer, *Anatolia: An International Journal of Tourism and Hospitality Research* (ESCI)
- Ad-Hoc Reviewer, *Tourism: An International Interdisciplinary Journal* (ESCI)
- Ad-Hoc Reviewer, *Asia Pacific Management Review* (ESCI)
- Ad-Hoc Reviewer, *International Journal of Services Technology and Management* (ESCI)
- Ad-Hoc Reviewer, *Journal of Quality Assurance in Tourism and Hospitality* (ESCI)
- Ad-Hoc Reviewer, *Tourism and Hospitality Research* (ESCI)
- Ad-Hoc Reviewer, *Management Research Review* (ESCI)
- Ad-Hoc Reviewer, *Journal of Strategy and Management* (ESCI)
- Ad-Hoc Reviewer, *Journal of Organizational Effectiveness: People and Performance* (ESCI)
- Ad-Hoc Reviewer, *Journal of Global Marketing*
- Ad-Hoc Reviewer, *International Journal of Banking, Accounting and Finance*
- Ad-Hoc Reviewer, *Tourism in Marine Environments*
- Ad-Hoc Reviewer, *METU Studies in Development*
- Ad-Hoc Reviewer, *The University of Selcuk Journal of Institute for Social Sciences*
- Ad-Hoc Reviewer, *Canakkale Onsekiz Mart University, Journal of Administrative Sciences*

- Ad-Hoc Reviewer, 15th. Graduate Student Research Conference in Hospitality and Tourism - 2009
- Ad-Hoc Reviewer, 2013 ICHRIE Conference, Service Marketing and Management Track
- Ad-Hoc Reviewer, 2012 ICHRIE Conference, Service Marketing and Management Track
- Ad-Hoc Reviewer, Asia-Pacific Council on Hotel, Restaurant, & Institutional Education (APac CHRIE) Conference – 2009
- Reviewer for Book Proposal, Elsevier
- Reviewer for Book Proposal, Emerald
- Reviewer for the Research Foundation-Flanders (FWO), Belgium
- Reviewer for Research Proposals, Research Grants Council, Hong Kong
- Reviewer for Research Proposals, The United Arab Emirates University
- Member, Scientific Committee, 21st National and 5th International Tourism Congress, 15-17 October, 2020, Burhaniye School of Applied Sciences, Balikesir University
- Member, International Scientific Committee, 10th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference (jointly organized by Universidade Anhembi Morumbi and Washington State University, July 06-10), São Paulo, Brazil - 2020
- Member, International Scientific Committee, 9th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference (jointly organized by University of Portsmouth and Washington State University, July 09-12), Portsmouth, United Kingdom - 2019
- Member, International Scientific Committee, 8th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference (jointly organized by University of the Thai Chamber of Commerce, Chiang Mai University, and Washington State University, June 25-29), Bangkok, Thailand - 2018
- Member, International Scientific Committee, 7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) Conference (jointly organized by Eastern Mediterranean University and Washington State University, July 10-15), Gazimagusa, Northern Cyprus - 2017
- Member, Scientific Committee, The 9th International Conference: New Perspectives in Tourism and Hospitality Management, (jointly organized by Balikesir University in Turkey and University of Finance and Management in Poland), - 2014
- Member, Review Board, The 9th International Congress on Cyprus Studies, Eastern Mediterranean University - 2014
- Member, Review Board, The 1st National Vocational Schools' Social and Technical Sciences Congress Bulent Ecevit University - 2014
- Member, Review Board, The 5th World Conference for Graduate Research in Tourism, Hospitality, and Leisure - 2010
- Member, Review Board, The 4th World Conference for Graduate Research in Tourism, Hospitality, and Leisure - 2008
- Member, Review Board, The 3rd World Conference for Graduate Research in Tourism, Hospitality, and Leisure - 2006
- Member, Review Board, The 1st National Tourism Congress of Turkey, Vocational School of Karasu, Sakarya University - 2007
- Co Editor-in-Chief, EMU Journal of Tourism Research - 2003, 2004, and 2005
- Associate Editor, EMU Journal of Tourism Research - 2000, 2001, and 2002

Administrative Positions

- Elected Member (Professors' Representative), University Senate, Eastern Mediterranean University, October 08, 2012 - October 07, 2015
- Member, Executive Committee of the Center for Tourism Research, Eastern Mediterranean University, December 19, 2000 - 2002 and October 26, 2004 - 2006
- Director, School of Tourism and Hospitality Management, Eastern Mediterranean University, September 23, 2003 - April 30, 2004
- Member, University Executive Board, Eastern Mediterranean University, September 23, 2003 - April 30, 2004
- Member, University Senate, Eastern Mediterranean University, September 23, 2003 - April 30, 2004
- Assistant Chair, Center for Tourism Research, Eastern Mediterranean University, February 01, 2001 - 2004

- Coordinator for Investments, Vice Rector's Office, Eastern Mediterranean University, February 11, 2002 - August 05, 2002
- Head, Program of Food and Beverage Management, Baskent University, October 1997 - December 1998

Committee Assignments

- External Examiner, Scientific and Technological Research Council of Turkey (TÜBİTAK) Science Award, September 15, 2022
- External Jury Member, Associate Professorship, Girne American University, September 29, 2022
- External Examiner, Ph.D. Dissertation, Faculty of Business and Law, Taylor's University, February 28, 2022.
- External Examiner, of DBA Thesis in the Field of Business Administration, Southern Cross University, Australia, June 15, 2020.
- External Examiner of Ph.D. Dissertation in the Field of Tourism (Faculty of Law and Management), University of Mauritius, Mauritius, March 30, 2020.
- External Examiner of Mphil Transfer Report in the Field of Tourism (Faculty of Law and Management), University of Mauritius, Mauritius, September 20, 2018
- External Examiner of Ph.D. Dissertation in the Field of Economics and Management (Tourism), School of Graduate Studies, University Putra Malaysia, May 17, 2018
- Participated in the Preparation of the Strategic Plan (2017 - 2022) for the Faculty of Tourism at Eastern Mediterranean University, November 30 2016 , December 07 2016, and January 03, 2017
- External Jury Member, Assistant Professorship, Girne American University, October 11, 2019
- External Jury Member, Assistant Professorship, Bahcesehir Cyprus University, December 12, 2018
- External Jury Member, Assistant Professorship, European University of Lefke, November 11, 2018
- External Jury Member, Assistant Professorship, European University of Lefke, December 12, 2017
- External Jury Member, Associate Professorship, University of Central Florida, April 28, 2017
- External Jury Member, Assistant Professorship, European University of Lefke, January 02, 2017
- External Jury Member, Assistant Professorship, European University of Lefke, January 02, 2017
- External Jury Member, Professorship Exam, Girne American University, January 20, 2016
- External Jury Member, Associate Professorship Exam, Girne American University, October 5, 2015 and November 02, 2015
- External Jury Member, Performance Assessment of an Assistant Professor, Ozyegin University, September 17, 2015
- External Jury Member, Associate Professorship Exam, Cyprus International University, March 31, 2015 and June 04, 2015
- External Examiner of Ph.D. Dissertation in the Field of Business Administration, Southern Cross University, March 21, 2014
- Member, Rector Candidate Determination Committee, May 21-July 08, 2014
- Member, Accreditation Committee, FIBAA (Foundation for International Business Administration Accreditation), Faculty of Tourism, Eastern Mediterranean University, September 2013-March 2014
- Chair, the University Curriculum Committee, July 23, 2012-2015
- Member, Faculty Council, Faculty of Tourism, Eastern Mediterranean University March 2012-present
- Member, Committee for the Suggestions for the Performance Measurement and Assessment for Academic Staff, School of Tourism and Hospitality Management, Eastern Mediterranean University, May 2011
- Participated in the Preparation of the Strategic Plan (2011 - 2015) for the School of Tourism and Hospitality Management at Eastern Mediterranean University, January 26 - 27, 2011
- Member, Finalized the 1.1.1.04 International Journal List for Academic Promotions, December 2010
- Member, Committee on the Selection of the Most Suitable Director for the Food Service Outlets of the Eastern Mediterranean University on December 02, 2010
- Member, Committee on the Selection of the Most Suitable Executive Chef for the Food Service Outlets of the Eastern Mediterranean University on November 09, 2010
- Member, TedQual (Tourism Education Quality) Accreditation Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, October 07 - November 05, 2009
- Reserve Member, Committee for Academic Disciplinary Actions, 2009 - 10 Academic Semester

- Reserve Member, Committee for Academic Disciplinary Actions, 2008 - 09 Academic Semester
- Member, Committee for 1.1.1.04 International Journal Selection for Academic Promotions, July 2008 - February 2009
- Member, Jury for the Appointment of Assistant Professorship, School of Tourism and Hospitality Management, Eastern Mediterranean University, October 2007 and February 2012
- Member, School Council, School of Tourism and Hospitality Management, Eastern Mediterranean University 2007 - 2008 and 2008 - 2009 Academic Years
- Member and Assistant Chair, Ethical Board Committee, Eastern Mediterranean University, January 2011
- Member, Ethical Board Committee, Eastern Mediterranean University, September 2007 – January 2019
- Member, Research Advisory Board, Eastern Mediterranean University, April 06, 2005 - December 31, 2013
- Member, Workload Committee, Eastern Mediterranean University, July 2007 - January 2008
- Member, Committee for the Evaluation of the Principles for the Performance Measurement and Assessment for Academic Staff, School of Tourism and Hospitality Management, Eastern Mediterranean University, April 2007
- Member, European University Association-Institutional Evaluation Research Section, Eastern Mediterranean University, May 12 - July 06, 2006
- Coordinator, TedQual (Tourism Education Quality) Accreditation Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, May 02 - 17, 2005
- Participated in the Promotion of the School of Tourism and Hospitality Management, Eastern Mediterranean University to Prospective Students in Northern Cyprus High Schools, 2005, 2006, and 2007
- Member, Accreditation Committee, Eastern Mediterranean University, 2004 - 2005 Fall Semester
- Member, Research Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2004 - 2007
- Member, Congress Development Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2004 - 2005 Fall Semester
- Participated in the Preparation of the Strategic Plan for the School of Tourism and Hospitality Management at Eastern Mediterranean University, June 15 - 16, 2004
- Member, Purchasing and Tender Committee, Eastern Mediterranean University, November 06, 2002 - September 25, 2003
- Member, School Promotion Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2002 - 2003 Fall Semester
- Member, Graduate Studies Committee, School of Tourism and Hospitality Management, Eastern Mediterranean University, 2002 - 2003 Fall Semester
- Member, Vocational School Council, Baskent University, October 1997 - December 1998

Service for the Community

- Seminar on Customer Satisfaction Given to Sales force in Noyanlar Construction, December 2022
- Participant, BRT 2 Television, September 13, 2013
Title of the Topic: Scientific Research in Tourism
- Participant, Channel T Television, November 16, 2012
Title of the Topic: Academic Quality and Publications in Tourism Education
- Participant, Ada Television, October 27, 2011
Title of the Topic: Research and Publications in Tourism
- Moderator, February 23, 2008
Title of the Panel: Determining New Products for External Markets and Branding Strategies
- Moderator, March 26, 2007
Title of the Panel: Expectations from the Turkish Republic of Northern Cyprus Tourism in 2007
- Moderator, May 17, 2006
Title of the Panel: New Perspectives in the Air Transportation in the Turkish Republic of Northern Cyprus
- BRT - Radio Program (June 25, 2004)-The Importance of Frontline Employees in the Tourism Industry
- Seminar on the Hospitality Operations and Food and Beverage Cost Control Given to a Group of Instructors at Baskent University in July - September 1998

- Seminar on the Managerial Aspects of Food and Beverage Operations Given to Food and Beverage Managers of the Dedeman Hotel Chain in Ankara, Turkey in April 1998
- Seminar on Rooms Division and Food and Beverage Service Operations Given to a Group of Instructors at Baskent University in September 1997
- Bar and Beverage Operations and Management Course Given to a Group of Hospitality Audience at King Hotel in Ankara, Turkey between October 1996 and January 1997

Professional Affiliation

- Member, American Marketing Association, 2005 - 2010
- Member, Skål International, 2009 – 2012

Industry Experience

- Junior Service Captain, Mersin Hilton, Turkey, July - September 1992
 - Trainee in Food and Beverage Outlets, Ankara Hilton, Turkey, January - July 1991
 - Cost Control Clerk, Club Aldiana, Kemer, Antalya, Turkey, June - September 1990
 - Trainee in Front Office, Ankara Hilton, Turkey, June - September 1989
 - Translation Office, Giresun, Turkey, 1985 - 1987 Summer Period
-