

**EASTERN MEDITERRANEAN UNIVERSITY**  
**SCHOOL OF TOURISM AND HOSPITALITY MANAGEMENT**  
**PUBLICATIONS (2006-present)**

**Chapter in an Edited Book**

**2008**

Karatepe, Osman M. (2008), "Work-Family Conflict and Facilitation: Implications for Hospitality Researchers," In the *Handbook of Hospitality Human Resources Management*, Dana Tesone, ed. Oxford, U.K.: Butterworth Heinemann, Elsevier, 237-64.

**2006**

Alipour, Habib and Derek Hall (2006), "The Mediterranean Enlargement: An Overview," In the *Tourism in the New Europe: The Challenges and Opportunities of EU Enlargement*, Derek Hall, Barbara Marciszewska, and Melanie Smith, eds. Wallingford, U.K.: CAB International, 199-213.

Haktanir, Mine (2006), "Performance Measurement in Independent Hotels," In the *Accounting and Financial Management: Developments in the International Hospitality Industry*, Peter Harris and Marco Mongiello, eds, Oxford, U.K.: Butterworth-Heinemann, 3-21.

**International Journal Publications**

**Forthcoming**

**2011**

Karatepe, Osman M. (2011), "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). (SSCI)\*

**2010**

Karatepe, Osman M., Alptekin Sokmen, Ugur Yavas, and Emin Babakus (2010), "Work-Family Conflict and Burnout in Frontline Service Jobs: Direct, Mediating and Moderating Effects," *E & M Ekonomie A Management*, 13 (4). (SSCI)

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\* Social Sciences Citation Index

Karatepe, Osman M. (2010), "The Effect of Positive and Negative Work-Family Interaction on Exhaustion: Does Work Social Support Make a Difference?," *International Journal of Contemporary Hospitality Management*, 21 (6). (SSCI)

Karatepe, Osman M., Mine Haktanir, and Ilkay Yorganci (2010), "The Impacts of Core Self-Evaluations on Customer-Related Social Stressors and Emotional Exhaustion," *The Service Industries Journal*, 30 (11-12). (SSCI)

Karatepe, Osman M., Ilkay Yorganci, and Mine Haktanir (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.

Karatepe, Osman M. and Tuna Karatepe (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)

Uludag, Orhan and Huseyin Yaratani (2009), "The Effect of Burnout on Engagement: An Empirical Study on Tourism Students," *Journal of Hospitality, Leisure, Sport, and Tourism Education*, 9 (1), 13-23. (SSCI)

Yavas, Ugur, Osman M. Karatepe, and Emin Babakus (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*.

## 2009

Alipour, Habib and E. M. Vughaingmeh (2009), "Residents' Attitudes toward Casino Gambling in Kyrenia, North Cyprus: In Search of Theoretical Explanation?," *Tourism Analysis*, 14 (6).

Ekiz, H. Erdogan, Huseyin Arasli, and Ali Bavik (2009), "RENTQUAL: A New Measurement Scale for Car Rental Services," *Tourism: An International Interdisciplinary Journal*, 57 (2), 135-53.

Karadal, Himmet and Huseyin Arasli (2009), "The Impacts of Superior Politics on Frontline Employees' Behavioral and Psychological Outcomes," *Social Behavior and Personality*, 37 (2), 175-90. (SSCI)

Karatepe, Osman M. (2009), "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.

Karatepe, Osman M. (2009), "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), 326-43.

Karatepe, Osman M. and Hasan Kilic (2009), "The Effects of Two Directions of Conflict and Facilitation on Frontline Employees' Job Outcomes," *The Service Industries Journal*, 29 (7), 977-93. (SSCI)

Karatepe, Osman M., Ilkay Yorganci, and Mine Haktanir (2009), "Customer Verbal Aggression among Hotel Employees," *International Journal of Contemporary Hospitality Management*, 21 (6), 713-33. (SSCI)

Karatepe, Osman M. and Kayode Dare Aleshinloye (2009), "Emotional Dissonance and Emotional Exhaustion among Hotel Employees in Nigeria," *International Journal of Hospitality Management*, 28 (3), 349-58. (SSCI)

Karatepe, Osman M. and Olusegun A. Olugbade (2009), "The Effects of Job and Personal Resources on Hotel Employees' Work Engagement," *International Journal of Hospitality Management*, 28 (4), 504-12. (SSCI)

## **2008**

Arasli, Huseyin, Erdogan H. Ekiz, and Salih T. Katircioglu (2008), "Gearing Service Quality into Public and Private Hospitals in Small Islands: Empirical Evidence from Cyprus," *International Journal of Health Care Quality Assurance*, 21 (1), 8-23.

Arasli, Huseyin and Mustafa Tumer (2008), "Nepotism, Favoritism and Cronyism: A Study of Their Effects on Job Stress and Job Satisfaction in the Banking Industry of North Cyprus," *Social Behavior and Personality*, 36 (9), 1237-50. (SSCI)

Babakus, Emin, Ugur Yavas, and Osman M. Karatepe (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.

Karatepe, Osman M. and Alheri Bawa Magaji (2008), "Work-Family Conflict and Facilitation in the Hotel Industry: A Study in Nigeria," *Cornell Hospitality Quarterly*, 49 (4), 395-412. (SSCI)

Karatepe, Osman M., Hasan Kilic, and Bengi Isiksel (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)

Karatepe, Osman M. and Lorina Bektashi (2008), "Antecedents and Outcomes of Work-Family Facilitation and Family-Work Facilitation among Frontline Hotel Employees," *International Journal of Hospitality Management*, 27 (4), 517-28. (SSCI)

Karatepe, Osman M. and Orhan Uludag (2008a), "Affectivity, Conflicts in the Work-Family Interface, and Hotel Employee Outcomes," *International Journal of Hospitality Management*, 27 (1), 30-41. (SSCI)

Karatepe, Osman M. and Orhan Uludag (2008b), "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), 115-34. (LEAD ARTICLE)

Karatepe, Osman M. and Orhan Uludag (2008c), "Role Stress, Burnout and Their Effects on Frontline Hotel Employees' Job Performance," *International Journal of Tourism Research*, 10 (2), 111-26. (SSCI)

Yavas, Ugur, Emin Babakus, and Osman M. Karatepe (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

Alipour, Habib and Lejla Dizdarevic (2007), "A Conceptual Sustainability Approach to Tourism Planning and Development in Post-War Bosnia and Herzegovina (BiH)," *Tourism and Hospitality Planning and Development*, 4 (3), 211-30.

Alipour, Habib, Mehmet Altinay, Kashif Hussain, and Nazita Sheikhan (2007), "Perceptions of the Beach Users: A Case Study of the Coastal Areas of the North Cyprus towards a Carrying Capacity Establishment," *Tourism Analysis*, 12 (2/3), 135-48.

Ardahan, M. Guven (2007), "The Influence of Selected Antecedents of Frontline Staff's Perceptions of Service Recovery Performance," *Florida International University School of Hospitality and Tourism Management Review*, 25 (2), 10-32.

Ekiz, Erdogan H. and Huseyin Arasli (2007), "Measuring the Impacts of Organizational Responses: Case of Northern Cyprus Hotels," *Managing Global Transitions*, 5 (3), 271-87.

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- Karatepe, Osman M., Huseyin Arasli, and Abdulrahim Khan (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.
- Karatepe, Osman M. and Orhan Uludag (2007), "Conflict, Exhaustion, and Motivation: A Study of Frontline Employees in Northern Cyprus Hotels," *International Journal of Hospitality Management*, 26 (3), 645-65.
- Karatepe, Osman M., Ugur Yavas, and Emin Babakus (2007), "The Effects of Customer Orientation and Job Resources on Frontline Employees' Job Outcomes," *Services Marketing Quarterly*, 29 (1), 61-79.
- Katircioglu, Salih T., Huseyin Arasli, and Erdogan H. Ekiz (2007), "Trends in Tourism in North Cyprus: A Historical Perspective," *e-Review of Tourism Research*, 5 (2), 37-46.
- Kayaman, Ruchan and Huseyin Arasli (2007), "Customer Based Brand Equity: Evidence from the Hotel Industry," *Managing Service Quality*, 17 (1), 92-109.

## 2006

- Arasli, Huseyin, Ali Bavik, and Erdogan H. Ekiz (2006), "The Effects of Nepotism on Human Resource Management: The Case of Three, Four, and Five Star Hotels in Northern Cyprus," *International Journal of Sociology and Social Policy*, 26 (7/8), 295-308.
- Karatepe, Osman M. (2006a), "The Effects of Selected Antecedents on the Service Recovery Performance of Frontline Employees," *The Service Industries Journal*, 26 (1), 39-57. **(SSCI)**
- Karatepe, Osman 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.
- Karatepe, Osman M. and Alptekin Sokmen (2006), "The Effects of Work Role and Family Role Variables on Psychological and Behavioral Outcomes of Frontline Employees," *Tourism Management*, 27 (2), 255-68. **(SSCI)**
- Karatepe, Osman M. and Lulu Baddar (2006), "An Empirical Study of the Selected Consequences of Frontline Employees' Work-Family Conflict and Family-Work Conflict," *Tourism Management*, 27 (5), 1017-28. **(SSCI)**
- Karatepe, Osman M. and Mehmet Tekinkus (2006), "The Effects of Work-Family Conflict, Emotional Exhaustion, and Intrinsic Motivation on Job Outcomes of Front-Line Employees," *International Journal of Bank Marketing*, 24 (3), 173-93.

Karatepe, Osman M., Orhan Uludag, Ismet Menevis, Lejla Hadzimehmedagic, and Lulu Baddar (2006), "The Effects of Selected Individual Characteristics on Frontline Employee Performance and Job Satisfaction," *Tourism Management*, 27 (4), 547-60. (LEAD ARTICLE) (SSCI)

Karatepe, Osman M., Ugur Yavas, Emin Babakus, and Turgay Avci (2006), "Does Gender Moderate the Effects of Role Stress in Frontline Service Jobs?," *Journal of Business Research*, 59 (10-11), 1087-93. (SSCI)

### **Papers in the International Conferences**

#### **2009**

Alipour, Habib and E. M. Vughoingumeh (2009), "Attitudes of Residents Regarding the Socio-Cultural Effects of Casino Gambling-A Community Approach: The Case of Kyrenia, Turkish Republic of Northern Cyprus (TRNC)," *Proceedings of the International Conference: Resorting to the Coast: Tourism, Heritage and Cultures of the Seaside*, June 25-29, Blackpool, U.K., 25-9.

Altinay, Mehmet and Hasan Ali Bicak (2009), "Corporate Social Responsibilities of Casinos in North Cyprus," *The 4th International Conference on Services Management*, Oxford Brooks University.

Ruso, Nazenin and Mehmet Altinay (2009), "Community based Service-Learning; The Case of School of Tourism, North Cyprus," *The 4th International Conference on Services Management: Managing Services across Continents*, Oxford Brooks University.

Yavas, Ugur, Osman M. Karatepe, and Emin Babakus (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, 647-51.

Yaver, Raziye Nevzat (2009), "Signs and Semiotics of Gender in Cyprus: The Representation of the Female Body in Holiday Brochures," *3<sup>rd</sup>. International Conference on Women's Studies, Gender at the Crossroads: Multi-Disciplinary Perspectives*, 20-22 April, Center for Women's Studies, Eastern Mediterranean University, Gazimagusa, TRNC, 367-78.

#### **2006**

Alipour, Habib (2006), "Perceptions of the Beach Users: A Case Study of the Coastal Areas of the North Cyprus towards a Carrying Capacity Establishment," *Proceedings of the International Conference: New Perspectives and Values in World Tourism and Tourism Management in the Future International Tourism Conference*, November 20-26, Alanya, Turkey.

Altınay, Mehmet, Hasan A. Bıçak, Turgut Var, and Mehmet Basel (2006), "Perceptions of Local Community on Costs and Benefits of Tourism in North Cyprus," Sustainable Tourism with Special Reference to Islands and Small States, Malta.

Altınay, Mehmet, Hasan A. Bıçak, Turgut Var, and Mehmet Basel (2006), "Tourism Development Policies and Sustainability Issues in North Cyprus," Sustainable Tourism with Special Reference to Islands and Small States, Malta.

Araslı, Hüseyin, Ali Bavik, and Erdoğan H. Ekiz (2006), "The Effects of Nepotism on Human Resource Practices, Job Satisfaction, Quitting Intention and Negative Word of Mouth: The Case of Hotels in Northern Cyprus," *Tourism and Hospitality Industry 2006-New Trends in Tourism and Hospitality Management-18<sup>th</sup>. Biennial International Conference*, May 03-05, Opatija, Croatia: Faculty of Tourism and Hospitality Management, 573-87.

Katircioğlu, Salih, Hüseyin Araslı, and Erdoğan H. Ekiz (2006), "Is Sustainable Tourism Development Possible Under Political Isolation: A Case of North Cyprus," 5<sup>th</sup>. *International Conference: Increasing Tourist Spending through Management*, May 04-06, Opatija, Croatia: Faculty of Tourism and Hospitality Management.