

Beyşehir Ali Akkanat Turizm Fakültesi
YÖK Üniversite İzleme ve Değerlendirme Kriterleri
2022 Yılı Gerçekleşme Oranları ve Kanıtlayıcı Belgeler

KURUM ADI: Beyşehir Ali Akkanat Turizm Fakültesi				
Kriterler		2022 Yılı Hedefi	2022 Yılı Gerçekleştirilen	
A. Eğitim ve Öğretim			Sayı	Gerçekleşme Oranı %'si
A.1	Uluslararası sempozyum, kongre veya sanatsal sergi sayısı	2	1	%50
A.2	Öğrencilerin yaptığı sosyal sorumluluk projelerinin sayısı	12	9	%75
A.3	Öğrencilerin yaptığı endüstriyel projelerin sayısı	1	0	
A.4	Teknokent veya TTO projelerine katılan öğrenci sayısı	2	0	
B. Araştırma-Geliştirme, Proje ve Yayın				
B.1	SCI, SCI-Expanded, SSCI ve AHCI endeksli dergilerde yayımlanmış yayın sayısı (*)	2	0	
B.2	ESCI endeksli dergilerde yayımlanmış yayın sayısı (*)	7	4	%57
B.3	Web of science kapsamında yapılan atıf sayısı	+	20	
B.4	Başvurulan patent, faydalı model veya tasarım sayısı	-	0	
B.5	Sonuçlanan patent, faydalı model veya tasarım sayısı	-	0	
B.6	TÜBİTAK tarafından verilen ulusal ve uluslararası araştırma bursu sayısı	1	2	%100
B.7	TÜBİTAK tarafından verilen ulusal ve uluslararası destek programı sayısı	1	0	
B.8	Ulusal ve uluslararası özel veya resmi kurum/kuruluşlar tarafından desteklenmiş Ar-Ge niteliği taşıyan proje sayısı	1	0	
B.9	Laboratuvarlarda Ar-Ge, inovasyon ve ürün geliştirme kapsamında sunulan hizmet sayısı	-	0	
B.10	Endüstri ile ortak yürütülen proje sayısı	4	2	%50
C. Uluslararasılaşma				
C.1	İstihdam edilen yabancı uyruklu öğretim üyesi sayısı	+	0	
C.2	Kurumunuzdaki yabancı uyruklu öğrenci sayısı	+	8	
C.3	Öğretim elemanlarının aldığı uluslararası fonlara dayalı proje sayısı	1	0	
C.4	Yurt dışındaki üniversiteler veya kurum/kuruluşlar ile ortak yürütülen proje sayısı	1	0	
D. Toplum Hizmet ve Sosyal Sorumluluk				

D.1	Kurumunuzun yaptığı sosyal sorumluluk proje sayısı	3	2	%66,6
D.2	Kariyer merkezi çalışmaları kapsamında öğrenci ve mezunlara yönelik gerçekleştirilen faaliyet sayısı	4	0	
D.3	Kamu kurum/kuruluşlarıyla yürütülen proje sayısı	5	1	%20
D.4	Dezavantajlı gruplara yönelik sosyal entegrasyon ve kapsayıcılığa ilişkin yapılan faaliyet sayısı	4	2	%50
D.5	Üniversitenin sağladığı eğitim burslarından faydalanan öğrenci sayısı	+	0	

Açıklama ve Kanıtlayıcı Belgeler

2022 yılında gerçekleştirilen faaliyetler:

A.1 maddesi kapsamında gerçekleştirilen uluslararası panel sayısı 1'dir. Kanıtlayıcı belgeler ekte sunulmuştur.

A.2 maddesi kapsamında öğrencilerimiz tarafından gerçekleştirilen sosyal sorumluluk proje sayısı 9'dur. Projelere ilişkin kanıtlayıcı belgeler eklerde sunulmuştur.

B.2 maddesi kapsamında fakültemiz öğretim elemanları tarafından WoS kapsamında taranan 4 adet yayın yapılmıştır. Kanıtlayıcı belgeler eklerde sunulmuştur.

B.3 maddesi kapsamında fakültemiz öğretim elemanları tarafından yayınlanan eserlere Web of science kapsamında yapılan atıf sayısı 20'dir. Kanıtlayıcı belgeler eklerde sunulmuştur.

B-6 maddesi kapsamında TÜBİTAK tarafından verilen araştırma bursu sayısı 2'dir. Kanıtlayıcı belgeler eklerde sunulmuştur.

B.10 maddesi kapsamında turizm sektöründe yer alan iki farklı kurum ile öğrenci istihdamı üzerine 2 farklı proje gerçekleştirilmiştir. Kanıtlayıcı belgeler eklerde sunulmuştur.

C.2 maddesi kapsamında kurumunuzdaki yabancı uyruklu öğrenci sayısı 8'dir. Kanıtlayıcı belgeler eklerde sunulmuştur.

D.1 maddesi kapsamında kurumunuzun yaptığı sosyal sorumluluk proje sayısı 2'dir. Projelere ilişkin kanıtlayıcı belgeler eklerde sunulmuştur.

D.3 maddesi kapsamında kamu kurum/kuruluşlarıyla yürütülen proje sayısı 1'dir. Projeye ilişkin kanıtlayıcı belgeler eklerde sunulmuştur.

D.4 maddesi kapsamında dezavantajlı gruplara yönelik sosyal entegrasyon ve kapsayıcılığa ilişkin yapılan faaliyet sayısı 2'dir. Kanıtlayıcı belgeler eklerde sunulmuştur.

Ekler

Gerçekleşen faaliyetlere ilişkin kanıtlayıcı belgeler sırası ile eklerde aktarılmıştır.

A.1. Uluslararası sempozyum, kongre veya sanatsal sergi sayısı



SELÇUK ÜNİVERSİTESİ
BEYŞEHİR ALİ AKKANAT
TÜRİZM FAKÜLTESİ

PANEL

PANEL

HZ. MEVLÂNÂ'DA KADININ YERİ VE ÖNEMİ

LA PLACE ET L'IMPORTANT DE LA FEMME CHEZ MEVLANA

- 29 Eylül 2022 (Perşembe) • Saat: 14.30
- Yer: Selçuk Üniversitesi Müzesi

- Le 29 Septembre 2022 • Heures: 14.30
- Lieu: Selçuk Üniversitesi Müzesi

Moderatör
Prof. Dr. Abdullah KARAMAN
SÜ Beyşehir Ali Akkanat
Turizm Fakültesi Dekanı



Modorateur
PROFESSEUR .DR Abdullah KARAMAN
Doyen à la Faculté de Tourisme
Ali Akkanat à l'université Selçuk

Konuşmacı
Dr. Hc. Esin ÇELEBİ BAYRU
Tarihte ve Mevlevilikte Kadına Bakış



Intervenante
Dr. Hc. Esin ÇELEBİ BAYRU
Vue des femmes dans l'histoire
et dans la Mevlevia

Konuşmacı
Carole Latifa AMEER
Mevlana Eğitiminde Kadın Figürleri ve
Sembolik İzahları



Intervenante
Carole Latifa AMEER
La Symbolique des figures féminines dans
l'Enseignement de Mevlana

Konuşmacı
Prof. Dr. Abdullah ÖZTÜRK
Kadınların kendilerine karşı iki yüzlü davranış
sergileyen sahte din adamlarına karşı bilgelikleriyle galip gelmeleri



Intervenante
PROFESSEUR .DR Abdullah ÖZTÜRK
Sagesse et victoire des femmes contre l'Hypocrisie
des religieux dans l'Heptameron et dans le Mesnevi

A.2. Öğrencilerin Yaptığı Sosyal Sorumluluk Projeleri

SELÇUK ÜNİVERSİTESİ
BEYŞEHİR ALİ AKKANAT TURİZM FAKÜLTESİ ÖĞRENCİLER
TARAFINDAN YÜRÜTÜLEN SOSYAL SORUMLULUK PROJELERİ
(2022)

1. KIYAFET KUMBARASI PROJESİ

Sosyal Sorumluluk Projesinde Fikir Süreci

- Öncelik olarak yapacağımız bu proje kapsamında insanlara nasıl faydamız dokunur diyerek yola çıktık.
- Ve önce çevremizi gözlemledik sonra yardıma ihtiyacı olan insanları göz önüne alarak ona göre fikirler ürettik.
- Günümüz yaşantısına da bakarak (savaşlar, pandemi süreci, ekonomik kriz..) yardıma muhtaç insanlar için temel ihtiyaçlardan biri olan giyim konusunda bir fikir oluşturduk.
- İçinde bulunduğumuz durumda göz önüne alarak yardıma ihtiyacı olan insanlar için KYK KIZ YURDUNDA yaşayan öğrencilerin kullanmadıkları ama kullanılabilir olan giyim eşyalarını toplamak için bir proje başlattık.



2. İFTAR YEMEĐİ DAĐITIM PROJESİ

Ramazan ayı dolayısıyla ihtiya sahiplerine iftar yemeĐi daĐıtımında bulunduk.

Projemize bařlarcken ekip arkadařlarımız ile kendi aramızda bir toplantı yaptık. Ramazan ayı yaklařtıĐı için bu aya yönelik bir proje yapmaya karar verdik. Bu karar doĐrultusunda Do. Dr. Mustafa ARSLAN hocamız ile grüşttük. Kendisi iřletme fakóltesinde Göl Feneri DerneĐi ile baĐlantılı olan Do. Dr. Aziz ÖZTÜRK hocamıza yönlendirdi. Do. Dr. Aziz ÖZTÜRK hocamız ile saĐladığımız iř birliĐi neticesiyle Göl Feneri DerneĐi ař evinde iftar yemeĐi daĐıtımına bařladık. Sonrasında dernek bařkanı Mustafa KASALAK daveti ile EřrefoĐlu Camiinde teravih ıkıřı kadınlara su daĐıtımı yaptık. İftar yemeĐi daĐıtımımızı yaklařık 1 hafta- 10 gün boyunca devam ettirdik. Ramazanın bitmesi ile alıřmamızı sonlandırdık.





3. KİTAP İHTİYACI OLAN ÖĞRENCİLERE KİTAP YARDIMI KAMPANYASI

KİTAP YARDIM PROJESİ

Projenin Amacı: Kitap ihtiyacı olan insanlara, özellikle öğrencilere, yardım amaçlı ve eğitime destek verme amaçlı bir proje oluşturmak.

Projenin Planlanma Süreci: Proje ekibimizde bulunan arkadaşlarımızla beraber bir toplantı gerçekleştirdik ve neler yapabileceğimizi, kimlerden yardım alabileceğimizi kararlaştırdık. Projemize eğitime destek verme amacıyla başladık ve ilk olarak bölüm hocalarımızdan bu konuda fikir aldık. Kendi aramızda yaptığımız toplantılarda daha fazla kitaba ulaşabilmek için fikir alışverişi yaptık.

Faaliyet Aşaması: Daha fazla kitaba ulaşabilmek için projemizi okulumuzdaki sınıflara duyurduk.

İlk olarak Beyşehir İlçe Milli Eğitim Müdürü ile görüştük ve kendisi de projemize desteklerini verdi. Onun referansıyla projemizi duyurmak ve daha fazla kitleye ulaşmak için liseler ile görüşmelere başladık.

Daha sonra Turizm Rehberliği Bölüm Başkanı Doç. Dr. Mustafa Arslan'ın referansıyla Ali Akkanat Anadolu Lisesi'ne gittik ve müdür yardımcısına projemizden bahsettik, öğrencilerle okulun konferans salonunda buluştuk ve projemizi anlattık.

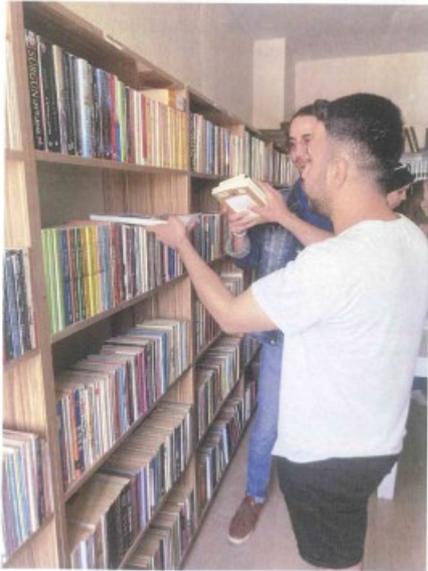
Bölüm hocalarımızdan Dr. Öğr. Üyesi Simge Şalvarcı, Doç. Dr. Mustafa Arslan, Öğr. Gör. Hüseyin Şenerol ve Beyşehir Kültür ve Turizm Derneği Başkanı Mustafa Büyükkafalı getirdiği kitaplar ile projemize destek oldular.

Öğrenciler olarak kendi aramızda da topladığımız kitaplarla toplamda 65 kitaba ulaştık.

Beyşehir Kültür ve Turizm Derneği başkanı Mustafa Büyükkafalı ile görüştük ve kitaplarımızı Beyşehir Kültür ve Turizm Derneği/Danışma Bürosu kütüphanesine bağışladık.

Mustafa Büyükkafalı projemizden dolayı okulumuza, Sosyal Sorumluluk dersi hocamız Dr. Öğr. Üyesi Simge Şalvarcı hocamıza ve biz öğrencilere teşekkürlerini ilettiler ve projemizin eğitime destek için güzel bir başlangıç olduğundan, kitap bağışlarının devamını getirmek için bu gibi projeleri desteklemeye devam edeceklerinden bahsettiler.

Böylelikle eğitim ve yardım amaçlı başladığımız projemizi tamamlayıp, “okudukça ve paylaştıkça iyileşeceğiz” hedefimize ulaşmış olduk.



4. ÖZEL ÖĞRENCİLERLE KİTAP OKUMA, DOĞA YÜRÜYÜŞÜ VE ÇİÇEK EKİMİ ETKİNLİĞİ

Sosyal Sorumluluk Projesi kapsamında ekibimiz ile yaptığımız fikir alışverişi sonrası Özel Öğrencilerle birlikte vakit geçirme kararı aldık. "Özel Artı Özel Eğitim ve Rehabilitasyon Merkezi" Müdürü ve Öğretmenleri ile görüşüp, neler yapabileceğimizi tartıştık. Müdür ve Öğretmenlerin onayı ile birlikte öğrencilerin aileleri ile görüşüp kendimizi tanıttık ve projemizden bahsettik. Daha sonra öğrencilerin neyi sevip sevmediğini ailelerine sorarak fikir alışverişinde bulduk ve neler yapıp yapamayacağımızı öğrendik. İlk etkinlik olarak 16.04.2022 tarihinde özel öğrencilerle birlikte kitap okuma etkinliği gerçekleştirdik. Bu etkinlikte özel öğrencilerimize her birimiz ayrı olmak üzere sevdikleri kitapları okuduk. Bu etkinlik sayesinde biz de hem eğlendik hem de yeni deneyimler kazandık.

İkinci etkinlik olarak, 24.04.2022 tarihinde tekrar kurumu ziyaret ettik ve öğrencilerin ihtiyaçları konusunda neler yapabileceğimiz hakkında fikir alışverişi yaptık. Bu görüşmede, Taha Alper KAÇAR adlı öğrencinin düzenli olarak yürüyüş yaptırıldığı ve ona eşlik ederek ailesinin yükünü hafifletme amacıyla bu etkinliği ailesinin de iznini alarak yapmaya karar verdik. 26.04.2022 tarihinde Taha Alper isimli öğrenci ile doğa yürüyüşümüzü gerçekleştirdik. Bu yürüyüşte öğrencimiz ile iki saat boyunca ilgilendik ve hem yürüyüş yaptırıp hem de ailesinin yükünü hafifletmiş olduk. Yürüyüş bitiminde öğrenciye kuruma kadar eşlik edip ailesine teslim ettik.

Üçüncü etkinliğimizde ise, 25.04.2022 tarihinde kuruma gidip kurum yetkilileri ile okul ve öğrenci ihtiyaçları konusunda istişarede bulduk. Görüşme sonrasında, kurumda peyzaj düzenlemesine ihtiyaç olduğunu öğrendik. Bu düzenlemeyi ise öğrencilerle birlikte gerçekleştirerek hem okulun peyzaj düzenlemesinin yapılması, hem de öğrencilere doğa sevgisini aşılmasını hedefledik. 27.04.2022 tarihinde tüm proje ekibi ile birlikte okul bahçesinde öğrencilerle birlikte çiçek ekimini yaptık. Böylece, öğrencilerin güzel vakit geçirmesi sağladık ve doğa sevgisini aşılmasını sağladık.



5. BEYŞEHİR'DE TEMİZLİK PROJESİ/ ÇÖP TOPLAMA ETKİNLİĞİ

Bizim konumuz Beyşehir ve çevresinde yerlerde bulunan çöpleri toplamak. Bu konuyu seçmemizin sebebi; Üretilen plastiklerin çoğunun ham maddesi petrol ve kömür gibi fosil maddelerdir. Plastikler fosil yakıtlardan üretildiğinden bunların üretimi için milyonlarca varil ham petrol ve tonlarca kömürün işlenmesi gerekmektedir. Günümüzde ham petrolün % 4'ünün plastik üretimi için kullanıldığı belirtilmektedir. Üretimi ve kullanımı diğer fosil yakıtlara göre daha kolay olduğu için petrolden poşet üretmek, dolaylı yoldan petrole olan talebi arttırmaktadır. Bu durum daha çok miktarda petrolün işlenmesine yol açmakta; petrolün işlenmesi ve yakılması esnasında doğaya salınan zehirli gazlar çevre kirliliğine neden olmaktadır. Plastiklerin çevreye verdiği zararlar bunlarla sınırlı değil, doğada çözülmesi çok uzun yıllar alan plastik atıklar, uzun yok olma sürecinde besin zincirine girerek toprak ve su kirleticileri olarak çevreye verdiği olumsuz etkilerden dolayı ekosistemin dengesini de bozmaktadır.

Plastiklerden gelen toksinler güneşle temasa geçtiğinde kanserojen etki yaparak insan sağlığını tehdit edip ciddi sağlık sorunlarına yol açabilir. Naylon poşete sıcak koyulan ekmek, naylon poşetin sıcaklıkla tepkimeye girmesi sonucu insan için zehir 'e dönüşebilmektedir. Okyanuslarda biriken plastik çöpler, denizlerde mekanik erozyon ve kimyasal aşınmayla ciddi çevre sorunlarına neden olmaktadır.

İnsanlar tarafından çevreye bırakılan plastik atıklar sadece çevreye ve insanlara zarar vermekle kalmadığı gibi doğaya bırakılan plastik atıklar, rüzgârların etkisiyle denizlere taşınması sonucu denizlerde yaşayan canlıları ve bu canlılarla beslenen yaban hayvanlarını da olumsuz etkilemektedir. Bunun için insanların plastikleri kullanırken, tüketirken bilinçli davranması, atık olarak atarken sorumlu olunması ve mümkün olduğunca kullanılmasının minimum seviyelere çekilmesi en önemli çözümler olarak karşımıza gelmektedir.

6. SOKAK HAYVANLARINA MAMA KABI HAZIRLAMA/APARAT YERLEŐİMİ

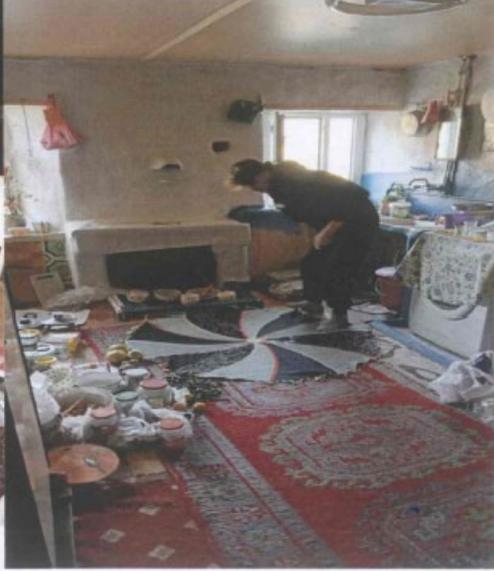
KONU: Sokak Hayvanlarının daha rahat barınabilmesi için plastik su borularından mama kapları hazırlanması ve Beyşehir genelinde bu mama aparatlarının yerleőtirilmesi.

Sosyal Sorumluluk dersimiz için güzel bir proje olacađını dűőündűđümüz ve patili dostlarımızı unutmamam adına 'Selçuk Üniversitesi Patili Dostlarının Yanında' adlı sloganla projemizi gerçekteőtirmeye karar verdik.





7. ENGELLİ VE YARDIMA MUHTAÇ AİLELERE EV YARDIMI



8. YAŐLI EVİ TEMİZLEME VE YARDIMI



9. İHTİYAÇ SAHIPLERİNE RAMAZAN KOLİSİ DAĞITIMI

Sosyal Sorumluluk dersimizin ödev konusu olarak ihtiyaç sahiplerine yardım etmeye karar verdik. Yapacağımız ödevin maddi bir yardım olmasını ve daha çok insanın katılmasını sağlamak istedik, Ramazan ayı dolayısıyla da Ramazan kolisi yapmayı kararlaştırdık.

Yakın çevremize ve ailelerimize bu konuyu anlattık. Yardım etmek, katkı sağlamak isteyenlerden para toplamaya başladık. Toplamda 800₺ nakit biriktirdik. Daha sonra yapacağımız kolilerin neler içermesi gerektiğini araştırdık. Daha sonra yaptığımız bu kolilerin dağıtımını ve ihtiyaç sahiplerinin yerlerinin belirlenmesi için Beyşehir'de tanıdığımız ve güvenilir olduğuna inandığımız bir esnaftan yardım istedik. Olumlu cevabının ardından kolilerin yapımı için markete gittik. Alışverişi yaptık, bakiyemizin yettiği gerekli olan genel ihtiyaçları satın aldık ve kolilere kendimiz yerleştirdik.

Kolileri ulaştırması için yardım istediğimiz esnafa teslim ettik. Dağıtımını kendimiz yapmak istedik lakin ihtiyaç sahipleri uzak köylerde şehrin uzak yerlerinde yaşadıkları için ulaşım imkanı bulamadık bu nedenle yardım almak zorunda kaldık. Sosyal sorumluluk projemiz boyunca tüm işleri beraber yaptık herkes aynı görevleri üstlendi ve eşit şekilde paylaşım yaptık. Yaptığımız ödevin iki taraf içinde faydalı olduğuna inanıyoruz.

Kolilerin içindekiler;

- Un
- Sıvı yağ
- Pirinç
- Mercimek
- Siyah çay
- Zeytin
- Salça
- Çorba
- Kuru fasulye
- Tuz-
- Makarna
- Tel şehriye
- Şeker
- Puding



B.2. WOS'ta Taranan Dergilerde Yayınlanmış Yayınlar

SMART DESTINATION APPLICATIONS ACCORDING TO COHEN'S SMART CITY WHEEL: THE EXAMPLE OF İZMİR, TURKEY

Aplicações de Destino Inteligente de acordo com a Roda da Cidade
Inteligente de Cohen: O exemplo de İzmir, Turquia

HATICE SARI GÖK¹ & SIMGE ŞALVARCI²

DOI: <http://dx.doi.org/10.18226/21789061.v14i3p807>

ABSTRACT

Since the innovative use of technological systems provides many advantages and convenience to cities, the tendency towards smart applications in cities is increasing. The "smart city" concept, accepted as the new city concept, adopts an innovative and sustainable management style integrated with information and communication technologies in order to find solutions to the problems of cities. By making use of smart city applications, destinations implement smart tourism applications and this provides various conveniences and opportunities to both tourists and tourism stakeholders. In addition, destinations with smart tourism applications provide competitive advantage and increase the quality of tourists' travel experience. İzmir, one of the important destinations of Turkey and visited by many tourists every year, is one of the cities that stand out with its smart city and smart tourism applications. In this context, the aim of the study is to examine the smart city components of İzmir according to Cohen's Smart City Wheel and to determine the studies made to become a smart tourism city based on these applications. In order to achieve this aim, interview technique, one of the qualitative research methods, was used in the research. According to the research findings, the questions directed to the participants regarding smart tourism applications were gathered under 7 themes. These themes were analyzed in the Nvivo 12 package program, including 6 themes (smart mobility, smart living, smart people, smart economy, smart government, smart environment) and smart tourism applications in line with Cohen's smart city dimensions. It is thought that the smart city and smart tourism applications in İzmir will contribute to the residents and tourists visiting the city in terms of easy access, accessibility, sustainability, increasing the quality of life and competitiveness of the destination.

KEYWORDS

Tourism; Smart Tourism; Smart City; Smart Tourism Destination; İzmir, Turkey.

RESUMO

Como o uso inovador de sistemas tecnológicos oferece muitas vantagens e conveniências às cidades, a tendência para aplicações inteligentes nas cidades é crescente. O conceito de "cidade inteligente", aceito como o novo conceito de cidade, adota um estilo de gestão inovador e sustentável integrado às tecnologias de informação e comunicação para encontrar soluções para os problemas das cidades. Ao fazer uso de aplicativos de cidades inteligentes, os destinos implementam aplicativos de turismo inteligente e isso oferece várias conveniências e

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General Information

Society or Institution	Universidade de Caxias do Sul, Programa de Pós-Graduação, Mestrado em Turismo
Journal Website	Visit Site
1st Year Published	2009
Frequency	Quarterly
Issues Per Year	4
Country / Region	BRAZIL
Primary Language ⓘ	Portuguese
Secondary Language(s) ⓘ	Spanish
Aims and Scope ⓘ	Visit Site
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DOES GASTRONOMY BRAND IMAGE AFFECT THE PERCEIVED EMOTIONAL VALUE AND TOUR SATISFACTION?

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ABSTRACT

Gastro-cultural tours, which are prevalent as part of today's experience-based travel, generate memorable gastronomy encounters for tourists. Gastronomically designed cultural tours also shed light on the past's heritage and cultural identity through the local tastes of the regions by promising distinct stories and experiences to travelers. Regions with gastronomic affluence arouse gastro tourists' interest with their cultural and tourist attractions. One of the critical factors contributing to the awareness of visitors towards a particular destination is the creation of a gastronomy brand image in their minds. A region with a gastronomy brand can also affect the emotional value tourists attribute to the region. From different perspectives, this cuisine-based brand image appears to have the potential to influence tourists' satisfaction with the tour. The Southeastern Anatolia Region, one of Turkey's most prominent culinary centers, is a diverse

region with both indigenous gastronomic value and deep-rooted cultural history. From this point of view, the effects of gastronomy brand image on perceived emotional value and tour satisfaction of tourists taking part in gastro-cultural tours were examined in this study. According to the data obtained from the participants, gastronomy brand image has a significant effect on tour satisfaction and the perceived emotional value of the tourists.

KEYWORDS

Gastronomy; Gastro-cultural tours; Gastronomy Brand Image; Perceived Emotional Value; Tour Satisfaction; South-Eastern Anatolia Region.

ECONLITE KEYS

L83; Z30; Z33

1. INTRODUCTION

Gastronomy is one of the elements that is included within the scope of cultural heritage or culture tourism concepts, the popularity of which has increased in recent years, has a relaxing effect on people about the pressures such as intense working life and stress and demanded by the ones who desire to acquire an experience of quality by protecting the environment (Gajić, 2015). Tourists, in our day, demand the products and foods bearing the heritage and culture of a region and help protection of traditional agricultural methods and cultural heritage. As a tourism resource, gastronomy is an element that combines leisure time, local food and beverages, and culture that make tourists gain an unforgettable tourism experience with travel (Smith & Xiao, 2008; Okumus et al., 2013). Starting from this point of view, gastronomy is defined as: “*Travels to discover food and beverage of the destinations, to enjoy these and experience recallable and original gastronomy practices*” (Kyriakaki, Zagkotsi & Trihas, 2013, p. 2). As for gastro-cultural tours, these can be described as tours providing knowledge on the history and cultural values of the destination, experiencing local cuisine culture, discovering the preparation, presentation, and foodways of local food.

South-Eastern Anatolia Region (GAP) has become a residential area without any interruption in Anatolia since the Neolithic period and hosted various civilizations and different cultures. The region is unique geography where the basis of agriculture and livestock are founded and sedentary life was adopted in Anatolian geography. Furthermore, Göbeklitepe, which is located in the region, is a belief center that changed the history of humanity with its 12.000 years history and was inscribed in UNESCO World Heritage List in 2018. Göbeklitepe is the oldest and biggest worshipping center known in the world. Accepted as proof of religious belief in transition to sedentary life,



Source details

Enlightening Tourism

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Scopus coverage years: from 2018 to Present

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E-ISSN: 2174-548X

Subject area: Business, Management and Accounting: Tourism, Leisure and Hospitality Management

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The mediator role of personal growth initiative in the effect of career satisfaction on task and contextual performance¹

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Abstract. *Introduction.* This study provides new insights into the impact of career satisfaction on performance through a multi-dimensionality approach, and a mediator variable. *Objective.* The aim of this study is to determine the relationship between career satisfaction, personal growth initiative, task performance, and contextual performance. *Method.* The research was designed with a quantitative and correlational method. Data were collected from 213 public and private sector employees working in different cities and occupational groups in Turkey. Hypotheses of the research were tested by bootstrapping regression analysis performed with 5000 derivative samples. *Results.* Career satisfaction contributes positively to explaining personal growth initiative, task performance, and contextual performance. Besides, the personal growth initiative makes a positive contribution to explaining task performance and contextual performance. In addition, the most important finding of the study is that personal growth initiative positively mediates the effect of career satisfaction on task performance and contextual performance. Another original output of the study is the adaptation of task performance and contextual performance scales used in the research into Turkish. *Conclusion.* In order to fulfill the requirements of the changing business life, employees must first be aware of their own needs, give importance to their personal development to meet these needs, and be on a career path where they will feel satisfied. On the other hand, managers should implement various approaches that will understand their employees' career and personal development expectations.

Keywords: career satisfaction, personal growth initiative, task performance, contextual performance.

¹ This study is the revised and enlarged version of the proceeding (Pekkan et al., 2018) published in the proceeding book of the "26th Management and Organization Congress" on May 10-12, 2018 in Trabzon, Turkey.



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Current issue:
2022 v. 12 no 4



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e-ISSN 2312-5942

Key title: Организаціонна психологія

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THE ROLE OF TOURISTIC PRODUCT COMPONENTS IN DESTINATION SELECTION

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ABSTRACT

Article History

Received: 8 August 2022

Revised: 23 September 2022

Accepted: 6 October 2022

Published: 20 October 2022

Keywords

Destination attractiveness

Destination competitiveness

Multi-criteria decision-making methods

PROMETHEE.

This research analyzed the effect of the main touristic product components (Cultural and Natural Attractions, Tourism Services Infrastructure, Transportation Facilities, Price Accessibility, and Image) on tourists' destination selection in the seven most-visited destinations in the world in 2020 (France, Spain, the USA, China, Italy, Turkey, and Mexico). The selected destinations were analyzed and compared with the PROMETHEE technique, using the data in the 2019 reports of the "Travel and Tourism Competitiveness Index" and the "Tourism Brand Country Ranking." The results of the analysis showed the order of superiority of the destinations as Spain, France, Italy, China, the USA, Mexico, and Turkey. The criteria and effect levels that affected this ranking are examined in detail for each destination in the findings section of this paper. It was concluded that Turkey fell behind in the ranking due, in particular, to its low performance in the Cultural and Natural Attractiveness category, despite its rich cultural and natural values. This research reveals that differences in the ranking of the 7 countries that attract the most tourists in the world depend on the characteristics of the various touristic product components, and the reasons for these differences are within the touristic product components framework.

Contribution/Originality: In this study, quantitative data on the touristic product components were obtained from the 2019 Travel and Tourism Competitiveness Index (TTCI; renamed the Travel and Tourism Development Index (TTDI)) and the Tourism Brand Country Ranking reports. The PROMETHEE technique, a Multi-Criteria Decision Making Method, was used in the analysis. It is thought that the research will contribute to the literature on this subject.

1. INTRODUCTION

Tourism is an important driver of local and international economic growth. After six decades of steady growth, tourism has become one of the world's most important economic industries. With a growing service economy, it plays an important role in creating jobs, generating income and foreign exchange, promoting regional development, and supporting local communities. Compared to other export sectors, tourism exports make a greater contribution to a country's economy. For example, the average US dollar spent by international tourists in Organisation for Economic Co-operation and Development (OECD) countries generates approximately 89 cents of domestic added value, compared to 81 cents for overall exports. The tourism industry was one of the industries most affected by the Covid-19 pandemic in 2020, with a contraction of 74% (UNWTO, 2021a), compared to 1.5 billion international



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B.3. WOS'ta Taranan Dergilerde Atıf Sayıları

Bibliometric analysis of bibliometric studies in the field of tourism and hospitality

An overview of bibliometric studies in T&H

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Received 25 October 2021
Revised 26 December 2021
28 February 2022
12 April 2022
Accepted 16 April 2022

Abstract

Purpose – This study aims to contribute to the relevant body of knowledge by examining the bibliometric studies related to tourism and hospitality indexed in the Web of Science (WoS) database from a bibliometric perspective (evaluative and relational techniques).

Design/methodology/approach – The WoS database was used to obtain studies to be reviewed. A total of 136 studies were analyzed and visualized in terms of evaluative and relational techniques, and a subject categorization was made.

Findings – “Tourism management” and “tourism and hospitality” are the two fields of research where bibliometric studies are carried out more frequently. Evaluative techniques were used in most studies while relational techniques, such as co-word, co-author, co-citation analysis and bibliographic coupling, were performed less. Relational techniques indicate that the words “bibliometric analysis” and “tourism” are frequently used together in the studies examined; the most common authorship cooperation is between China and USA.

Research limitations/implications – This study provides an overview of bibliometric studies in tourism and hospitality literature. It expands the previous literature and shows study topics that are more focused by examining the abstracts and contents of articles published in journals in different WoS categories.

Practical implications – Findings related to evaluative and relational techniques can serve as useful information for researchers, who are new to the field.

Originality/value – This study contributes to the current knowledge accumulation by its lack of year, country, region and language limits.

Keywords Bibliometric analysis, Tourism, Co-citation analysis, Co-author analysis, Co-word analysis

Paper type Research paper

Introduction

Bibliometric methods have become firmly established ways of analysis and are being used to evaluate the progress of research fields (Ellegaard and Wallin, 2015). Convenience in data gathering and processing due to advancements in data access, gathering, software analyses, techniques and technologies caused the number of bibliometric studies to raise. Bibliometric methods are useful mainly in two ways (Zupic and Čater, 2015): (a) they enable researchers to comprehend fields of research thoroughly and (b) provide more rigorous and quantitative evaluations in any field. Bibliometric methods also enable researchers to analyze publications in large numbers from institutions, countries, publications and fields in general (Wallin, 2005). Nowadays, it has become much easier to reach studies and perform analyses through databases, like Web of Science (WoS) and Scopus. These advancements in the field made the analysis of the impact and progress of scientific literature more manageable (Ellegaard and



Funding: This research did not receive any specific grant from funding agencies in the public, commercial or not-for-profit sectors.

Declaration of interest: None

Wallin, 2015). Zupic and Čater (2015) foresaw that various new bibliometric methods would be introduced and applied in the near future.

Bibliometric methods are utilized increasingly when investigating research fields from different aspects, like collaborations, citations, etc. and to reveal worldwide rankings of scientific institutions (Wallin, 2005; Ellegaard and Wallin, 2015). Furthermore, some of the research areas that utilize these methods are education (Diem and Wolter, 2013), marketing (Samiee and Chabowski, 2012; Martínez-López *et al.*, 2018), management (Ramos-Rodríguez and Ruiz-Navarro, 2004), health services (Clarke *et al.*, 2007), economics (Claveau and Gingras, 2016) and communication sciences (Reeves and Borgman, 1983; Feeley, 2008).

To have knowledge about the progress of any field or content of journals, bibliometric methods can be practical for researchers. Like many of the fields of study mentioned above, bibliometric studies are also applied in tourism and hospitality. Wine tourism (Sánchez *et al.*, 2017), social media (Leung *et al.*, 2017), sustainable tourism (Ruhanen *et al.*, 2015; Niñerola *et al.*, 2019), gastronomy (Okumus *et al.*, 2018; Tayfun *et al.*, 2018; Şahin and Yılmaz, 2021), eWOM (electronic word of mouth) (Mukhopadhyay *et al.*, 2022), sport tourism (Mesci *et al.*, 2021), psychological research on tourism (Barrios *et al.*, 2008), use of statistics (Palmer *et al.*, 2005), use of triangulation (Koç and Boz, 2014) and innovation (Ulker *et al.*, 2020) are some of the issues studied with the application of bibliometric methods in tourism and hospitality. Köseoğlu *et al.* (2015a) stated that the field needs to be measured both qualitatively and quantitatively.

The increasing numbers of journals make it necessary to evaluate fields quantitatively to map the progress. It is also evident that bibliometric studies have become more common in many fields of research, including tourism and hospitality. Therefore, this study aimed to analyze bibliometric studies related to tourism and hospitality through bibliometric methods. Two studies were reached in analyzing bibliometric studies in tourism through bibliometric methods. Despite their significant contributions to the literature, neither of them are free from limitations: (a) Köseoğlu *et al.* (2016) limited their study to nine leading journals and (b) Yılmaz (2019) included studies carried out only in Turkey. Based on these limitations (publication source and location), this descriptive study aimed to provide more comprehensive information regarding the subject as no country or journal limitation was included. Finally, this study provides a categorization of subjects from 136 reviewed studies. Differing from the existing literature, this categorization was made not only with automatic keywords but manually through a detailed review carried out by the authors. Bibliometric methods are useful tools to map and improve specific research fields (Cisneros *et al.*, 2018). Theoretically, this study aimed to fill the gap by evaluating tourism and hospitality-related bibliometric studies that are indexed in the WoS database. The practical contributions of this study will be to researchers working in this field. This study aimed to provide a holistic view based on the bibliometric analyses of bibliometric studies in the field of tourism and hospitality; hence, researchers seeking to carry out research in this field will have an idea about various parameters issued. Most importantly, categorizing the subjects of bibliometric studies can provide actionable insights for tourism and hospitality researchers by mapping bibliometric analysis research directions. In summary, the research questions to be answered in this study are as follows:

- (1) What is the distribution of bibliometric studies by years and journals in which they are published?
- (2) Which analysis techniques (evaluative techniques, co-word, co-authorship, co-citation and bibliographic coupling) are used more frequently in bibliometric studies?
- (3) What is the level of authorship cooperation between countries?
- (4) What is the number of bibliometric studies by years and the distribution of citations they receive by years?

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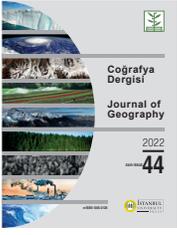
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JOURNAL OF GEOGRAPHY
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İstanbul Üniversitesi Coğrafya Dergisi'nin Bibliyometrik Analizi

Bibliometric Analysis of Istanbul University Journal of Geography

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ÖZ

Bu çalışmada İstanbul Üniversitesi Coğrafya Dergisinin bibliyometrik analizi yapılmıştır. İlk etapta İstanbul Üniversitesi coğrafya dergisinin internet sitesinden her bir makalenin ismi, yazar ya da yazarları, makalenin adı, yayımlandığı yıl ve yayımlandığı sayı gibi bilgilere ulaşılmıştır. Elde edilen bibliyografik verilerden hareketle dergide yayımlanmış olan makalelere Google Akademik veri tabanında yapılmış olan atıflar incelenmiş ve analiz edilmiştir. Ulaşılan verilerin görselleştirilmesi ve analizi için Arcgis 10.1.4 ve VOSviewer paket programları kullanılmıştır. Bahsi geçen programlar aracılığı ile Coğrafya Dergisi'nde yayımlanan çalışmaların makale analizi, yazar analizi, kurum analizi, konu analizi, çalışılan sahalara dağılımı ve atıf analizleri yapılmıştır. Bu çalışmalar sonucunda dergide son yıllarda makale sayısının ve birden çok yazarlı çalışmaların arttığı ve yazarların kurumsal bazda çeşitlendiği görülmektedir. Dergiye 79 farklı kuruma mensup 253 yazar destek vermiştir. Kurumlar arasında 66 adet farklı üniversite ve enstitü ile yükseköğretim kurumlarının ön plana çıktığı tespit edilmiştir. Dergide yayımlanan makalelere yapılan toplam atıf 2229'dur. Google Akademik veri tabanına yansıyan atıfların önemli bir kısmı 2000'li yıllarda yapılmıştır. Dergiye atıf yapan çalışmaların yarısından fazlası başta Türk Coğrafya Dergisi olmak üzere çeşitli dergilerde yayımlanmış makalelerden yapılmıştır. Dergide çalışılan konular arasında jeomorfoloji, bitki ve taşkın konularının ön plana çıktığı, İstanbul, Kastamonu, Muğla ve Antalya illeri dâhilindeki sahalara göre daha fazla çalışıldığı tespit edilmiştir.

Anahtar kelimeler: Coğrafya Dergisi, bibliyometrik analiz, sosyal ağ analizi

ABSTRACT

This study presents a bibliometric analysis in the Journal of Geography. It was obtained through information derived from the website of the Istanbul University "Geography Journal", which includes the name of each article, authors, year it was published, and challenges. The citations made in the Google Scholar database to the articles published in the journal were examined and analyzed using the bibliographic data obtained. Hence, through the aforementioned programs, the article, author, institution, subject, the distribution of the fields under study, and citation analysis of the studies published in the Journal of Geography were made. As a result of these studies, it is seen that the number of articles and studies with numerous authors has increased in recent years and the authors have diversified on an institutional basis. A total of 253 authors from 79 institutions supported this journal. It was determined that 66 different universities, institutes, and higher education institutions stand out among the institutions. The total number of citations to articles published in the journal is 2,229, and a significant percentage of the citations made to the Google Scholar database was made in the 2000s.

Keywords: Journal of Geography, bibliometric analysis, social network analysis

Başvuru/Submitted: 14.01.2022 • **Revizyon Talebi/Revision Requested:** 19.04.2022 • **Son Revizyon/Last Revision Received:** 07.05.2022 •

Kabul/Accepted: 08.05.2022



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Atıf/Citation: Kahraman, M. (2022). İstanbul Üniversitesi Coğrafya Dergisi'nin bibliyometrik analizi. *Coğrafya Dergisi*, 44, 207-218.

<https://doi.org/10.26650/JGEOG2022-1057635>



1. GİRİŞ

Her bir insanın ve toplumun zaman içerisinde bakış açısı değiştiği gibi bilimsel bakış açısı da değişime açıktır. Bu değişimler yavaş gerçekleştiği için fark edilmesi güç olabilir. Bu değişimi anlayabilmek adına her bilim dalı belirli aralıklarla eskiden yapılan çalışmalara bakmalı ve çalışmalar analiz edilmelidir. Bu çalışmalar sadece bilimsel düzeyin belirlenmesi ya da değişimi görmek için faydalı değildir. Aynı zamanda varsa sorunlar veya eksikliklerin tespit edilmesine ve tartışılmaya açılmasına olanak sağlamaktadır.

Bilimsel yayın analizlerinde genellikle iki tür yaklaşım gözlenmektedir. Bunlardan ilki bir konu çerçevesinde yayımlanmış olan çalışmaların derlenmesi ve analizlerinin yapılmasıdır (Chiu, ve Ho, 2007; Savrun ve Mutlu, 2019; Şakar ve Cerit, 2013; Depren, Kartal ve Depren, 2018; Düşmezkalender ve Metin, 2019; Temizkan, Çiçek ve Özdemir, 2015; Tayfun, Ülker, Gökçe, Tengilimoğlu, Sürücü ve Durmaz, 2018; Alan ve Şen, 2020; Sarı ve Delen, 2021; Siyavuş ve Aydın, 2021). Diğeri ise belirli bir bilim dalına mensup olan araştırmacıların yoğunlaştığı bir derginin, kurumun, kitap serisinin ya da belirli bir kurumda üretilmiş olan tezlerin ele alınması şeklindedir (Apak, Erol ve Öztürk, 2016; Şahin, Akdağ, Çakıcı, Neslihan, 2018; Şen, Hatunoğlu ve Terzi, 2017; Kavakcı ve Yardımcıoğlu, 2018; Erbaşı, Gümrak ve Hakses, 2017; Şahin ve Kahraman, 2019; Askeroğlu, 2018; Karagöz ve Kozak, 2014).). Gerek konu bazlı gerekse kurum bazlı olmak üzere elde edilmiş olan çalışmalar birçok açıdan ele alınabilir. Fakat bunlar arasında bibliyometrik analiz en fazla kullanılan yöntemlerden birisidir (Al, 2008:2; Hotamışlı ve Erem, 2014: 2).

Bibliyometri kavramı için çeşitli tanımlar yapılmakla birlikte genel olarak kitap, dergi, makale, tez gibi bilimsel yayınların matematiksel ve istatistiksel tekniklerle incelenmesi şeklinde ifade etmek mümkündür. “Bibliyometrik analiz ise bilimsel amaçlı belgelerin ya da yayınların yazar sayısı, yayımlandığı dergi, konu, yayın bilgisi gibi belirli özelliklerinin niceliksel olarak analiz edilmesi (Al ve Tonta, 2004; Yalçın, 2010; Ulu ve Akdağ, 2015; Yılmaz, 2017; Sarı ve Delen, 2021) şeklinde tanımlanmaktadır. “Literatürde yapılan bibliyografik çalışmalarda atıf analizi, kurum analizi, yazar analizi, konu analizi, ortak atıf analizi gibi yöntemler kullanıldığı görülmektedir.

Bibliyometrik yöntem kullanılan ilk çalışma 1917 yılında Cole ve Eales tarafından yayınlanmıştır (Polat, Saraçoğlu ve Duman, 2019: 47). Cole ve Eales “The history of comparative

anatomy: part 1. - a statistical analysis of the literature“ adlı çalışmalarında anatomi alanında yayımlanmış olan eserleri incelemişlerdir (Cole ve Eales, 1917). Cole ve Eales’in çalışmalarını 1923 yılında E. W. Hulme tarafından yayımlanan “Statistical bibliography in relation to the growth of modern civilization” adlı çalışma takip etmiştir (Hulme, 1923). Daha sonraki dönemlerde bibliyometri alanındaki çalışmalar artmıştır. 1978 yılında yayıma başlayan Scientometrics adlı dergi bibliyometrik çalışmaların yayımlandığı ve halen günümüzde de önemini koruyan önemli bir bilimsel dergidir. Al’a (2008) göre Türkiye’de ilk bibliyometrik çalışma 1970 yılında Kemal Özinönü tarafından gerçekleştirilmiştir. Ortadoğu Teknik Üniversitesi tarafından yayınlanan “Growth in Turkish positive basic sciences, 1933-1966” adlı çalışmada ülkemizdeki temel bilim alanındaki verimlilik ölçülmüştür. 1975-1990 yılları arası Türkiye’de bibliyometrik çalışmalar bakımından verimsiz bir dönemdir. 1990 yılından sonra bibliyometrik çalışmaların sayısı artmaya başlamıştır (Al, 2008: 10). Günümüzde ulusal ve uluslararası literatürde makale, tez, kitap, kongre kitabı, poster gibi birçok bilimsel yayın ele alınmaktadır (Yalçın, 2010; Fanelli ve Glänzel, 2013; Ellegaard ve Wallin, 2015; Aydın, 2017; Şahin ve Acun, 2015; Demirbulat ve Dinç, 2017; Hamidah, Sriyono ve Hudha, 2020; Fan vd., 2020).

Bilimsel bakış açısının ve performansının tespitinde ilgili bilim dalına mensup olan araştırmacıların yayınları birinci dereceden kaynaklardır. Bu noktada bilimsel hakemli dergilere ve bu dergilerde yayımlanmış olan makalelere diğer yayınlara göre sayıca daha fazla olduğu ve hakem değerlendirmesine tabi olduklarından dolayı ayrıca önem vermek gerekir. Bilimsel bir derginin incelemesi yapılarak ilgili bilimin dalına mensup ya da ilişkili birçok yazarın bilimsel bakış açısı ve yönelimine dair fikirler elde etmek mümkündür. Söz konusu düşüncelerden hareketle bu çalışmada İstanbul Üniversitesi Coğrafya Dergisi’nin analizi yapılmıştır.

İstanbul Üniversitesi tarafından yayınlanan Coğrafya Dergisi yılda iki defa yayımlanmaktadır. 1985 yılından itibaren yayımlanmaya başlayan dergi, coğrafya alanında ülkemizdeki ilk bilimsel dergilerden biri olup ESCI (Emerging Sources Citation Index), TÜBİTAK-ULAKBİM TR Dizin ve DOAJ veri tabanlarında taranmaktadır.

Bu çalışmada İstanbul Üniversitesi Edebiyat Fakültesi Coğrafya Dergisi’nde 1985-2021 yılları arasında yayımlanan 304 adet makalenin bibliyometrik analizi yapılmıştır. Dergide yayınlanan her bir makalenin yazar sayısı, yazarların kurumsal bilgileri, çalışmaya yapılan atıflar, yapılan atıfların kimler

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Assessing climate change impacts on tourism demand in Turkey

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Received: 22 May 2020 / Accepted: 7 January 2022
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Abstract

This study focuses on quantifying the impacts of climate change on international tourism in Turkey through the estimation of the future number of international tourists for different tourism destinations. For this purpose, 30 tourism destinations were selected from different regions in Turkey offering different kinds of tourism attributes and climatic conditions. Future tourism demand was estimated based on comfort level change, a major determinant of tourist preference, and evaluated through the Tourism Climate Index. Changes in climate comfort levels between a base period (1963–2017), a projected medium term period representing the 2050s (2040–2069), and a projected long term period representing the 2080s (2070–2099) were correlated with the number of international tourists using a regression model developed by Hein et al. (Current Opinion in Environmental Sustainability, 1:170–178, 2009). The results of this study project extreme drops in demand, seasonal shifts, and the emergence of new alternative destinations. The study is significant as the first quantitative evaluation of climate change impacts on tourism demand in Turkey through a comparison of the spatial exposures of destinations. The results will help lead the way to a national tourism development roadmap in Turkey through the revelation of regional risks and opportunities and will serve as a benchmarking study for tourism destinations that have similar climate conditions and tourism patterns.

Keywords Climate change · Tourism demand · Regression analysis · Turkey · Climate change impact assessment

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the future. Econometric models focus on the direct costs and benefits of climate change. Computable General Equilibrium (CGE) models have been applied by climate change and tourism studies to analyze economic impacts, including climate change as a shock to the economy (ex: Barritella et al., 2006; Hamilton and Tol, 2007; Priego et al., 2015).

Tourism demand models provide a simulation of future tourism demand based on socio-economic and climatic projections. The most popular tourism demand model is the “Hamburg Tourism Model” (HTM) developed by Hamilton et al. (2005a, b) to simulate future global tourism flow under climate change conditions. Bujosa et al. (2015) utilized a destination choice model for Spain they had developed based on domestic travel surveys to predict future tourism demand shifts under different climate change scenarios. Another significant study by Seetanah and Fauzel (2019) expanded the classical international tourism demand model by including climate variables (precipitation and temperature) and investigated the impact of climate change on SIDS.

Most climate change and tourism impact assessments are global and based on comparison of different nations, with limited country-specific research. However, different states have destinations with different natural, climatic, and tourism attributes within their borders. In recent years, alternative and experience-seeking tourism demand has risen, with a focus on unique local attributes. In this environment, local and sub-regional assessments would be of greater help in defining region-specific risk and opportunities and managing incentives and encouragements wisely. The destination-comparison approach may thus play a guiding role in national tourism strategies, which would be beneficial in managing the impacts of climate change in particularly tourism-dependent countries.

4 Climate change impact assessment on tourism demand in Turkey

Turkey is located in the Mediterranean climate zone, one of the regions highly exposed to climate change risks (UNWTO and UNEP, 2008; IPCC, 2018). The country’s rising tourism sector will thus come under threat from climate change, and while the impacts of global warming on the tourism sector may not be negative in the short term, in the long term its adverse effects are expected to be more destructive. Climate projections made using the IPCC scenario estimate a dramatic increase in temperatures, which inevitably will result in decreasing comfort levels and extremely hot summer periods (TDGM, 2015). Viner and Agnew (1999) state that the number of extreme heat days above 40°C along the Mediterranean coasts of Turkey will increase by 2100. This change is likely to cause coastal regions to lose their climatic attractiveness. Summer tourism may consequently lose its popularity, with tourism demand potentially shifting to alternative regions and tourism types and the peak tourism period to spring and autumn. Changing meteorological conditions, extreme weather events, and disasters may result in the loss of the unique natural habitats and environments that comprise the most important component of the tourism sector. The increasing risk of forest fires may cause loss of ecosystems, putting eco-tourism under risk (Gülbahar, 2008; Sevim & Ünlüönen, 2010; Aydemir & Şenerol, 2014).

The coastal regions of Turkey are also vulnerable to sea level rise resulting from climate change. Although the nation doesn’t have as high a risk as SIDS or tropical regions, a 1-m rise would lead to salination, erosion, storm damage, and coastal flooding (Karaca and Nicholls, 2008). Such a rise in sea level would threaten the coastline’s natural heritage, beaches, businesses, investments, and infrastructure (Somuncu, 2018).

climate change scenarios. The determination of these risks and opportunities can illuminate the path to climate change adaptation for tourism development.

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The Effects of Chatbot Service Recovery With Emotion Words on Customer Satisfaction, Repurchase Intention, and Positive Word-Of-Mouth

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Specialty section:

This article was submitted to
Organizational Psychology,
a section of the journal
Frontiers in Psychology

Received: 18 April 2022

Accepted: 09 May 2022

Published: 31 May 2022

Citation:

Yun J and Park J (2022) The Effects of
Chatbot Service Recovery With
Emotion Words on Customer
Satisfaction, Repurchase Intention,
and Positive Word-Of-Mouth.
Front. Psychol. 13:922503.
doi: 10.3389/fpsyg.2022.922503

This study sought to examine the effect of the quality of chatbot services on customer satisfaction, repurchase intention, and positive word-of-mouth by comparing two groups, namely chatbots with and without emotion words. An online survey was conducted for 2 weeks in May 2021. A total of 380 responses were collected and analyzed using structural equation modeling to test the hypothesis. The theoretical basis of the study was the SERVQUAL theory, which is widely used in measuring and managing service quality in various industries. The results showed that the assurance and reliability of chatbots positively impact customer satisfaction for both groups. However, empathy and interactivity positively affect customer satisfaction only for chatbots with emotion words. Responsiveness did not have an impact on customer satisfaction for both groups. Customer satisfaction positively impacts repurchase intention and positive word-of-mouth for both groups. The findings of this study can serve as a priori research to empirically prove the effectiveness of chatbots with emotion words.

Keywords: chatbot, service quality, emotion words, human chatbot, artificial intelligence, customer satisfaction, repurchase intention, positive word-of-mouth

INTRODUCTION

Rapidly improving digital technologies have changed the nature of services, customer experiences, and their relationships with companies (Van Doorn et al., 2017). Technologies based on artificial intelligence (AI) are considered a game-changer in many industries (Pillai and Sivathanu, 2020), and the interface between businesses and customers are becoming increasingly technology-driven rather than human-driven (Larivière et al., 2017). Innovative technologies, such as chatbots, AI, and robotics, are disrupting the customer management systems of industries (Bowen and Morosan, 2018; Tussyadiah, 2020). In recent years, the burgeoning reliance on chatbots has culminated in technological improvement (Huang and Rust, 2018). The COVID-19 pandemic has accelerated the use of chatbots in many industries, which, in turn, has encouraged customers to utilize online platforms. Under these circumstances, chatbots constitute a prominent AI system. They are automated programs that offer support and assistance to humans in making purchases and seeking information by communicating through text (Przegalinska et al., 2019; Ashfaq et al., 2020). Chatbots were originally designed to perform simple tasks that require communication through text. However, today, chatbots can also perform complex tasks such as providing shopping

theory centered on five dimensions: reliability, tangibility, responsiveness, empathy, and assurance (Parasuraman et al., 1988). SERVQUAL has been developed further and has become a key tool in measuring the quality of services. The developments in SERVQUAL include E-SERVQUAL (Parasuraman et al., 2005), the hierarchical model, and SERVPERF (Cronin and Taylor, 1992, 1994). SERVQUAL has been used in many industries and has remained the most common instrument for assessing service quality in research and practical fields. Asubonteng et al. (1996), Seth et al. (2005), and Ladhari (2009) among others, consider this model a valuable tool in assessing customer satisfaction. Many research efforts have investigated the relationship between quality of services and customer satisfaction (Zeithaml et al., 1996; Olorunniwo et al., 2006; Kitapci et al., 2013). Several studies have indicated that a positive relationship exists between perceived service quality and customer satisfaction, or service quality precedes customer satisfaction (Lee et al., 2000; Tam, 2004; Pan et al., 2010). Moreover, high service quality elevates the brand name and increases brands' excellence in service delivery (Parasuraman et al., 1988). SERVQUAL is a well-established tool for benchmarking as it undergoes significant field-testing and improvement (Dagger et al., 2007). The SERVQUAL model developed by Parasuraman et al. (1985) is chosen here because it is the most widely employed model in managing and measuring the quality of services in various industries. However, tangibility, including physical facilities, personnel appearance, and equipment, does not apply to the chatbot service context. Tangibility refers to the importance of the physical environment that influences customers' behaviors (Zeithaml et al., 1990). Parasuraman et al. (1988, 1991) interpreted the ambient conditions, such as the atmosphere, temperature, noise, and smell of a store, as tangible dimensions of service quality, as they can be directly perceived by human senses. Since such ambient conditions do not pertain to chatbots, it is reasonable not to involve tangibility in chatbot conversations. Customers expect to have the same levels of interpersonal interactions online as they do offline (Sivaramakrishnan et al., 2007). Satisfying customers' expectations for interactions with service agents can result in the satisfaction of customers, positive WOM, loyalty, intentions of favorable purchase, and increased profits (Reynolds and Beatty, 1999). Go and Sundar (2019) assume that interactivity is essential for improving the humanity of chatbot-based systems. The human-like characteristics of chatbots improve the quality of conversations and promote emotional and social connections (Biocca et al., 2003; Bente et al., 2008). Moreover, the enhanced psychological effect of interacting with a chatbot may lead to a good attitude toward the website or brand (Araujo, 2018; Go and Sundar, 2019). Consequently, customers are influenced by online interactions that are similar to real-world ones in terms of purchase decisions and advice, time savings, and/or para-social advantages (Holzwarth et al., 2006). The interactivity of chatbots is important for achieving high-quality customer services. However, it has not been considered in many studies. Considering the interactivity dimension instead of a tangible one, this study examines the conceptual model of the improved SERVQUAL theory, which includes reliability, assurance, responsiveness, interactivity, and empathy.

HYPOTHESIS DEVELOPMENT

Reliability of Chatbot Services

The reliability of organizations indicates their ability to deliver the promised service accurately and dependably while ensuring the safety of personal information (Parasuraman et al., 1988; Janda et al., 2002). Many researchers have considered reliability to be the most important indicator of the quality of service (Dhingra et al., 2020). Wolfinbarger and Gilly (2003) argue that organizational reliability highly influences customers' judgments on service quality online. According to Zhu et al. (2002), online systems' reliability positively impacts customers' satisfaction and their perceived quality of the overall service. Lee and Lin (2005) strongly believed that reliability can significantly predict the overall quality of services, purchase intentions, and customer satisfaction. Moreover, they emphasized the importance of reliability in technology-based services. Accordingly, we propose the following hypothesis:

H1: The reliability of chatbot services positively impacts customer satisfaction with the services.

Responsiveness of Chatbot Services

Responsiveness is a traditional SERVQUAL dimension and represents the organization's willingness and ability to deliver prompt services and reactions in case customers have inquiries or problems (Zeithaml, 2002). The organization's ability to respond timely to complaints and order confirmations through email has been considered an important aspect of customers' online evaluations (Sharma, 2018). This is because customers expect prompt online responses to their inquiries from the organization (Liao and Cheung, 2002). Responsiveness plays a central role in communicating with customers and can support internet-based service providers in implementing various service functions on the website (Lee and Kozar, 2006). In an online environment, organizations must be courteous in their customer service, and they should provide an adequate response to the customer. The responsiveness of chatbots is an essential quality attribute that can significantly improve the performance of chatbot systems (Li et al., 2021). Thus, we propose the following hypothesis:

H2: The responsiveness of chatbot services positively impacts customer satisfaction with the services.

Assurance of Chatbot Services

Parasuraman et al. (1988) defined assurance as the knowledge and courtesy of an employee, and the ability to inspire trust and confidence. Research on the shopping industry has shown that employees' language skills, attitudes, efficiency (Heung and Cheng, 2000), and knowledge of the sales staff (Lin and Lin, 2006) are given significant importance in determining customer satisfaction. Assurance, measured by security and trustworthiness in e-commerce settings, has also been supported as an independent variable with a positive relationship with customer satisfaction (Ribbink et al., 2004; Kassim and Abdullah, 2010). Li et al. (2021) found that assistance has a significant relationship with confirmation and a positive relationship with satisfaction. Assurance refers to trust, a feeling of safety, as well

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Gender's moderating role in the relationship between organisational form and performance in the Spanish supermarket industry

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ARTICLE INFO

Keywords:

Company ownership
Franchising
Gender
Performance
Sales per employee
Sales per square metre
Service quality
Supermarket industry

ABSTRACT

This research seeks to discover how the organisational form (franchising vs. vertical integration) of 305 supermarkets belonging to a Spanish franchise chain influences unit-level performance measured through three key performance indicators commonly used in the retail literature: sales per square metre, sales per employee, and service quality scores. Additionally, we assess the moderating role of the manager's gender in each individual supermarket. We have analysed the research questions using multivariate analyses, with a panel dataset that includes quarterly establishment-level data covering the period from January 2017 to December 2019. We have found that franchised supermarkets record higher sales both per square metre and per employee than vertically integrated ones. This positive effect of franchising is lower in establishments run by females than in those run by males. The findings also reveal that franchised supermarkets record lower service quality scores than their company-owned counterparts, and this negative effect is again lower in establishments managed by females than in those managed by males.

1. Introduction

The coexistence of franchised and vertically integrated establishments in the same chain is a major topic for researchers studying entrepreneurship and small business management (Brand and Croonen, 2010). At network level, scholars have analysed the synergies between franchised and vertically integrated outlets in the same chain (Bradach, 1997, 1998), while at establishment level they have examined the performance differences between franchised and company-owned outlets, with mixed findings (Kosová et al., 2013; Shelton, 1967; Vázquez-Suárez et al., 2020). One of the goals of research in this field is to discover whether one of these two organisational choices outperforms the other. This is a key issue, as whatever influences a business's performance also affects its efficiency and long-term survival. In this study, we contend that the gender of each individual outlet's manager may shed some light on these relationships.

Nothing has been published on the differences between franchising

and company ownership in terms of establishment-level performance in the supermarket industry. Moreover, no articles have thus far been published on gender's moderating role in the relationship between the organisational form of individual establishments and their performance in franchise chains, although females' move into management positions is now a major academic and practical research stream that is attracting a great deal of attention. There are myriad instances of research that have already used a range of measures to investigate gender differences in business performance, including earnings, turnover, and business failures (Marco, 2012; Menicucci et al., 2019; Robb and Watson, 2012), but no one has addressed gender and business performance in the supermarket industry. There are even inconsistent findings on this issue in other industries, as we shall see in due course.

This research is based on a panel dataset that corresponds to a Spanish supermarket firm, whose identity cannot be revealed for reasons of confidentiality.¹ The data provided are comprehensive, consisting of quarterly unit-level figures for the KPIs studied. The data also show

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¹ We thank this firm for providing these data.

<https://doi.org/10.1016/j.jretconser.2021.102757>

Received 3 February 2021; Received in revised form 10 August 2021; Accepted 5 September 2021

Available online 16 September 2021

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supermarkets' performance. A franchisee's capital investment should decrease shirking compared to company managers, whereby franchisees should perform better than the managers of vertically integrated supermarkets in terms of staff monitoring. Franchised supermarkets should therefore outperform company-owned establishments in measures such as sales per square metre (SPSM) and sales per employee (SPE), which are directly related to labour productivity and managerial supervision. We may therefore expect the following when controlling for those variables linked to supermarkets' demographics and the nature of their local markets:

H1. Franchised supermarkets will outperform their company-owned counterparts in SPSM and SPE.

Besides explaining the weaker performance of vertically integrated establishments, agency theory can also be used to argue that franchised outlets will, in turn, underperform them, as franchisees share their brand with the rest of the network, so they might want to reduce costs and free-ride accordingly (Lafontaine and Shaw, 2005), in the knowledge that they will not bear the full brunt of customer dissatisfaction because the ensuing costs are shared by both the franchisor and other franchisees. Franchisees might therefore free-ride on the brand and skimp on quality. As franchisees are part of a chain, they can free-ride on the brand's overall reputation (Brickley and Dark, 1987; Jin and Leslie, 2009; Lawrence and Perrigot, 2015), thereby delivering lower levels of service quality. When controlling for a series of variables linked to supermarkets' demographics and the nature of their local markets, we may therefore expect the following:

H2. Franchised supermarkets will underperform their company-owned counterparts in service quality scores.

2.2. Gender and business's performance in franchise chains

Gender differences in competitive terms have attracted considerable interest, largely because they help to explain the differential success between the genders in the labour market (Booth and Nolen, 2012; Buser et al., 2014; Saccardo et al., 2018; Sutter and Rützler, 2014). The literature has shown that males are more competitive than females (Almás et al., 2015; Datta et al., 2013; Flory et al., 2015; Wozniak et al., 2014). Research has gauged people's reactions to changes in the competitive nature of compensation schemes, revealing that males perform better than females in a competitive setting (Andersen et al., 2013; Gneezy et al., 2003; Shurchkov, 2012). The research also suggests that males are less reluctant than females to engage in competitive interactions, such as tournaments. This means that males' performance is influenced more by the competitiveness of the environment. For instance, Gneezy et al. (2003) report experiments in which females do indeed appear to be less willing to compete. In highly competitive situations, therefore, males make an extra effort, while females do not; in other words, males respond better to competition than females. In short, because (1) franchisees have a more competitive compensation scheme than managers of company-owned supermarkets, as the personal wealth of the former depends heavily on their business's performance (Rubin, 1978), and (2) males perform better than females when they operate in highly competitive settings, we may formulate the following hypothesis:

H3. Franchising's positive effect on SPSM and SPE will be lower in establishments run by females than in those managed by males.

The evidence of gender differences in terms of honesty, compliance and overconfidence –all indicators of the extent to which franchisees uphold their chain's quality standards– support the notion that there may be differences between males and females in their willingness to comply with these standards. Social preferences might explain why some people behave unethically and others ethically in the same circumstances. People with more marked social preferences, such as those that are relatively more prosocial, might incur higher psychological costs when they act in an unethical way that has negative consequences

for someone else's payoff (Grosch and Rau, 2017). More pronounced social preferences might therefore inform more ethical behaviour to protect another person's payoff. Generally speaking, females seem to be more ethical/honest than males (Buccioli and Piovesan, 2011; Dreber and Johannesson, 2008), and this difference is associated with gender differences in social preferences (Grosch and Rau, 2017). For instance, male groups and mixed groups tend to record more instances of pre-variation than all-female groups (Muehlheusser et al., 2015). Females are arguably more ethical and relationship-oriented than males (Gilligan, 1982; Healy and Pate, 2011; Kuhn and Villeval, 2014), hence they are seen as more communal, which has been labelled as "the female advantage" (Eagly and Carli, 2003). They therefore look upon their businesses as interconnected systems of relationships, as opposed to separate economic units (Brush, 1992). These characteristics enhance the ability to work with others in a group, to collaborate, and to cooperate (Peterson and Seligman, 2004), and the people with them tend to be loyal and trustworthy, care for the common good, defer short-term gratification for the group's long-term benefit, and are high in social responsibility (Seligman, 2009). These characteristics are most strongly expressed when the individual feels a sense of solidarity and engage with other group members (Peterson and Seligman, 2004). Therefore, the greater inclination towards ethical behaviour by female franchisees should therefore favour stricter compliance with their chain's quality standards. Additionally, it has been reported that females are more reliable than males (Alm et al., 2010, 2012; Cadsby et al., 2006; Karakostas and Zizzo, 2016), which would also suggest that female franchisees comply more closely with their chain's quality standards. Finally, there is evidence to suggest that males are more confident than females (Estes and Hosseini, 1988; Hmieleski and Baron, 2009; Niederle and Vesterlund, 2007; Soll and Klayman, 2004; Wilson et al., 2007). As a result, they have different perceptions of the probability distribution underlying a given risk. Such overconfidence could well translate into lower compliance with quality standards if male franchisees underestimate their risk of audit by the franchisor.

As noted, franchisees share the brand, so they might want to reduce costs by free-riding, breaching quality standards, and delivering a lower level of service quality. Gender differences in honesty, compliance, and overconfidence point to varying attitudes in the willingness to uphold quality standards and the optimal level of service quality. The following hypothesis is therefore formulated:

H4. The negative impact franchising has on service quality scores will be lower in establishments run by females than in those managed by males.

3. Data and research methodology

3.1. Dataset and sample

The dataset used includes quarterly establishment-level data covering the period from January 2017 to December 2019, with a total of 12 observations for the majority of the 305 supermarkets in our cohort. Economic performance is a dynamic process, so the data need to be longitudinal. The minimum number of observations per supermarket is nine, and the average is 11.39, which mean our panel data are fairly well balanced.

3.2. Dependent variables

Academic research on supermarket performance focuses mainly on the operational side (i.e., processes, products, range, layout, and the supply chain) (Hernant et al., 2007; Kumar 2008; Pestana-Barros, 2006; Pestana-Barros and Sellers-Rubio, 2008; Saucède et al., 2014; Sellers-Rubio and Mas-Ruiz, 2006; Yu and Ramanathan, 2008). There is, nonetheless, a major research stream on service quality (Jain and Aggarwal, 2018; Kitapci et al., 2013; Min, 2010; Vella et al., 2009).

Table 6A (continued)

	Model 3a	Model 3b (basic model)	Model 3c (interactive effects)
Age	−0.1504 (0.1217)	−0.1156 (0.1470)	−0.0910 (0.1103)
Competition	0.0633*** (0.0105)	0.0879*** (0.0144)	0.0741*** (0.0129)
Income	0.2617*** (0.0342)	0.3128*** (0.0401)	0.2803*** (0.0375)
Constant	−0.2859*** (0.0493)	0.4571*** (0.0662)	0.7306*** (0.1050)
Quarterly dummy variables	YES	YES	YES
Observations	3473	3473	3473
Number of supermarkets	305	305	305
R ²	0.54	0.61	0.62

Significance levels: * 10%, ** 5%, *** 1%.

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Source details

Journal of Retailing and Consumer Services

Scopus coverage years: from 1994 to Present

Publisher: Elsevier

ISSN: 0969-6989

Subject area: Business, Management and Accounting: Marketing

Source type: Journal

CiteScore 2021

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SNIP 2021

2.893



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Research article

Psychological Capital's impact on the leadership-organizational climate preference relationship in potential leaders ~ A study comparing teachers and sportsmen~

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HIGHLIGHTS

- Leadership and organizational climate influence each other.
- The direction of the influence may be impacted on by occupational setting and psychological capital.
- 42 pre-tertiary teachers and 112 sportsmen seen as potential future leaders were compared.
- Psychological capital and occupational setting were indeed found to affect the direction of the influence.

ARTICLE INFO

Keywords:

Leadership style preference (LSP)
Organizational climate preference (OCP)
Perceived psychological capital (PC)
Potential future leaders

ABSTRACT

Previous studies have demonstrated to some extent that the psychological capital of employees affects how they respond differently to leadership and organizational climate, but research has yet to investigate this in leaders, whether existing or potential. Studies in this area have also not made comparisons across occupational contexts. Hence, this research was initiated. The participants of our study consisted of 42 pre-tertiary teachers and 112 sportsmen nominated as potential future leaders, with the small group size of teachers being due to the more reserved tendency of their current leaders to elect fewer potential future leaders. The results of the study's survey confirmed the moderating influence of perceived psychological capital on the relationship between leadership style preference and organizational climate preference. However, under the moderating influence of perceived psychological capital, leadership style preference tended to influence organizational climate preference for the teachers while the opposite was the case for the sportsmen, indicating the possible influence of occupational culture.

1. Introduction

Organizational climate has been found to play a crucial role in strengthening organizations. Defined as the shared perceptions and the interactive behaviors among its members, and usually developed through organizational policies, member's prominence, and leadership (Schneider et al., 2011), it has been found to be a focal variable in enhancing organizational harmony and efficiency and individual and team efficacy (Hui et al., 2007).

Leadership is another variable perceived of as crucial in facilitating a team's achievement (Yukl, 2006). For achievement enhancement, both transformational and transactional leadership styles are extensively utilized in various contexts and scenarios (Chemers, 2002; McCallum and O'Connell, 2009). These two leadership styles create some derivative benefits and different effects including different senses of value and accordingly diverse natures of organizational climate.

In educational and industrial settings, empirical studies claim that, in addition to leadership, organizational climate also seems to reflect the

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and think outside the box (Orabi, 2016). Leaders usually deliberate a wide varieties of opinions in searching for inventive solutions and making decisions (Boamah et al., 2018), give positive feedbacks for good performance, and make members feel like they are making contributions toward the team goals (Anthony and Schwartz, 2017).

2.2.5. (D) Individualized consideration

Transformational leaders usually possess individualized consideration in a friendly and supportive manner, show intense concern, and look out for members' well-being (Cherry, 2020). They treat members individually, mentor them personally, enhance their motivation, and build up supportive relationships, in order to further enhance their future achievement and work values (Schlietz, 2019; Wang and Howell, 2010).

A distinctive characteristic of the transformational leader is his active involvement with and engagement with team members' personal values through these four approaches (Jung et al., 2009). That is, transformational leaders lead members to focus on transcendent and far-reaching goals and achievement, create greater effects on each individual's contribution and collective achievements as compared to transactional leadership. Transactional leadership focuses on promoting self-interests but is inevitably limited in scope and impact (Day and Antonakis, 2012).

Despite the importance attached to either leadership style, the variable of psychological capital may well play a very important role in deciding employees' recognition of any leadership style and consequently the impact of leadership style on organizational climate (Shin and Zhou, 2003).

2.2.6. Transactional leadership

In contrast to transformational leadership, transactional leadership is a leadership style concerned with promoting members' acquiescence by means of both relative rewards and punishments in order to persuade members for immediate, possibly short-term, goals (Bycio et al., 1995). More than being concerned with personal achievement and value enhancement, transactional leadership usually employs effective supervision, power exertion, and an exchange of benefits for mission implementation. Consequently, a transactional leader usually provokes members on the basis of their existing personal values and provides rewards that are attractive to their current value framework, while a transformational leader, in contrast, actively seeks to transform members' personal values and stimulates them to strive for advanced goals beyond their self-interests (Bass, 1985; Jung et al., 2009).

In practice, transactional leadership usually imposes on members an acceptance and/or compliance with the leader in exchange for praise, rewards, and other resources, or the avoidance of disciplinary punishment (Bass et al., 2003). Predictable rewards and subsequent recognition are provided according to members' performance in carrying out their roles and assignments (Podsakoff et al., 1982).

Previous studies indicated that leadership was employed and recognized by group members depending on their characteristics as well as community cultures. Team alliance on the part of the sportsmen, habitually exploring their team and teamwork, was manifestly associated with their coaches' leadership style (Ardua and Márquez, 2007; Galić et al., 2017) whereas teachers' job satisfaction and organizational commitment (Aydin et al., 2013) were highly effected by their leaders' administration style (Astuti et al., 2020).

2.3. The influential relationship between leadership and organizational climate

Organizations usually possess multifarious value systems and dynamic relationship, thus differing in their ecological natures (Omonlayo and Ajila, 2012). Within the context of different ecological systems, transformational and transactional leadership styles attempt to influence workers' behaviors as well as their perceptions, tacitly leading to their expectations and conceptual norms as they go through the process of

selecting the "appropriate conduct" and finally participate in an ingrained organizational climate (McMurray et al., 2010; Omonlayo and Ajila, 2012). Leadership styles are therefore recognized as an important factor affecting members' perceptions and the organizational climate (Hamidianpour et al., 2015), with many studies providing more support for a transformational leadership style. It is claimed that leaders with high emotional intelligence can create a positive climate leading to intelligent, loyal and committed employees (Maamari and Majdalani, 2017). Studies continue to prove that transformational leadership favorably facilitates the development of a harmonious climate benefiting the performance of both members and the organization itself (Choudhary et al., 2013; Wang and Howell, 2010). Additionally, many studies have found support for a positive relationship between transformational leadership and organizational performance (e.g., Barling et al., 1002; Choudhary et al., 2013; Howell and Avolio, 1993; Wang and Howell, 2010).

2.4. Psychological capital

2.4.1. Definition of psychological capital

Organizational competitiveness and achievement highly rely on members' intensive involvement and commitment which usually result from and/or represent their psychological capital (Ohlin, 2020). Psychological capital is defined as: (A) an individual's psychological status, such as self-efficacy and optimism, facilitating his/her performance on the job and career success (Newman et al., 2014), (B) a complement of personal and organizational features which could be developed and directed through people's life stories and work experiences (Cavus and Gokcen, 2015), and (C) an individual's inner mindset reflecting his/her psychological development in life history and subsequent features (Sihag and Sarikwal, 2014; Luthans and Youssef-Morgan, 2017). Like the financial, structural/physical and technological capitals of a company, psychological capital is perceived of as a major form of capital. These different forms of capital collectively promote organizational achievement (Luthans and Youssef, 2004).

Psychological capital is a comprehensive and underlying inner capacity which is critical to individuals' cognitive development and career motivation and their intrapersonal and interpersonal performance (Peterson et al., 2011). Psychological capital can be developed through positive attitudes, constructive feedback, and favorable criticism contributing to individuals, groups, and/or organizations (Cavus and Gokcen, 2015).

In professional settings, personal psychological capital has been continuously proven as vital to teachers' motivation and satisfaction (Viseu et al., 2016), job performance (Clarence et al., 2021), and teaching effectiveness (Wang et al., 2014). Additionally, psychological capital has also been shown to enhance the personal performance and team achievement of sportsmen (Jannah et al., 2018; Lai et al., 2020).

2.4.2. The construct of psychological capital

Psychological capital progressively develops through continuous life histories and psychological transformation (Luthans et al., 2007). Positive psychological capital usually manifests in the characteristic performance of: (A) having high confidence (self-efficacy) in taking on and undertaking the necessary effort in challenging tasks; (B) possessing a positive attribution (optimism) in striving for better results and leaving out difficulties; (C) persevering toward goals and, when necessary, redirecting one's path to long-term goals (hope); and (D) sustaining and bouncing back and going beyond resilience to attain success when encountering overwhelming problems and adversity (Cavus and Gokcen, 2015; Zubair and Kamal, 2015).

Research indicates that psychological capital alleviates individuals' stress and facilitates organizations in undertaking positive transformations (Avey et al., 2008), and also mediates the relationship between organizational climate and employees' performance (Luthans et al., 2008). That implies employees' personal psychological capital

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Aims & scope

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Article

Development of the Psychological Capital Scale for Male Nursing Students in Taiwan and Testing Its Measurement Invariance between Genders

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Abstract: The aims of this study were to develop a psychological capital (PsyCap) scale for male nursing students and to compare the scores with those of female nursing students. Few past studies have focused on male nursing students to understand their PsyCap relative to female nursing students. We recruited 384 male nursing students in Taiwan to construct the PsyCap Scale with 16 items and four factors based on the relevant literature: hope, optimism, resiliency, and self-efficacy. The scale showed good model fit in confirmatory factor analysis with factor loadings from 0.62 to 0.78. Cronbach's alpha coefficients ranged from 0.75 to 0.83 for the four subscales and 0.91 for the total scale. We also conducted measurement invariance tests with data from 402 female nursing student volunteers in Taiwan. The invariance of factor loadings and intercepts of the established scale (i.e., with the same unit and origin between genders) indicated that the male nursing students had higher PsyCap in optimism and resiliency than the females. We developed a 16-item-scale to make administration rapid and convenient and applied advanced statistical methods for reliable and valid comparisons between sexes. The results may help the government to create education programmes or policies supporting male nursing students.

Keywords: male nursing students; psychological capital; hope; optimism; resiliency; self-efficacy; measurement invariance; brief scale



Citation: Lou, J.; Li, R.; Chen, S. Development of the Psychological Capital Scale for Male Nursing Students in Taiwan and Testing Its Measurement Invariance between Genders. *Int. J. Environ. Res. Public Health* **2022**, *19*, 3620. <https://doi.org/10.3390/ijerph19063620>

Academic Editor: Paul B. Tchounwou

Received: 18 February 2022

Accepted: 15 March 2022

Published: 18 March 2022

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1. Introduction

Nursing has long been considered a profession predominately for women, and 'nursing knowledge' is equal to 'women's knowledge' from the perspective of traditional occupational and social culture. Therefore, the public image of nurses is tightly connected to that of good women and good mothers. As there are fewer studies, it is not known whether this perception of nursing decreases the psychological capital (PsyCap) of male nursing students and it therefore deserves further exploration.

PsyCap is an individual's positive psychological resource [1] that reflects a positive psychological state in their personal growth and development. It enables self-efficacy and characterises an individual's advantages, thus allowing them to realise their valuable potential [2]. Additionally, PsyCap encompasses invisible capital and positive energy, and it focuses on personal positive psychological development and strives to present personal good or positive facets, which enable one to overcome frustration and face hard times in life with a positive attitude [3]. Da et al. [4] argued that people with abounding PsyCap expect to have positive experiences at work, believe they are capable of achieving success, are unlikely to be influenced by setbacks, and are willing to help others. If students persist in their self-efficacy and resiliency, they are likely to earn good grades and have success

4. Discussion

The PsyCap Scale was developed in this study with good reliability and validity. As shown in Table 4, the high correlation coefficients among the four factors showed that hope, optimism, resiliency, and self-efficacy had much variance overlapping, which reflected a common construct source, namely PsyCap. The study also implied that the definitions of the four constructs (factors) were similar, and they were included under the bigger construct, PsyCap. Nonetheless, although the high correlation coefficients among the four factors seemed to hinder discrimination between them at a glance, they met the test of discrimination validity between nested models with $\Delta\chi^2$. In fact, from the perspective of observed variables, the correlation coefficients among the four subscales were only from 0.58 to 0.69 for male nursing students and from 0.56 to 0.64 for female nursing students, and this was consistent with the general extent of correlation coefficients in most subscales summed for a total score for any scale.

The value of the measurement invariance test between genders lies in ensuring comparability of psychological scale scores between male and female nursing students. The invariance test of error that was not met (Model D) only hinders comparisons between individuals but not between groups in observed scores. Although invariances of factor loadings and intercepts between groups were met, they must be sufficient to guarantee between-group differences for factors (latent variables) and observed variables on a common scale because the expected value of measurement errors in group type was zero [33]. In addition, comparisons between genders in the means of latent variables also need to be based on the invariance of variances. Similar to the general t-test of differences in the group means of observed variables, equal variances must be assumed between groups in advance. Therefore, the test of invariance of the latent means was conducted based on Model F rather than Models C or E.

Some reports have found that male nursing students feel isolated and sidelined as they encounter more obstacles. They also report that male nurses experience more role stress and have more negative opinions than female nursing students [34–36]. However, no study has compared PsyCap between male and female nursing students. We found that male nursing students had higher PsyCap, including hope, optimism, resiliency, and self-efficacy, than female students on average. Statistically significant differences were observed in optimism and resilience. Hence, traditional occupations and social culture did not lower the PsyCap of male nursing students. It is worth noting that comparisons in latent means yield more reliable and valid outcomes because they are free of measurement errors. The results implied that male nursing students may have more potential for nursing care, despite facing more negative experiences and challenges, than female nursing students. However, there are many psychological variables and different skills related to nursing care that could be important for male nursing students to learn. Nonetheless, our research results should encourage more male nursing students to feel confident to persist in nursing. Nowadays, the shortage of nursing manpower is a challenge worldwide, and encouraging men involved in nursing would help to solve the problem [37]. In Taiwan, the growth rate of male nursing students has increased from 0.41% in 1985 to 11.68% in 2019, and over 1000 male students have majored in nursing in recent years [24]. It is believed that the present research results would benefit the government in developing relevant policies for career planning for male nursing students.

In addition, regardless of the perspectives of PsyCap as trait-like [14,38], having states [39–41], and requiring integration [30,42], they all agreed that PsyCap could be fostered and developed. Therefore, the design of different education programmes for male and female nursing students can refer to these results. For example, the results showing that male nursing students had higher correlation coefficients between hope and optimism and between hope and self-efficacy could be applied to training programmes. Interventions can be designed for male nursing students with low optimism or self-efficacy to promote their sense of hope to help increase their optimism and self-efficacy. Although the participants in this study were not sampled randomly, the sample size of male nursing students was

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Research Article

The Impact of Megaproject Stakeholders' Psychological Ownership on Cooperative Innovation Performance: Territorial Behavior and Social Loafing as Mediator

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Received 28 February 2021; Revised 4 December 2021; Accepted 22 December 2021; Published 7 February 2022

Academic Editor: Junhui Zhang

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Megaprojects encounter numerous innovation challenges as well as cross-organization cooperation demands. The paper aims to clarify the relationship between stakeholders' psychological ownership and cooperative innovation performance. It proposes modelling the behaviors' mediator process and how and why the megaproject stakeholders' psychological ownership impacts their cooperative innovation performance. The research aims to expand the domain of psychological ownership by temporary cross-organization aspects and reveal behavioral influence mediation mechanism. This paper opted for an empirical study adapting the SEM approach. Tools such as pre-survey and documentary analysis are applied to design the questionnaire scale. This paper acquired 237 valid questionnaires from seven megaprojects to validate the impact of stakeholders' psychological ownership on cooperative innovation performance. This paper finds that the following: (1) the psychological ownership of megaproject stakeholders has a negative impact on cooperative innovation performance, which is realized through the dual mediators of territorial behavior and social loafing; (2) psychological ownership has a positive effect on both territorial behavior and social loafing, while territorial behavior and social loafing have a negative effect on cooperative innovation performance. This paper reveals that psychological ownership's negative influence mechanism on cooperative innovation performance, in temporary cross-organization, further provides support for improving cooperative innovation performance.

1. Introduction and Background

Megaprojects are uncertain, complex, and politically sensitive projects that cost more than US\$ 1 billion and involve numerous stakeholders' lives and work, which are usually operated by the project department entrusted by the government [1, 2]. The scale of megaprojects determines that there are a large number of unprecedented innovations in the construction of megaprojects, such as design innovations under ultradesign specifications, technology innovations for large-scale construction, and multistakeholder multicultural collaborative innovations. Furthermore, each innovation point of megaprojects is always a specific multidirectional connection node in the megaproject's system network. As the change of a point often affects the stability of the entire

system, the realization of each innovation requires the joint action of multiple connections [3]. Therefore, most of the megaproject's innovations are multistakeholder cooperative innovation.

Studies of human territoriality have long suggested its potential significant effect on the performance and well being of organizations and their members [4]. However, in order to protect their interests, each stakeholder of megaprojects is always inclined to show territorial behavior to himself [5]. It is because that the interests of the vast majority of stakeholders are not completely consistent with the realization of the project value, and the interests of stakeholders are often antagonistic. Meanwhile, due to the cooperative nature of multistakeholders in megaproject's collaborative innovation and contribution commonality, the

Social loafing is negative associated with organizational characters in the team. First, perceived social loafing is negatively associated with team cohesion, team satisfaction, and result satisfaction [34]. Social loafing decreases team personal willingness to help and personal effect [36, 37]. Second, perceived social loafing is negatively associated with team learning performance and mediated the effect of team affective tone [38].

To solve this problem, the measures are as follows. First, combining individual performance and team performance decreases social loafing effectively. When individual performance is not posted, employees working in a team perform worse than when working alone (i.e., social loafing) [39]. Nominal group technique (NGT, a systematic approach to soliciting individual inputs into group project design and planning) and preference for group work decreases social loafing [40, 41]. Second, leaning management is used for decreasing social loafing [42]. Third, strategic innovation decreases social loafing behaviors effectively [25].

From personal characters, girls have slightly higher social loafing than boys [43]. In the "Big Five" model, extraversion and neuroticism are positively associated with social loafing [44]. Moral meaningfulness and mindfulness decreases social loafing attitude and intention [45]. Work ethic and professional respect decreases social loafing [28, 46]. Low mental toughness induces employee social loafing [40]. Effects of intrinsic and extrinsic motivation on social loafing are more complex. Enjoyment in helping exhibits negative relationship with social loafing. Reputation and reciprocity exhibits positive relationship with social loafing [47].

From personal characters, organizational citizenship behavior decreases social loafing [48]. Social loafing can be effectively diminished by raising interactional justice and benevolence-based trust [7]. Co-worker support, job insecurity, and turnover intention are positively associated with social loafing [49, 50].

From external resource, virtuality office work is positively associated with social loafing and moderated the effect of family responsibility, with high level of family responsibility which induces a high level of social loafing. Cohesion and obligation are negatively associated with social loafing [51]. Work ostracism decreases employee social loafing and moderated the effect of work seniority, with longer work seniority, and decreases social loafing more [52].

Although a lot of study on the antecedents of social loafing demonstrate driving factors from mission, leadership, team characters, personality characteristics, personality behaviors, external resource, and rare study on territorial behavior.

Cooperative innovation performance refers to the innovation results produced by two or more stakeholders sharing complementary resources among them for common interests on the basis of cooperation [53]. From enterprises' cooperative innovation performance, it is composed of understanding and absorbing external knowledge, integrating external knowledge with existing knowledge and promoting exploratory innovation [13]. Empirical research

has indeed shown that "to cooperate" behaviors, just like moral behavior, affect cooperative innovation performance [54, 55]. Previous cooperative innovation study exhibits cooperation which is positively associated with innovation, so cooperation ties innovation closely [56]. A previous study on cooperation innovation performance driving factors focuses on mission, leadership, organization characters, organization structure, and external resource. Mission oriented exhibits organizational members have mission heterogeneity and culture heterogeneity. It is hard to acquire a high level of cooperative innovation performance caused by these heterogeneities [13, 57, 58]. Environmental dynamism is significantly positively associated with cooperation innovation performance [59]. From leadership style, transactional leadership and transformational leadership are benefit to cooperative innovation performance [60, 61]. Organization characters driving scholars exhibit learning behaviors (exploration learning and exploitation learning) which are positively associated with cooperative innovation performance [13, 57, 58]. Knowledge integration has positive effect to cooperative team performance when need for cognition is high or when resource interdependence is high [62]. Psychological distance is negative associated with cooperative innovation performance [63], but trust, commitment, and support are positively associated with it [60, 61, 64]. Alliance portfolio management capability is associated with cooperative innovation performance mediating the positive effect of knowledge power and relational learning [65]. From evidence from Chinese firms we know that internal cooperation network has the most significant and positive impact on their cooperative innovation effect, and firm government cooperation does not demonstrate any significant impact on the innovation performance of firms [66]. There are significantly positive relationships between firms' internal capabilities, government policies, collaboration mechanisms and social networks, and collaborative innovation effect among firms [67]. External resource-driving scholars demonstrate specific investments which are beneficial to cooperative innovation performance mediating the positive effect of relational trust [53, 68, 69]. Although previous studies explain the antecedents from mission, leadership, organization characters, organization structure, and external resource. There is a rare study on psychological ownership to explain cooperative innovation performance and the driving way. Perceived ownership influences the development and then influence cooperation with other parts to complete the megaproject. It is necessary to verify the driving mechanism from psychological ownership to cooperative innovation performance.

It is proved that cooperative R&D contributes to firm performance [70]. Levine defined the calculation formula of cooperative innovation performance [71]. Evidence from Chinese companies' experience showed that cooperative innovation performance has a significant positive influence on the innovation performance of enterprises [66]. Therefore, cooperative innovation performance is proposed as an index to evaluate the degree of cooperative innovation [68].

Megaproject stakeholders' cooperative innovation performance depends on the innovation interaction behaviors

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Is transformational leadership instrumental to environmental sustainability? A perspective of Pakistani textile sector

DOI: 10.35530/IT.073.04.202157

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ABSTRACT – REZUMAT

Is transformational leadership instrumental to environmental sustainability? A perspective of Pakistani textile sector

This study proposes to highlight the role of transformation leadership in enabling environmental sustainability efforts. In this regard, a mediating role of green human resource management is investigated to understand the association between transformation leadership and environmental sustainability. The study follows a quantitative and cross-sectional research approach. A self-administered questionnaire was used to collect the responses from 200 managerial-level employees of ISO-14001 certified textile organizations in Lahore, Pakistan. Furthermore, the study hypotheses were tested by applying linear regression and Hayes' Process in SPSS to determine the interconnected dependence of the study variables. The findings of the study demonstrate that transformational leadership plays an instrumental role in the implementation of environmental sustainability strategy. The results also reveal that green human resource management significantly mediates the relationship between transformational leadership and environmental sustainability. The research outcomes portray a stringent need to apply the transforming abilities of the organizational leaders for fostering environmental initiatives; a contribution to a broader cause of global environmental sustainability.

Keywords: transformational leadership, environmental sustainability, green human resource management, textile sector, Pakistan

Este leadership-ul transformațional important în susținabilitatea mediului? O perspectivă a sectorului textil din Pakistan

Acest studiu își propune să evidențieze rolul leadership-ului transformațional în facilitarea eforturilor de susținabilitate a mediului. În acest sens, rolul de mediere al managementului ecologic al resurselor umane este investigat, pentru a înțelege asocierea dintre leadership-ul transformațional și susținabilitatea mediului. Studiul urmează o abordare de cercetare cantitativă și transversală. Un chestionar auto-administrat a fost folosit pentru a colecta răspunsurile de la 200 de angajați la nivel managerial din organizațiile textile certificate ISO-14001 din Lahore, Pakistan. Mai mult, ipotezele studiului au fost testate prin aplicarea regresiei liniare și a procesului Hayes în SPSS, pentru a determina dependența interconectată a variabilelor de studiu. Concluziile studiului demonstrează că leadership-ul transformațional joacă un rol esențial în implementarea strategiei de susținabilitate a mediului. Rezultatele arată, de asemenea, că managementul ecologic al resurselor umane mediază în mod semnificativ relația dintre leadership-ul transformațional și susținabilitatea mediului. Rezultatele cercetării prezintă o nevoie stringentă de a aplica abilitățile de transformare ale liderilor organizaționali, pentru promovarea inițiativelor de mediu; o contribuție la o cauză mai extinsă a susținutabilității globale a mediului.

Cuvinte-cheie: leadership transformațional, susținabilitatea mediului, managementul ecologic al resurselor umane, sectorul textil, Pakistan

INTRODUCTION

It has become essential for leaders to understand the antecedents of motivating organizational members to deal with the increasing complexities of a fast-changing environment. Leaders influence the work behaviours of the employees to get positive outcomes from the organizational procedures and processes. This positive influence not only helps to keep the employees motivated but triggers the efficacy of improved business practices [1]. In the workplace, leaders possess the authority of evaluating and monitoring the performance of the employees. Hence,

leaders' behaviour may craft the behaviour of the employees in a manner desired by the organization. According to a few initial researches, transformational leadership is a kind of leadership that allows leaders and followers to work together for a better motivation level [2, 3]. The consequent high level of motivation enables the employees to follow the direction given by their leader to accomplish the organizational goals. Furthermore, transformational leadership enables the leaders and followers to create beneficial outcomes for achieving the desired tasks [4]. This prevalent leadership style can sensitize the employees about their work practices through collaborative

efforts to achieve the desired results. For this, transformational leadership exhibits a helping behaviour that initiates holistic efforts for adopting better and more creative work practices [5]. Considering the importance of transformational leadership, organizations need to understand how they can adopt this leadership style to deal with vigorous environmental challenges; such as natural environment protection. Like other major business challenges, sustainability also needs the attention of organizational leaders. The Brundtland Commission report [6] takes credit for introducing sustainability as “meeting the needs of the present without compromising the ability of future generations to meet their needs”. This report included a focus on sustainable social development along with creating long-term ecological impacts.

Sustainability primarily encompasses a three-dimensional business perspective: profit, people and planet, commonly known as the Triple Bottom Line (TBL) approach [7]. A World's Economic and Social Survey report [8] emphasizes exerting holistic efforts to embrace sustainability. According to Pless and Maak [9], sustainability needs the relational and collaborative nature of leadership for embedding in organizational culture. Moreover, instilling the TBL approach in business operations poses various challenges for the leadership of an organization [10]. According to Crews, five major challenges for the leaders to implement sustainability are: engaging the stakeholders, creating a sustainability culture, continuous learning, inclusive approach, and disclosure.

A study on the Turkish hospitality industry reveals that transformational leadership has an affirmative impact on adopting sustainability measures [11]. According to this study, transformational leaders facilitate environmental-friendly or green business strategies by building psychological capital; a positive state of an individual's mind for development [12]. Another study depicts that green business strategies are applied through green human resource practices involving environmentally responsible employees [13]. Thus, an integrated approach of transformational leaders may help to transform the employees by encouraging green human resource practices within an organization. For instance, transformational leaders may focus on developing mechanisms to enhance the green competencies of employees [14]. Such employees may ultimately become able to contribute to achieving the ecological goals of a sustainable organization. Therefore, it is pertinent to learn about the role of transformational leadership in supporting the eco-friendly/green business practices of an organization.

This study will focus on identifying the association between transformational leadership and environmental sustainability in the textile manufacturing sector of Pakistan. A mediating role of green human resource practices will also be highlighted in determining the association between transformational leadership and environmental sustainability. Overall, this research will be a significant contribution to enriching the existing literature in this area. Finally,

subsequent arguments will consist of the literature review, methodology, data analysis and discussion of the results of the research.

LITERATURE REVIEW

Transformational leadership

James MacGregor Burns [3] conceptualized transformational leadership from a political framework by explaining the phenomenon as the leadership's ability to inspire others to achieve extraordinary results. Later, Bass [6] presented transformational leadership from an organizational perspective wherein, transformational leaders inspire and empower the followers to grow and develop themselves in line with the organizational course. According to Bass, transformational leaders motivate their followers to generate a high level of motivation and organizational commitment. Furthermore, transformational leaders encourage the employees of an organization to develop creative solutions for organizational problems through its four main components: idealized influence, inspirational motivation, intellectual stimulation and individualized consideration [4].

For an idealized influence, transformational leaders act in a way that exemplifies them as role models for their followers or employees. The leaders are admired, trusted and respected by their fellow beings leading to creating a collective sense of purpose [15]. Moreover, transformational leaders motivate their employees by giving meaning to their tasks. The employees are encouraged to work in teams, a positive future state is displayed and clear communication is done to keep the employees motivated [4]. Additionally, intellectual stimulation is done by inspiring the employees to be creative and innovative to address organizational issues in new and better ways [16]. It happens when new ideas are not considered alienated in organizations. Furthermore, transformational leaders focus on individual followers' coaching, mentoring and facilitation. Leaders offer new learning opportunities, interactive communications and personalized growth to the employees for improved organizational performance [15].

Transformational leadership also includes an impression of bringing change/transformation to the organization [9] especially when it comes to a critical organizational change; for example, environmental sustainability. Few empirical researches reveal a positive role of transformational leadership in promoting environmentally-responsible business practices among employees [14, 17]. The findings of these studies emphasize that transformational leaders motivate and facilitate the employees to adopt green business practices, for a larger cause of embracing sustainability.

Environmental sustainability and transformational leadership

Environmental Sustainability is one of the biggest challenges faced by human beings at present. The negligent activities of humans such as deforestation,

developing an environmental policy framework for the manufacturing sector of the country. This framework must include a comprehensive check and balance system for enhancing organizational efficiency in terms of protecting the natural environment.

In addition to this, there are a few theoretical implications of the study. The existing literature does not offer adequate insights into the role of transformational leadership in promoting the environmental efforts of an organization. Therefore, this study is valuable in determining the relationship between transformation leadership and environmental sustainability through the mediating role of green human resource management. The research results enrich the literature by offering Pakistan a unique research context to study these emerging variables. Last but not least, the findings of the research pose a grave need to explore the antecedents and consequences of transformational leadership in stimulating the envi-

ronmental sustainability efforts of an organization. Hence, it can be safely said that transformational leadership is instrumental for environmental sustainability and its related concerns; thus, contributing toward a larger cause of environmental sustainability.

Recommendations

This study is a preliminary effort to investigate these variables in an emerging economy's context which leaves a space for further deliberation in future research. Therefore, more comprehensive research with advanced analysis should be performed in sustainable organizations across other business sectors of Pakistan. Further research efforts will allow an inclusive understanding of environmental sustainability efforts in this region. A cross-cultural or cross-country analysis may also augment the research outcomes of environmental sustainability.

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Article

How Is Cultural Intelligence Related to Human Behavior?

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Abstract: Cultural intelligence is an individual's ability to recognize, understand, and adapt to cross-cultural contexts in order to change his or her self-capacity. Hence, this study explores the relationship between cultural intelligence and interpersonal communication, psychological capital (PsyCap), and organizational citizenship behavior (OCB) among teachers in Indonesia and investigates the possibility of finding relevant new models. A Likert questionnaire was used to collect research data. The research participants included 450 Indonesian junior high school teachers selected by accidental sampling. Structural equation modeling (SEM) was used for data analysis, supported by descriptive statistics and correlational matrices. The results indicate that cultural intelligence is significantly related to teachers' interpersonal communication, PsyCap, and OCB. Additionally, this study also produces a new model regarding the relationship between cultural intelligence and a teacher's OCB, mediated by interpersonal communication and PsyCap. Therefore, researchers and practitioners can discuss and adopt a new empirical model to increase cultural intelligence.

Keywords: cultural intelligence; interpersonal communication; psychological capital; organizational citizenship behavior



Citation: Alifuddin, Moh., and Widodo Widodo. 2022. How Is Cultural Intelligence Related to Human Behavior? *Journal of Intelligence* 10: 3. <https://doi.org/10.3390/jintelligence10010003>

Received: 22 September 2021

Accepted: 6 January 2022

Published: 7 January 2022

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1. Introduction

The benefits of intelligence for life should not be doubted. Various studies have shown that intelligence contributes to individuals' livelihood and has implications for groups and organizations. One of them is cultural intelligence. Scholars have claimed that cultural intelligence is a measure of intercultural competence (Ang and Van Dyne 2008; Matsumoto and Hwang 2013; Leung et al. 2014; Yari et al. 2020), including work-related outcomes, such as job satisfaction, work adjustment, job performance (Schlaegel et al. 2021; Zhao et al. 2020; Akhal and Liu 2019; Baluku et al. 2019; Rockstuhl and Van Dyne 2018; Henderson et al. 2018), and knowledge sharing (Stoermer et al. 2021). The concept of cultural intelligence is based on the idea that acting intelligently within diverse cultures may require more than general intelligence and its subfactors (Ang et al. 2020). Conceptually, cultural intelligence is an individual's capability to function effectively in culturally diverse contexts (Earley and Ang 2003; Ang and Van Dyne 2008). This definition of cultural intelligence—as a capability—emphasizes a person's potential to be effective across a wide range of intercultural contexts (Ang et al. 2015). Yari et al. (2020) define cultural intelligence as the ability to succeed in complex cross-cultural environments through knowledge or cognition, motivation, and behaviors. Cultural intelligence also refers to being skilled and flexible regarding the understanding of a culture, learning more about it from ongoing interactions, and gradually reshaping one's thoughts to be more sympathetic to the culture and behaviors of others, so as to be more skilled and appropriate when interacting with them (Thomas and Inkson 2017). Cultural intelligence also reflects an individual's ability to help in recognizing the specificities of many cultures, and to understand and adapt to cross-cultural contexts (Berraies 2020). Sternberg et al. (2021) describe cultural intelligence

1.1. Cultural Intelligence and Interpersonal Communication

Cultural intelligence, among other things, is related to interpersonal communication. Investigations across various fields have found that cultural intelligence affects interpersonal communication (Mukherji et al. 2016; Ahmadian and Amirpour 2018; Bahrami and Narafshan 2018; Henderson et al. 2018; Bostan et al. 2021). Importantly, interpersonal communication is essential for individual activities. For teachers, interpersonal communication should help develop social relationships among all school members, especially for building dynamic interactions with students. Teachers with interpersonal communication skills can easily establish interpersonal relationships with students so that interactions between teachers and students can take place during the learning process. Interpersonal communication can influence injunctive norms, self-efficacy, behavioral intentions (Duong et al. 2021), and job performance (Muhammad et al. 2018; Saraih et al. 2019). Furthermore, interpersonal communication also affects organizational effectiveness (Mukhtar and Prasetyo 2020). Interpersonal communication is a flow or exchange of information between individuals in face-to-face and group settings (Gibson et al. 2012). Interpersonal communication also refers to the pattern flow of communication, relationships, and understandings developed over time among people, rather than focusing on the individual and whether a specific message is received as intended by the sender. This pattern involves the ongoing flow of verbal, written, and nonverbal messages between two people or between one person and others (Hellriegel and Slocum 2011). In reality, interpersonal communication can take many formal and informal channels through numerous media and technologies (Hitt et al. 2011). DeVito (2016) mentions five indicators of interpersonal communication: openness, empathy, supportiveness, positiveness, and equality. Openness refers to the willingness to express oneself and act honestly with other people's messages. Empathy reflects what other people feel—experiencing what another person is experiencing from his or her point of view without losing one's identity. Supportiveness refers to having an uncertain and open-minded attitude and being willing to listen to opposing points of view, to change one's position, and to assist in creating a supportive environment. Positiveness refers to possessing a positive attitude and praising interaction partners. Equality is related to the view that disagreement is seen as an easier way to solve problems. These indicators can be well developed if the teacher has cultural intelligence, which is reflected in his or her knowledge, mindfulness, and behavior skills within the context of culture. For instance, teachers who have knowledge about cultures, such as what culture is, how cultures are different, and how culture influences behavior and skills, will tend to be open and empathic and uphold equality principles in fostering communication with other people (including students) from various cultural backgrounds. Meanwhile, teachers with a good mindfulness—reflected in being open-minded and using the context of situations to support their understanding—tend to be supportive and positive towards other people in their interpersonal communication patterns. Therefore, the following hypothesis (H) can be formulated:

Hypothesis (H1). *Cultural intelligence has a relationship with the teacher's interpersonal communication.*

1.2. Cultural Intelligence and PsyCap

Cultural intelligence is also related to PsyCap. A previous study showed that cultural intelligence significantly affects PsyCap (Chen and Chen 2018; Imran and Shahnawaz 2020; Jiony et al. 2021). This indicates that cultural intelligence, reflected in knowledge, mindfulness, and behavior skills regarding culture, can enhance PsyCap. PsyCap is a basic competency that plays a vital role in employees' handling of awareness and achieving efficiency at work (Cavus and Gokcen 2015). According to Goertzen and Whitaker (2015), PsyCap offers a framework to understand human assets that can be useful in actualizing the human potential. Luthans and Youssef-Morgan (2017) state that PsyCap goes beyond the human capital theory, that answers the question: "what do we know?", and the social capital theory: "who do we know?" It also answers the ultimate questions that all individuals pose

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Why do academics hide knowledge after coworker ostracism? A moderated mediation model based on relational identification and perceived harming intention

Coworker
ostracism

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Received 22 June 2021
Revised 11 April 2022
Accepted 26 May 2022

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Abstract

Purpose – Coworker relationships are important in every organization and especially in higher educational institutions (HEIs); however, ostracism is one of the factors that deteriorate these relationships. This study aims to analyse the impact of coworker ostracism on coworker directed knowledge hiding through the mediating role of relational identification and the moderating role of perceived harming intention.

Design/methodology/approach – A total of 241 teaching faculty members working in HEIs of Lahore were surveyed. By using the bootstrapping technique, mediation and moderated mediation analysis was conducted via PROCESS models 4 and 7.

Findings – The results concluded that perceived harming intention moderates the indirect relationship between coworker ostracism and coworker-directed knowledge hiding through relational identification with coworkers. Such that when more harmful intention is perceived the impact of coworker ostracism on coworker-directed knowledge hiding through reduced relational identification would be stronger.

Practical implications – This study offers managerial implications for HEIs management and faculty for reducing coworker ostracism, improving relational identification and training about attribution techniques to minimize the impact of ostracism on knowledge hiding.

Originality/value – This study has complimented and augmented the research strand of ostracism and knowledge hiding research from emphasizing lateral workplace relationships. Intertwining the Conservation of Resources Theory with Attribution theory a novel insight into the above-stated association is illuminated through the mediating role of relational capital and moderating role of perceived harming intention.

Keywords Coworker-directed knowledge hiding, Relational identification, Coworker ostracism, Perceived harming intention

Paper type Research paper



Introduction

Knowledge sharing is important for the success of every organization; however, certain factors impede this process (Singh *et al.*, 2021). Knowledge is an employees' intellectual property and different reasons motivate employees to keep their knowledge to themselves (Kelloway and Barling, 2000). However, knowledge hiding has negative consequences and

the investigation of its antecedents is important (Connelly *et al.*, 2019; Xia *et al.*, 2019). Knowledge hiding is defined as “an intentional attempt by an individual to withhold or conceal knowledge that has been requested by another person” (Connelly *et al.*, 2012, p. 65).

The predictors of knowledge hiding can be personal, interpersonal or organizational, and recent research has emphasized the need to further examine the interpersonal level antecedents (Weng *et al.*, 2020). This is since interpersonal relationships are an important source of knowledge sharing (Perrault and Hildenbrand, 2019) hence, the factors that undermine these relationships impact knowledge hiding (Kuzu and Özilhan, 2014). One factor that undermines workplace relationships is workplace ostracism which means ignoring or socially excluding a peer or group. Workplace ostracism “refers to the degree to which an employee perceives that he or she is ignored or excluded by others in the workplace” (Ferris *et al.*, 2008). Workplace ostracism is found to be positively linked to knowledge hiding (Riaz *et al.*, 2019; Zhao *et al.*, 2016).

Ostracism can either be directed from the employees of the upper level, same level or lower level in the organization (Zhao and Xia, 2017). The research stream has investigated the ramifications of supervisor ostracism (Jahanzeb *et al.*, 2018) or considered the consolidated impact of ostracism from supervisors as well as coworkers (Zhao and Xia, 2017). Moreover, it has also been illuminated that knowledge hiding is either “top-down” that is from supervisor to subordinates or it may be “lateral” that is between coworkers (Araim *et al.*, 2020). This suggests that workplace ostracism and knowledge hiding can be examined from the perspective of the hierarchal rank of employees. Keeping this in view, our focus is to explicitly examine the impact of ostracism faced from same level employees (coworkers) reciprocal knowledge hiding. Thus, we would be referring to it as coworker ostracism and coworker-directed knowledge hiding.

Despite its theoretical significance, only a handful of studies have probed workplace ostracism and knowledge sharing/hiding behaviour. The seminal research on workplace ostracism and knowledge hiding was done by Zhao *et al.* (2016). They examined the role of negative reciprocity beliefs and moral disengagement between workplace ostracism and knowledge hiding. Workplace ostracism and knowledge hoarding relationship were studied via moderating role of political skills (Zhao and Xia, 2017). Riaz *et al.* (2019) found that workplace ostracism results in knowledge hiding via job tension and employee loyalty moderates this association. Takhsha *et al.* (2020) stated that workplace ostracism impeded knowledge sharing via mediating role of organization-based self-esteem and employee silence. Islam *et al.* (2021) tested the impact of workplace ostracism on knowledge sharing behaviour through the mediating role of trust and the moderating role of will power and way power. The effect of workplace ostracism on knowledge hiding, sharing and hoarding was tested through the moderating role of cultural intelligence (Albana and Yeşiltaş, 2021). The research has suggested further investigating the underlying mechanisms linking workplace ostracism and knowledge hiding (Bhatti *et al.*, 2022). In addition, the prior research is generic regarding the source of ostracism and resultant knowledge hiding (Zhao and Xia, 2017). In academic settings collegial relationships are very important (Carbone *et al.*, 2019), therefore, examining the above-stated relationship from coworkers’ perspective can yield useful insights. So, the current research builds on the gap regarding underlying factors that link workplace ostracism to knowledge hiding from specifically the colleagues from same hierarchal level.

Extending this research strand, we, therefore, investigate the dynamics of coworker ostracism and coworker directed knowledge hiding from a relational perspective based on the Social Identity Theory (SIT) (Tajfel, 1974). Relational identification is described as the degree to which employees identify themselves with the other employees (Qu *et al.*, 2015). In this study, we are considering the identification of employees of the same level. Relational identification is built through approval, appreciation and belongingness to other employees

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Present and future climate potentials for several outdoor tourism activities in Spain

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ABSTRACT

Spain is one of the leading tourist destinations worldwide, but also a climate change hot-spot. Weather conditions throughout the year have enabled the implementation of alternative outdoor leisure activities to beach-based tourism, helping to alleviate the strong seasonality. Climate is currently a positive resource but it could become a limiting factor for these activities in the future. Here, we assess the present and future conditions by adopting the second generation climate index for tourism (CIT) to quantify the climate potentials for cultural, golf, sailing, hiking, cycling and football activities. Present and future potentials are derived using observed and projected daily meteorological data from the ERA-5 reanalysis and the DMI-HIRHAM5 regional climate model (RCM) included in EURO-CORDEX project, respectively. A quantile–quantile adjustment is applied to the projected CIT data to correct biases at the local scale. Present climate potentials confirm the optimal conditions of the Spanish Mediterranean coast for practicing all the activities in spring and autumn, while in summer, ideal conditions only prevail for sailing. Projections show a general future increase of excellent climate potentials in winter and a general improvement of the weather assets in the northern half of the country during the shoulder seasons, except for cycling and football.

ARTICLE HISTORY

Received 20 September 2021
Accepted 17 June 2022

KEYWORDS

Climate change; regional climate model; outdoor leisure activities; climate index for tourism; quantile–quantile adjustment; Spain

Introduction

Tourism is a well-known, climate-sensitive, socio-economic sector that entails a wide range of leisure activities worldwide (e.g. sun-sea-sand (3S), cultural, cycling, golf, ski, hiking or sailing). Source markets and tourists' characteristics (e.g. travel motivations and destinations choice), tourism operators (e.g. accommodations, infrastructure design and transport), and destinations are affected by climate variability and change (Scott & Lemieux, 2010). Climate plays a crucial role in determining the suitability of tourism destinations and seriously compromises the natural resources that define destination image and attract tourists (e.g. snow cover and wildlife; Scott et al., 2012). Tourists' thermal comfort is especially influenced by weather conditions. Therefore, climate change could deteriorate the optimal assets for the practice of outdoor activities in certain regions and seasons.

The tourist sector will also likely deteriorate due to the indirect climate change effects on water availability and quality, food costs, energy prices, sea level, beach erosion and fire frequencies (Scott & Lemieux, 2010; Gössling et al., 2012; Scott et al., 2012, 2019). Tourists' water use is

especially relevant (Gössling et al., 2012; Hadjikakou et al., 2013; Becken, 2014) and the water demand is expected to grow with the increase in the number of tourists, hotels and tourism attractions (e.g. spas, pools and golf courses, Gössling & Peeters, 2015). The combination of increasing temperature and decreasing precipitation will accentuate changes in the water balance of a region. As a consequence, the economy of the countries that crucially depend on tourism might be severely affected (Giannakopoulos et al., 2009). Nevertheless, additional non-related climate aspects determine the frequency and satisfaction of tourist visits, such as socio-economic infrastructures, environmental resources, travel costs and time, political stability, activities and events, culinary attraction, novelty, socialisation, cultural heritage or standard of living in destination countries (Nikjoo & Ketabi, 2015; Kim et al., 2018; Martinez-Garcia et al., 2018; Sánchez-Sánchez et al., 2021). The vulnerability of the tourism sector to climate change has also been analysed using indicators that allow to include developing economies given their relative dependence on tourism (Scott et al., 2019). Six index dimensions integrate those indicators: tourism assets, tourism operation costs, tourism demand, host country deterrents, tourism sector adaptive capacity and host country adaptive capacity to climate change. The environmental assets are of particular interest because they considerably affect the recreation possibilities offered by a place.

The Mediterranean region is one of the hot spots to climate change impacts (Diffenbaugh & Giorgi, 2012; Paeth et al., 2017; Tuel & Eltahir, 2020; IPCC, 2021). In Spain, annual mean temperatures have notably increased with a higher magnitude than the global trend (between 0.1 and 0.2 °C per decade from 1961 to 2006; De Castro et al., 2005; Del Río et al., 2011). The analysis of the tendencies shows that temperatures have experienced increases by almost 2 °C since 1970. Moreover, climate change has brought a substantial redistribution of rainfall and other atmospheric variables (e.g. pressure, cloudiness and wind). For example, decreases in annual precipitation up to 70 mm have been reported in the Iberian Peninsula (Füssel & Jol, 2012), especially in the south of Spain and the Canary Islands. Recent studies using future regional climate model (RCM) projections under the RCP8.5 scenario point out an increase of daily mean surface temperature up to 5 °C in Spain by the late century (Garrido et al., 2020; Carvalho et al., 2021). Concerning rainfall, trends are not uniform across models, but they project a significant decrease in precipitation over Spain in spring and summer. In autumn and winter, accumulated precipitation is expected to slightly increase over some regions of the northwest and northeast, respectively, while a reduction is mostly projected in the southern areas (De Castro et al., 2005; Cardell et al., 2019; Ojeda et al., 2020).

Admittedly, Spain will have to face the challenges imposed by climate change through mitigation and adaptation strategies at local and regional scales for the tourist industry, which is the most important economic sector in terms of income revenues and workers employed. According to the UNWTO highlights (UNWTO, 2018), Spain became the world's second-largest destination in 2017 with 81.8 million international tourist arrivals and 68 \$US billion tourist receipts. Moreover, it was the leading European country in foreign visitors' number of overnight stays. Climate change will likely degrade the present favourable conditions for outdoors tourist activities during the Mediterranean summer by 2050, while climatic conditions are expected to improve during spring and autumn (Moreno & Amelung, 2009; Rutty & Scott, 2010; Amengual et al., 2014; Kovats et al., 2014).

So far, the scientific literature has mainly focused on the analysis of climate change impacts in general features of sightseeing (Perch-Nielsen, 2010; Grillakis et al., 2016), beach-based (De Freitas et al., 2008; Hein et al., 2009; Amengual et al., 2014; Rutty & Scott et al., 2015), ski (Yu et al., 2009; Berghammer & Schmude, 2014; Yang et al., 2017; Demiroglu, Turp, et al., 2020) and urban/city tourisms (Scott et al., 2016; Öztürk & Göral, 2018), whereas studies of the climate potential for other relevant tourist activities are still scarce. The rise and consolidation of cultural, sailing, golf, cycling, hiking and to a lesser extent, football tourism in the Mediterranean countries makes necessary the assessment of their present and future climate potentials. Within this

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Mediating and moderating variables of employee relations and sustainable organizations: a systematic literature review and future research agenda

Sustainable
organizations

Received 24 December 2021
Revised 19 June 2022
4 July 2022
Accepted 8 July 2022

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Abstract

Purpose – This study aims to perform a systematic literature review to organize the abundance of information on employee relations (ER) and sustainable organizations. Moreover, this study identifies the research gaps by investigating the review of ER' mediating and moderating variables and the relationship between ER and sustainable organizations.

Design/methodology/approach – This study is based on the systematic literature review methodology involving 257 studies in the final stage. The Scopus and Google Scholar databases with search criteria “employee relations” and “employee relations and sustainable organization” were used to achieve the research objective. After applying inclusion and exclusion criteria, researchers come to the distribution of the articles based on the subthemes, geographical region, types of methods, top authors with affiliation and complete research articles based on the citation. In the final stage, this study concluded with the conceptual model comprising mediators and moderators of ER as well as the mediating and moderating variables of the relationship between ER and sustainable organizations.

Findings – The reviewed literature shows that employee relation is an optimal strategy for retaining employees via proper disclosure of human resources (HRs) and ER Index. This study included the top six publishers, namely, Emerald, Elsevier, Sage, Springer, Taylor and Francis and Wiley Online Library, to do an exhaustive review on a specific topic. The findings indicate that after COVID-19, the ER index, HR disclosures and the sustainability of ER are among the new and required paradigm shifts needed to manage a crisis impact and perform productively. The mediator and moderator variables that can improve employee–employer relationships are organizational trusts, organizational justice, perceived job satisfaction, organizational structure and firm ownership. On the other hand, variables that mediate and moderate the relationship between ER and sustainable organizations are organizational climate, organization trust, organization culture, perceived organization support, psychological empowerment, firm ownership,



The authors acknowledge the anonymous reviewers for their valuable suggestions and comments. Furthermore, the authors would like to thank the editorial board of the journal.

and government (Lawson *et al.*, 2022). To create sustainable organizations, management, employees and allied stakeholders need to hold hands together and understand the meaning and concept of a sustainable organization and its necessity (Kuzu and Özilhan, 2014; Maheshwari *et al.*, 2020; Vithana, 2022).

Based on the review of the former studies, it is required to investigate some crucial aspects of ER and their impact on the organizational overall well-being and sustainability (Salas-Vallina *et al.*, 2020). Systematic literature review has been carried out to serve the purpose of the study that involves exploring the existing studies, identifying the significant studies in the given domain and drawing inferences for understanding underlying phenomena to solve managerial issues and dilemmas. There are limited studies on a systematic literature review of ER (Therkelsen and Fiebich, 2004; Matlay, 1999), and only one bibliometrics literature review (Kataria *et al.*, 2020) on ER that is based on the specific journal *Employee Relations* of Emerald publication. Still, no review has been done that involves the evolution of ER since starting till 2022, including the most changing time COVID 19; this review thus identifies the 360-degree perspective of ER. Moreover, this study identifies the moderating and mediating variables of ER. So, the present study is justified and will contribute to the literature on ER. The paper is organized into five sections. The first section deals with the conceptual understanding of the meaning of ER and their role in making a sustainable organization. In the second section, the authors discuss the research methodology used in the study with user databases and inclusion and exclusion criteria. The third step shows the results and discussions of ER based on the distribution of the articles according to the sub-themes, geographical region, types of essays, top authors with affiliation and top research articles based on the citation. The fourth section discusses the moderating and mediating variables and the conceptual model. The fifth and last section covers the discussion, conclusion and implications.

2. Methodology

A rigorous literature review process was adopted to fulfill the research objectives of the proposed study (Terjesen *et al.*, 2016; Paul *et al.*, 2017; Snyder, 2019). The online research databases of Scopus and Google scholar were used to find the studies related to ER and sustainable organizations. A total of 1,529 articles were found in the Scopus database and Google Scholar from 1940 to 2022. The authors used the search criteria as “employee relations” in the Scopus database to find previous studies. Notably, the author searched separate keywords “employee relations” AND “sustainable organization*” in the Scopus database and in Google Scholar to ensure that all the critical studies related to mediating and moderating variables between ER and sustainable organizations should be included in the review. We ended with 745 articles based on ER in abstract, title and keywords after excluding the duplicates, case studies, short reports, conference proceedings and book chapters (Figure 1).

We found 156 articles based on the keyword search “employee relations” and “sustainable organisation” on Google Scholar. In the final stage, we read 236 articles from 745 articles from the Scopus database and 21 articles from Google Scholar based on the top 6 publishers, namely, Emerald, Elsevier, Sage, Springer, Taylor and Francis and Wiley Online Library. To accomplish the research objectives, the authors focused on specific literature exploring mediating and moderating variables of ER that enhance organization outcomes, specifically sustainable organizations.

3. Results and discussions

The results of the analysis are grouped in two sections: descriptive and conceptual. The descriptive results included several metrics to describe the context of the current research; these metrics included the authors and journals, year-wise distribution, geographical spread

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TRAVEL AND TOURISM POLICIES AND ENABLING CONDITIONS: AN ANALYSIS OF STRATEGIES IN MAURITIUS AND EGYPT

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How to cite (APA style): Rasethuntsa, B.C., Perks, S. (2022). Travel and tourism policies and enabling conditions: An analysis of strategies in Mauritius and Egypt. *Turyzm/Tourism*, 32 (1), 159–183. <https://doi.org/10.18778/0867-5856.32.1.08>

ABSTRACT

The best travel and tourism policies and enabling conditions play a significant role in promoting tourism competitiveness. Africa's weak global tourism competitive position emanates from its inability to develop appropriate tourism policies and its failure in providing enabling structures to support competitive tourism among others. The aim of this article is thus to investigate the best travel and tourism practices used by high-ranking African countries (Egypt and Mauritius) in the Travel and Tourism Competitive Index (TTCI) to suggest suitable travel and tourism policies and create enabling conditions to promote tourism elsewhere in Africa. The study analyses secondary data about the best practices applied to prioritise the tourism sector, international openness, price competitiveness and environmental sustainability. It is established that the two selected countries utilise strategies such as the establishment of promotion bodies, diversify their markets, search for investment, pursue the expansion of air transport, practice international openness through embassies and bilateral agreements, and develop and enforce environmental laws. The study identified that collaborative efforts between all tourism stakeholders were an essential component in establishing a healthy tourism industry. This article contributes towards the body of knowledge by highlighting how African countries can model tourism policies and supportive structures to enhance their competitiveness.

KEYWORDS

tourism, tourism policy, enabling tourism conditions, competitiveness, Africa

ARTICLE INFORMATION DETAILS

Received:
3 December 2021
Accepted:
24 May 2022
Published:
28 September 2022

1. INTRODUCTION

Tourism is recognised as a pathway to economic independence (Harilal, Tichaawa, Saarinen, 2019). It generates employment, accelerates exports and drives prosperity across the world with the involvement of

large and small companies (World Travel and Tourism Council, 2019). In previous years, it was not regarded as an industry in the same way as traditional sectors, such as manufacturing (Tourism Victoria, 2013); however, in recent times, tourism has been viewed as one of the leading industries globally (Hashemkhani Zolfani

TTCI pillars under the Travel and tourism policy and Enabling environment sub-index. Each country's strategies regarding these pillars were noted to allow a comparative analysis to gain a thorough knowledge of the relevant issues under investigation and to put items in a meaningful and real context. This resulted in information being presented and grouped according to the four pillars under the sub-index. The sourced data was then evaluated for relevance. Lastly it was analysed by tabulating the similarities and differences in the strategies of the two selected countries. To maintain the trustworthiness of the findings, guided by the purpose of this research, the data collection process was explored by gathering a wide range of the most recent literature available from international and national information sources inclusive of academic journals, reports, newspaper articles, magazines, books, theses, government reports and government websites; all relevant to the selected countries. The analysis took into account roles and engagement from government, non-governmental organisations, the international communities, local communities and the private sector.

4. RESULTS OF THE STUDY

This section presents the results of the study under the sub-headings of the travel and tourism policy and enabling conditions sub-index.

4.1. PRIORITISATION OF TRAVEL AND TOURISM

This pillar relates to the degree to which governments put emphasis and support tourism activities, as efforts towards prioritising this sector can have a positive or negative impact on tourism performance (Goral, 2016). The pillar takes into account issues such as the extent to which a country's administration supports the sector through policies, financing tourism programmes and marketing strategies. Taking appropriate decisions to address the multi-faceted challenges confronted by the tourism sector requires an integrated approach to policy development across various government divisions. Coherence and consistency are key when drawing and applying policies across all branches of a government to guarantee that tourism policies are effective (Organisation for Economic Co-operation Development, 2010).

The case of Mauritius

In the early 2000s, the country developed the Tourism Fund to finance infrastructure related to tourism development projects. A committee of 13 members from both public and private sectors were responsible for the implementation of these programmes (United Nations

Environment Programme, 2022). Mauritius continued to fund tourism programmes through the Ministry of Business, Enterprise and Cooperatives and the Mauritius Development Bank, by funding SMEs which include businesses falling under the tourism industry for the setting-up, expansion, refurbishment of hotels/restaurants and the purchase of rental cars (Ministry of Business, Enterprise and Cooperatives of Mauritius, 2018). Initiatives like these contributed to an increased number of tourists witnessed in 2016 when this number increased by 10.8% (PricewaterhouseCoopers, 2017). In 1996, the Mauritian government established the Mauritius Tourism Promotion Authority (MTPA) to promote tourism (Mauritius Ministry of Tourism, 2018).

The strategies engaged by the Mauritian government included the diversification of markets to reduce over-dependence on European tourists by targeting emerging markets such as China and India. This move resulted in an increase in Asian tourist arrivals from 7% in 2009 to 16% in 2017. The country also improved its policy on air connectivity to gradually increase bilateral air service agreements in 2015, and this strategy resulted in the number of seats increasing by 11% in 2016. It also made Mauritius more appealing during the low season with the 'Mauritius 365' campaign resulting in a 9.2% increase in the number of tourist arrivals in off-peak months in 2016 (Republic of Mauritius Ministry of Tourism, 2018). Furthermore, Mauritius achieved an improved tourism market because of the government interest in investing heavily in this sector (PricewaterhouseCoopers, 2017). Mauritius improved its tourism policies by developing a new policy framework for pleasure craft activities to improve safety and security of pleasure craft activities in accordance with the ISO 12 217 standards (Government of Mauritius, 2021). Further, the Mauritian government continuously invest in its commitment to rethink the country's tourism and its future in collaboration with the hotel industry and other stakeholders of the tourism industry to plan the steps ahead (Government of Mauritius, 2020).

The case of Egypt

Egypt's good performance in tourism has been linked to its government's efforts to engage in a large-scale public relations campaign in late 2015, investment in the 'This is Egypt' initiative, and establishing a promotional campaign on Cable News Network which included multiple adverts running in the African continent, European countries and the Middle East all year round. This included a sponsored special report broadcast on the same network which was scheduled to take place by the end of 2017 (Oxford Business Group, 2018b). In Egypt, the hospitality sector has for a number of years managed to be an appealing area for foreign investors which in turn made this sector to contribute much to the country's gross domestic product (Reda, 2018).

opracowywanie systemów przyznawania obiektom hotelowym zielonych gwiazdek mocno przyczyniły się do osiągnięcia sukcesu w tym zakresie. Ponadto stworzenie właściwej struktury zarządzania, która umożliwia podejmowanie płynnych działań w branży przez wszystkich zaangażowanych w proces, od decydentów po wdrożeniowców, oraz poszerzenie sojuszy międzynarodowych, aby promować zrównoważony rozwój środowiska, również są strategiami prowadzącymi do osiągnięcia zrównoważonego rozwoju branży turystycznej.

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A Sustainable Model for Effective Employee Relations in Contemporary Organizations

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ABSTRACT

Employee relation has emerged as a major point of concern for human resource practitioners. This paper investigated all the possible variables affecting employee relations in the organization through an extensive literature review. A review framework was adopted to fulfill the research objectives of the proposed study. The implications of mediating and moderating variables will be helpful for the manager in building the values and culture by developing the relation of employer-employee. Previous studies have found occasional constructs on the employee relation for a sustainable organization. These study insights on the important variables help in building a strong relationship with employee and employer for sustainable growth. This study focuses on the variables of employee relation which gives strength to employee-employer relations in line with sustainability.

KEYWORDS

Communication, Employee Relation, Empowerment, HRM Practices, Leadership, Mediating Variables and Moderating Variables, Organization Climate, Organizational Justice, Sustainable Organization

INTRODUCTION

Human resources play a vital role in the success of any organization. No organization can survive and sustain in the long run without the continuous and unwavering support of their employees. Organizations should focus and work upon their policies to maintain cordial relations with their employees for sustainable growth (Guest, 1987; Marchington, 1992; Becker, Billings, Eveleth & Gilbert, 1996; Huselid, 2017; Dutton & Ragins, 2017). Employee relations term was first used in the western world in the 21st century to replace the term “Industrial relations”. Employee relations can be classified into four types of relationships, i.e., contractual, emotional, physical, and practical relationship between the employer and employee (Blau, 2017). Initially, Employee relations used to be maintained by the department of human resource management (Strohmeier, 2013; Tsui, Pearce & Porter, 1997), they was solely responsible for managing and enriching the overall HR ecosystem. Nowadays, workplaces are continuously changing owing to their continually evolving organizational culture and focusing more on maintaining cordial relationship with the employees.

DOI: 10.4018/IJHCITP.300320

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In the present era, the rising urge of the organizations to prosper and grow in the short run amidst the cut-throat competition is giving way to various unethical and immoral practices as well (Allen, Porter & Angle, 2015; Young, Davis & McNeil, 2015; Myerson & Bichard, 2016; Kennedy & Anderson, 2017; Gee, 2018; Skinner, 2018). Consequently, short term planning, hasty decision-making, lack of creative and innovative ideas may propel a feeling of doubt and suspicion towards the management amongst the employees in the organizations, proving detrimental to corporate interest (Slawinski & Bansal, 2015; Harper, 2015). This poor attitude of management can give rise to dissatisfaction, disrespect, and lack of trust amongst the employees (Dean, Brandes & Dharwadkar, 1998; Arino, Torre & Ring, 2001; Schein, 2003). Above all, the profit-centric mentality and corporate interest can make the situation more worse. It is mandatory to maintain and strengthen the bond between employees and employers by carving out a valued relationship based upon trust and commitment (Hasim & Tan, 2015; Ganesan & Hess, 1997; Wilkinson, 1999). Employee relations rely upon the psychological contract between the employees and their organizations, rather than the written job contract (Obushenkova, Plester & Haworth, 2018). Organizations need to make employees feel valued at their workplace to ensure healthy employee relations and better organizational performance (Rousseau, 1995; Zhao, Wayne, Glibkowski & Bravo, 2007), failing to do so can lead to a loss of corporate credibility and spoiling the mutual relationship of trust between employee and management (Kazoleas & Teven, 2009; Worthington & Nussbaum, 2015).

The organizations that can manage the change over time will see the future other will perish with time. They can remain in business and survive by creating sustainable organizations by ensuring healthy and cordial employee relations and to create sustainable organizations, both the management and the employees need to hold hands together and understand the meaning and concept of the sustainable Organization and its relevance (Kuzu & Ozihan, 2014; Al-khozondar, 2015; Kelchner, 2017).

It is essential to investigate some crucial aspects of employee relations and their impact on their sustainability. Hence, giving rise to questions like what factors make an organization sustainable? Which are the factors that contribute or may contribute to organizational sustainability? What can be done to create sustainable organizations?

The present paper focuses on identifying the various dependent, mediating, and moderating variables of the employee relations that affect the employee and organizational performance. It further discusses the implications of employee relations on the organizations functioning and practices.

UNDERSTANDING OF SUSTAINABLE ORGANIZATION

A sustainable Organization defines the ability to maintain the management process over a long period (Bansal & Des Jardine, 2014). According to the Chartered Institute of Personnel and Development Report, sustainable Organization emphasizes creating the Organization's value towards the long-term preservation and enhancement of environmental, social, and financial aspects. Sustainable Organization is all about keeping the business growing and create enormous value and culture (Colbert & Kurucz, 2007). The four pillars of the sustainable Organization are cooperation, recognition, relationships, and fair rewards to attain full sustainability (Reynolds, 2017). This paper picked employee/human resource as an essential factor for the growth of the business and also discussed the variables that are required for the developing relationship, value, culture, and trust in a sustainable organization

SUSTAINABLE HRM

Liberalization of the economy has led to intense market competition and has forced HR strategists to implement sustainable HRM practices (Brewster, Chung & Sparrow, 2016). Evidence suggests that employee involvement, a high-performance work system, and employee engagement are primary practices for a sustainable Organization (Storey, 1992). The organizational theorist has argued that competency assessment, skills, and capabilities are the primary source of strategic advantage (Mabey

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Students' perspective on online learning during pandemic in higher education

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Accepted: 11 June 2022

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Abstract

This research provides an insight into the students' perspective on online learning during the pandemic. We conducted this research in one of the universities of Azad Jammu and Kashmir (AJK). A quantitative research design was employed, and cross-sectional research method was used. An online survey form was administered by using Google survey forms on Likert scale (N=405). The online survey and use of social media tools were adopted owing to the pandemic. The Google survey form was disseminated among the students by means of teachers through social media tools using convenient sampling technique. Chi-square results showed highly significant association among the variables. Regression analysis found that lack of technology, learning skills, and disconnectedness of internet, marking and grading issues, and mental growth are the predictors of the bad educational performance of the students. It is, thus, concluded that the students' educational performance is badly affected due to the online learning amidst the COVID-19 pandemic in AJK. It is suggested to the higher educational institutions to take the radical measures of preparedness during any such crisis to ensure the smooth online educational and learning environment to the students.

Keywords COVID-19 · Online learning · Pandemic · Grades · Mental issues · Performance

1 Introduction

The Coronavirus SARS CoV-2 greatly influenced the students' learning in higher education institutions (HEIs) across the globe (Agormedah et al. 2020; Rizun and Strzelecki 2020; Sá and Serpa 2020). As a result of COVID-19 urgency, the HEIs primarily suspended the educational activities on campus to avoid the spread of novel virus (Armoed

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3 Organization of the study

In this article, introduction section is followed by a detailed empirical literature discussed in the context of developed, developing and Pakistan. At the end of literature, a comprehensive conceptual framework is provided for the readers with hypotheses. Third section of article is methodology. A concise methodology is provided that covers the research design, research method, population, sampling, data collection tool, sources of data collection, measurement, use of SPSS, strategies of interpretation and presentation of data. Fourth section is results derived from analysis. It contained description of demographic variables and findings of hypotheses. Last section of article comprised discussions. A precise discussion has been made for the readers. At the end conclusion is drawn based on the analysis of data.

4 Literature review

The higher education system is in the continued process of structural change (Altbach 2005; Ansell 2008; Crosier et al. 2007). The universities have to keep pace with the needs, desires, requirements, and changing landscapes of the educational activities and institutions (Gibbons 1998; Hunt 2011; Marginson and Rhoades 2002). So, information technologies and the e-learning systems are found necessary factors in carrying out the educational activities in universities (Liaw et al. 2007). Thus, the HEIs are investing more on the technologies i.e., devices and online system to keep updating the e-learning process (Salloum et al. 2019). However, in the changing landscapes of the technology, major challenge for HEIs is to integrate the proactive e-learning system to reinforce the effective learning to the students (Samsudeen and Mohamed 2019). The online learning initiative was taken owing to the pandemic situation across the globe.

In the developed countries, use of technology in academia is normally carried out for the educational activities (Pearce et al. 2010; Volchik and Maslyukova 2017). The digital transformation is not a new phenomenon in higher educational institutions (Abad-Segura et al. 2020). These countries are efficient in technology and keep updating the educational e-learning systems with the passage of time (Castro Benavides et al. 2020). The online systems are utilized along with on campus educational activities according to the requirements (Xiao 2019). Normally, the e-learning has always been the part and parcel of the traditional educational system (Kuzu 2020). For the first time in history, the traditional educational system was replaced through online learning system due to the pandemic (Adnan and Anwar 2020). Initially, to curb the prevalence, the HEIs were closed, and educational activities were suspended (Chung et al. 2020). While looking at severity and dire consequences of the pandemic, educational activities were shifted to online systems as it was not possible to keep institutions closed (Fatonja et al. 2020). Although the online learning has been beneficial to the great extent however the issues have been reported by the students (Muthuprasad et al. 2021). As the research studies revealed that performance of students is affected due to online learning. Onyema et al. (2020) and Rasheed et al. (2021) revealed that students are not satisfied with complete shift of educational activities. Research also revealed that students complained about the grading and marking criteria as well (Rizun and Strzelecki 2020; Sheerman et al. 2020).

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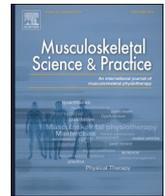
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Original article

Exploring the business skills, experiences and preparedness of UK-based private physiotherapists when establishing and developing a physiotherapy business: A hermeneutic phenomenological study

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ARTICLE INFO

Keywords:

Qualitative
Hermeneutics
Private practice
Physiotherapy

ABSTRACT

Aim: To explore the business skills, experiences and preparedness of UK-based private physiotherapists when establishing and developing a physiotherapy business.

Design: A hermeneutic phenomenological approach.

Participants: Six UK-based private physiotherapy practice owners were recruited via purposive and snowball sampling.

Methods: In-depth, semi-structured video interviews (n = 12) were audio-recorded and transcribed. Field notes, respondent validation and a reflexive diary were used. Data underwent line-by-line analysis, identifying codes and themes. Constant comparison of data, codes and themes occurred throughout. Peer review was utilised, and small sections of data and all emerging codes were independently reviewed.

Results: *Knowledge acquisition:* participants acquired business knowledge from training, external help, and trial-and-error approaches. Improved physiotherapy-related business training was requested. *Business skills:* Business plans were generally organic or lapsed with time. Success and timing of marketing strategies varied widely. The altruistic nature of many physiotherapists creates difficulties in requesting payments for services. *Clinical policies:* Lone working risks appeared more weighted towards protecting staff from physical abuse rather than allegations.

Conclusions: Improved physiotherapy-related business support and guidance may be beneficial. Focusing on word-of-mouth, website marketing, and establishing support networks may benefit practice owners. Greater consideration of the potentially negative implications of lone working, particularly accusations of inappropriate sexual behaviour, is recommended.

1. Introduction

In 2020 over 58,000 physiotherapists were registered with the UK Health and Care Professions Council (HCPC) (HCPC, 2020). Approximately 55% were employed within the NHS, leaving at least 45% working privately for independent providers, other employers or self-employed (CSP, 2019a; NHS Digital, 2020; NHS Education for Scotland, 2020). Developing a private physiotherapy practice typically involves balancing clinical knowledge with business skills and health-care economics (Kapasi et al., 2016; Praestegaard et al., 2013). Insufficient business training can cause significant financial implications, impacting business success (Miron-Shatz et al., 2014).

In 2021 the Chartered Society of Physiotherapy (CSP) listed approximately 6500 private physiotherapy practices on their Physio2u site. Registration is voluntary and may not represent all private practices. The CSP advises new graduates to avoid private practice initially, and instead seek environments offering multiple specialities with structured learning and supervision (Physio First & Chartered Society of Physiotherapy, 2018). The KNOWBEST report (Minns Lowe et al., 2022) highlighted the importance of preparing graduates for additional career opportunities, including developing leadership skills. This raises questions regarding how, and at what stage in their career, physiotherapists acquire the business knowledge required for private practice ownership.

The same question can also be raised within other UK-based

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<https://doi.org/10.1016/j.msksp.2022.102694>

Received 6 September 2022; Received in revised form 24 November 2022; Accepted 26 November 2022

Available online 29 November 2022

2468-7812/© 2022 Published by Elsevier Ltd.

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some commented “*the amount of advertising ... I ... haven't had to do surprised me*” (P2a) but reflected “*I ... would have done more advertising at the start to get it going faster*” (P2a).

3.2.3. Payments

Payments were taken via insurance companies or directly from patients, where “*the majority of people pay by card*” (P3a). One participant avoided cheques “*because they're such a pain*” (P2a). Most participants used insurance companies initially because it “*felt like ... a good way to build the practice*” (P3a). However five participants have since reduced or “*phased them all out*” (P6a) owing to issues with payments and paperwork “*they are just very ... bad payers*” (P6a), (Q18-Q19).

The difficulties physiotherapists experience taking payments was highlighted by everyone “*most people are not very good at talking about money*” (P2a), (Q20) and ascribed to training gaps “*we're never taught in all ... our studies*” (P4a). Participants reported “*always feeling guilty*” (P5a) and felt it was “*a big problem with physios who ... don't always value their service within the private sector*” (P1a). Working within an NHS environment fostered this mindset (Q21). Whilst some improved “*now I'm ... matter of fact about it*” (P6a), others maintained their dislike (Q22), employing receptionists as a solution (Q23).

3.3. Clinic policies

The CSP recommend private practices develop various policies, of which chaperone and lone working are two (CSP 2013).

3.3.1. Chaperone

Chaperoning was used by all participants for paediatrics “*I would never see a child on their own*” (P6a). However, flexibility was employed for older children depending on competency (Q24). Uptake by adults was more varied. Two participants commented “*I don't think I've ever had an issue where it's [adult chaperoning] come up*” (P5a). Others reported uptake by clinically vulnerable adults (Q25) or for cultural reasons (Q26).

3.3.2. Lone working

Participants raised three areas of concern regarding lone working. Every participant discussed the risk of physical harm, with most highlighting female staff safety (Q27). Precautions included “*cameras*” (P6a), “*video entry system*” (P3a), “*panic button*” (P5b), colleague support, and “*gut feeling*” (P2a). Generally, participants had “*not had problems with violence or intimidation*” (P3b) and felt able to prevent escalation (Q28). One participant believed staff education was key to managing difficult situations (Q29).

Those lone working from home relied on family “*my husband works from home*” (P6a), and neighbours “*nothing moves that my neighbours don't see*” (P2a), although one participant expressed concern that “*everybody knows where you live*” (P6b). Home visits were deemed “*more worrying*” (P2a) by some, prompting additional safety measures “*I won't do a home visit to someone ... capable of getting a taxi*” (P6B), (Q30).

Two female participants discussed the risk of patient accusations against practitioner behaviour, rating concerns for male staff highest “*I've felt that I've particularly needed to take care of the male physios*” (P3b). One recalled a difficult experience in a previous clinic (Q31).

Another participant expressed concerns over patient safety relating to “*the knowledge aspects*” (P4a) of junior staff lone working, feeling staff may lack adequate experience to independently deal with complex presentations or “*spinal red flags*” (P4a).

4. Discussion

This study explored the business skills, experiences and preparedness of private physiotherapists establishing and developing a physiotherapy business. Business plans, marketing strategies, taking payments, and clinical policies are four of the key areas Physio First recommend

practitioners address when establishing a physiotherapy business (Physio First & Chartered Society of Physiotherapy, 2018). This study explored how participants acquired business knowledge and how this knowledge impacted their ability to address the aforementioned areas. Five out of six participants felt additional physiotherapy-related business training would be beneficial. Every participant felt confident discussing clinical policies, however their preparedness to address business plans, marketing and payments varied.

This is the first UK-based study exploring the business skills and experiences of private physiotherapy clinic owners. Research in other countries is also limited. In a qualitative case-study design involving sixteen participants over three focus groups, Davies et al. (2016) highlighted that Australian physiotherapists with under five-years experience lacked adequate business training to deal with matters such as finances, administration and marketing. Despite between five- and twenty-seven-years experience prior to establishing their clinics, current participants reported difficulties addressing these areas. Lear et al. (2016) surveyed 273 American practitioners from five health professions, including practice owners (numbers unspecified). Of these, 66% worked within small private practices. Although physiotherapists were not surveyed, 87% of participants felt that additional business knowledge would be beneficial. Current results suggest a requirement for further physiotherapy-related business training. When combined, results imply that suboptimal business training may extend to other health professionals and countries.

The KNOWBEST Report (Minns Lowe et al., 2022) highlighted the need for the professional body to work with independent providers and private practitioners for the provision of student placements to alleviate the growing demand for NHS placements. Increased provision of placements within these areas could provide valuable opportunities for students to acquire business skills and knowledge of best practices.

Barring participant four, the development and maintenance of structured business plans beyond securing financial support was not prioritised. Plans generally adopted an ‘organic’ format. Business plan and performance relationship evidence is variable. Brinchmann et al. (2010) conducted a comprehensive meta-analysis of 46 studies investigating business planning within small firms. The study concluded that business plans were more beneficial for established than new firms, proposing that basic plans might suffice initially. Fernandez-Guerrero et al. (2012) analysed data from 2401 Spanish service companies. Eight percent were grouped within health, veterinary, or social care (details unspecified). The study determined that business plan quality did not predict success or survival rate, and experience did not significantly increase survival predictability. Osyevskyy et al. (2013) conducted a cross sectional empirical study using secondary data from an electronic businessowner survey of 393 small or medium businesses, of which 3% were UK-based and 7% healthcare (details unspecified). This study instead concluded that combining an inspiring business vision and marketing plan showed positive correlations with growth rates, reporting a 42.9% compared with a 17% growth rate with/without these factors respectively. Current study participants had successful clinics; however it is unknown how many clinics fail to survive. The research therefore raises questions regarding the optimum level, style, and timing of business planning for private physiotherapy clinics.

Every participant felt unprepared to address marketing strategies during clinic development. Participants wasted resources via trial-and-error, lacked marketing to prevent possible losses, or outsourced marketing. Successful strategies varied, however every participant felt word-of-mouth and websites were key. Results align with Daugherty (2019) who listed these as two of the five key marketing strategies utilised by five small Florida physiotherapy business owners. Many studies have highlighted word-of-mouth importance, particularly electronic advertising, and suggest that brand awareness, service quality and customer loyalty can positively influence word-of-mouth (Daugherty, 2019; Godey et al., 2016; Krishnamurthy and Kumar, 2018; Mohtasham et al., 2017; Yaman, 2018; Zilber et al., 2019). Daugherty (2019)



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Quality perception of accounting firm customers

Quality
perception

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Received 4 October 2021
Revised 3 May 2022
15 July 2022
Accepted 13 August 2022

Abstract

Purpose – This study aims to verify the dimensions of perceived quality of services which influence the satisfaction of accounting firm clients and verifies whether customer satisfaction influences loyalty and word-of-mouth recommendations.

Design/methodology/approach – A model is proposed and tested using a survey of 292 accounting firm clients; structural equation modeling and partial least squares are used for data analysis.

Findings – The constructs of internal policies, personal relationships and trust influence the satisfaction of accounting firm clients which directly influences word-of-mouth recommendations and customer loyalty; however, the constructs of physical aspects and problem solving have no influence on satisfaction.

Research limitations/implications – The main contribution to the accounting field is an identification of the aspects in which firms should invest to deliver quality to clients. The development of internal policies, personal relationships and trust can lead to more satisfied clients, resulting in loyalty and word-of-mouth recommendations. These are novel results within the literature and can guide accounting firms toward better performance.

Originality/value – This study is justified by the fact that accounting firms must adapt to the new environment and the new requirements of the accounting field and look for solutions that follow the progress of financial and managerial accounting, primarily with regard to service quality, satisfaction, loyalty and word-of-mouth recommendations. We also introduce a new scale to reveal novelties which cannot be observed using traditional service quality scales. This is another important contribution to the quality of accounting services.

Keywords Satisfaction, Service quality, Loyalty, Word-of-mouth, Accounting firms

Paper type Research paper

1. Introduction

Changes in the market require changes in how accounting is conducted. These market changes include the digitalization of businesses, the speed of introduction of new services by competitors, changes in tax policies and market dynamics, among other contemporary factors that directly impact accounting services (Smith *et al.*, 2015; Tsunogaya, 2016). Such factors necessitate more reliable financial information and excellent service to satisfy the needs of accounting firm clients through the use of accounting processes based on the



This research was supported by Brazilian National Council for Scientific and Technological Development (CNPq/Brazil), projects 307202/2021-6, by Foundation for Research Support of Espírito Santo (FAPES/Brazil), projects 84513772 (599/2018) and 85395650 (228/2019), by Portuguese Science Foundation (FCT/Portugal) through NECE (Núcleo de Estudos em Ciências Empresariais), project UID/GES/04630/2020, and by IFTS (Instituto Fucape de Tecnologias Sociais), project 2021–2024.

services more than once (Kandampully and Suhartanto, 2000; Koklic *et al.*, 2017; Kursunluoglu, 2011; Nagel and Santos, 2017); in other words, in the beginning, satisfaction plays a fundamental role and is regarded as a determining factor in the relationship between the customer and the company.

Accounting firms need to satisfy customers by providing services that meet their needs because a satisfied customer is more likely to stay with the organization. However, further research is recommended to investigate the possible intermediary role of customer satisfaction in the relationship between service quality and behavioral intentions (Kiran and Diljit, 2011; Smith *et al.*, 2015). Discoveries are already being made in research on loyalty and the effect of word of mouth, for example, that by reaching the highest level of customer satisfaction, there is greater customer loyalty and word-of-mouth recommendations (Guo *et al.*, 2009; Lai *et al.*, 2009; Yoo *et al.*, 2015).

2.2 Perceived quality of services and its dimensions

Quality is seen as essential in the sales or productive processes of services (El Haddad, 2019; Spina *et al.*, 2013; Zeithaml *et al.*, 1996). Izogo and Ogba (2015) observed that the quality of service and its consequences have been the subject of extensive academic research as well as part of the debate about the link between service quality and customer satisfaction and how those factors relate to the intentions to use the service again (Dabholkar *et al.*, 2000; Izogo and Ogba, 2015). It has also been observed that there are several dimensions that are responsible for PQS and that these factors are linked to customer satisfaction (Kitapci *et al.*, 2013; Zeithaml *et al.*, 1996; Santouridis and Trivellas, 2010).

The scale used in this study originates from the Retail Service Quality (RSQ), developed by Dabholkar *et al.* (1996). The authors indicated that generic service quality measurement scales, such as SERVQUAL (Parasuraman *et al.*, 1988), do not capture the specifics of the retail consumer, requiring the development of a specific scale. Dabholkar *et al.* (1996) developed a new scale, the RSQ, which contains five dimensions: physical aspects, reliability, personal interaction, problem solving and policy. The RSQ has become popular and is still widely used, including in sectors other than traditional retail, confirming the validity of the RSQ (Sivadas and Baker-Prewitt, 2000; Jamal and Naser, 2002; Chang and Chen, 2008; Deb and Lomo-David, 2014; Konalingam, 2017; Sivapalan and Jebarajakirthy, 2017; Prakash *et al.*, 2018; Sivapalan *et al.*, 2021).

Lopes *et al.* (2009) decided to compare the RSQ (Dabholkar *et al.*, 1996) with SERVQUAL (Parasuraman *et al.*, 1988) in Brazil, translating to Portuguese and adapting both scales to the Brazilian market. After validating the scales in Brazil, the authors identified that RSQ proved to be superior to SERVQUAL, as well as identified that RSQ, renamed PQS, can be used for other types of services in addition to traditional retail (Pinto *et al.*, 2014; Marinho and Poffo, 2016; de Oliveira and Teixeira, 2020). Considering this, we chose to use the PQS because it is a scale adapted to the Brazilian context and has the capacity to measure the quality of accounting services.

Thus, this study adopted the PQS scale developed by Lopes *et al.* (2009), which is a tool that provides information about the perceived quality of the service based on five distinct constructs: physical aspects, trust, personal relationships, internal policies and problem solving. In this study, these constructs were considered as possible influencers of satisfaction.

The first construct of the PQS scale refers to the physical aspects which relate to the impression the customer has of the company's environment. Factors such as equipment, furniture, office materials, cleaning and office layout are analyzed, as these can influence satisfaction (Lopes *et al.*, 2009). At the time of purchase, these physical aspects represent a

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How Do Full-Service Carriers and Low-Cost Carriers Passengers Perceived Service Dimensions, Passengers' Satisfaction, and Loyalty Differently? An Empirical Study

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Received: January 2022

Accepted: August 2022

Abstract:

Purpose: In this study, group differences between full-service carriers (FSC) and low-cost carriers (LCC) in loyalty constructs are investigated, revealing the relationship between service quality and loyalty. This work focuses on five dimensions, including tangibility, empathy, assurance, responsiveness, and reliability, constitute service quality.

Design/methodology/approach: 248 questionnaires were collected in the first half of 2019. The antecedents of customer loyalty are explored, and the group differences between FSC and LCC are analyzed. For assessing the path model with the consideration of group variance, the Partial Least Squares Multiple Group Analysis (PLS-MGA) was adopted to analyze the differences of the estimated inter-group coefficient.

Findings: Our findings suggest that service assurance, service empathy, and service reliability positively impact the value perceived. The impact of service empathy on customer satisfaction in FSC is significantly diverse from LCC. Several suggestions are provided to FSC and LCC on improving their services in view of passengers' wants and interests.

Originality/value: With the data collected at the Hong Kong International Airport (HKIA), this study examined the relationships among service quality, perceived value, customer satisfaction, and customer loyalty and divided service quality into five dimensions. The findings showed that assurance, empathy, and reliability of service quality positively affect the value perceived, and the effects of responsiveness and tangibility of service quality on perceived value are insignificant. Among the five aspects of service quality, assurance, reliability, responsiveness, and tangibility of the service quality are the pre-conditions of customer satisfaction. However, only the reliability of service is the antecedent of customer loyalty. Besides, the value perceived positively affects customers to be satisfactory and loyal. Furthermore, satisfaction degree also significantly influences the degree of customers' loyalty. As to the role of airline types, the sole effect is on customers' satisfaction is service empathy, with a significant difference between FSC and LCC.

Yilmaz & Ari, 2017) and customer loyalty (Makanyeza & Chikazhe, 2017). However, the impact of each dimension of service quality is not conclusive (Zheng, Xia, Li, Li & Liu, 2021). For example, service reliability is regarded as the most influential determinant of customer satisfaction in some research projects (Mittal & Lassar, 1998), but there is also proof that it cannot affect customer satisfaction (Kitapci, Dortyol, Yaman & Gulmez, 2013). Additionally, the empathy factor has a non-significant effect on customer satisfaction, as Leong, Hew, Lee and Ooi (2015) found. In contrast, Rahman, Hasan and Mia (2017)'s research suggested that there is a significant positive correlation between empathy and customer satisfaction. The impact of all dimensions of service quality on the satisfaction and loyalty of customers is worth examining (Fan, Zheng & Li, 2022; Xia, Zheng, Huang & Liu, 2021; Zhang, Zheng, Peng, He, Lee & Tang, 2022).

Moreover, the relationship between service quality and customers' behaviors (e.g., customer satisfaction and customer loyalty) between the two types of airlines often yields conflicting results in previous researches. For instance, Chiou and Chen (2010) suggested that improving service quality alone without providing a low fare would not increase customer satisfaction and return rates since LCC customers already expect to receive no-frills service. Kos-Koklic, Kukar-Kinney and Vegelj (2017) also found that the extent of customer satisfaction with an LCC was decided to a lesser extent by the service quality. Compared with FSC, thus, the LCC passengers have negligible expectations on service quality, while both service quality and perceived value drive the recommendation behavior of FSC consumers for money (Rajaguru, 2016). Nevertheless, Leong et al. (2015) suggested that there was no significant distinction between FSC and LCC in terms of the impact of service quality. Loureiro and Fialho (2017) also showed that there were no significant differences between the two types of airlines. Therefore, it is worth exploring the differences between the two types of airlines regarding service quality on satisfaction and loyalty of the customer, with the impact of each dimension of service quality considered. Our study is original in theoretical aspects that enable us to deal with the following relevant research issues:

1. Each dimension of service quality have the same impact on the formation of customer loyalty?
2. What role does the type of airlines play in the influence of the service quality on the formation of customer loyalty?

This paper is organized as follow: **Section 2** provides the theoretical background and the proposed hypotheses. **Section 3** presents the data collection process and variable measurements. The custom-build questionnaire's reliability and validity analysis and the hypotheses testing results are shown in **Section 4**. **Section 5** provides discussions of the results. The conclusions, limitations of this study, and future work are presented in **Section 6**.

2. Theoretical Background and Hypotheses Development

2.1. Service Quality and Perceived Value

Perceived value is associated with the difference between sacrifices (costs) and receivables in terms of the customers' needs and wants (Lapierre, 2000). Perceived value can be increased when a high-quality product or service is obtained with less money (Kuo et al., 2009). The service quality perceived by customers serves as a key performance indicator (KPI) of a company (Forster, Hergeth, Naujoks, Krems & Keinath, 2020; Izogo, 2017), and is also an important indicator to measure whether the price is worth the money. Therefore, the higher the service quality, the more value the customers gain. Hussain, Al Nasser and Hussain (2015), Kuo et al. (2009) and Lee et al. (2018) have provided evidence to support that service quality can create a positive influence on perceived value.

Service quality can be divided into five dimensions. Mittal and Lassar (1998) described service reliability as a technique quality, while service assurance, empathy, responsiveness, and tangibility belong to functional quality. Service reliability is always deemed to be the most influential factor of service quality. Hence, good service reliability means that the customers can receive service with high accuracy and convenience, which can increase the perceived value of customers (Risitano, Romano & Sorrentino, 2020). Service tangibility affects the practical responses of customers in a more direct way (De Vos, 2019). According to environmental psychology, an excellent tangible physical environment is crucial in producing excitement, pleasure, and relaxation for customers (Chen, Li & Liu, 2019; Woo, 2019), which can help increase the perceived value. Service empathy brings individualized attention to the customers (Mittal & Lassar, 1998). Service assurance highlights the knowledge and courtesy of

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A meta-analysis of online travel booking services adoption: the moderating effects of national or regional economic development level and culture differences

A meta-analysis of
OTBS
adoption

Received 14 April 2022
Revised 13 September 2022
Accepted 22 October 2022

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Abstract

Purpose – This study aims to provide a systematic review and meta-analysis to explore the strength of the path relationship in the proposed model for online travel booking service adoption. It also explores the moderating effect of national or regional economic development levels and cultural differences.

Design/methodology/approach – A meta-analysis was conducted on the factors correlated with users' intention to adopt online travel booking services (OTBS) and the moderating effects of economic development levels and culture based on 42 empirical studies.

Findings – Perceived usefulness, perceived ease of use, attitude and perceived behavioral control have a significant positive impact on adoption intention. By contrast, subjective norms have a significantly negative impact on adoption intention. Furthermore, the economic development level of a country or region significantly moderates the relationships between perceived usefulness and perceived behavior control, attitude and perceived behavior control, and subjective norms and adoption intention. At the same time, national or regional cultural differences significantly moderate the relationships between attitudes and adoption intention, perceived usefulness and perceived behavior control, and subjective norms and adoption intention.

Originality/value – This study was conducted to obtain a unified conclusion regarding the research field of online travel booking service adoption. Its content was original. The conclusion provides theoretical references for follow-up research and the development of targeted marketing programs for online travel-booking service providers.

Keywords Online travel booking service, Adoption intention, Meta-analysis, Structural equation model

Paper type Research paper

1. Introduction

In the past two decades, online travel booking services have become a new model for the tourism industry, reshaping travel consumers' interaction experience and booking habits. Compared with traditional travel services, online travel booking services (OTBS) use the internet as a platform and penetration channel to provide travelers with information on various travel products and services. OTBS also provide travel consumers with efficient, convenient and secure online booking services, which have significant advantages in terms of saving transaction costs, shortening transaction time and providing self-service (Pambudi, 2021). According to the 49th Statistical Report on China's Internet Development, as of December 2021, the number of OTBS users in China is expected to reach 397 million, accounting for 38.5% of all Internet users (CNNIC, 2022). Digitalization has enabled the tourism industry to transform and innovate, promoting the emergence of new and more diversified travel booking formats, further boosting the tourism economy and stimulating the growth potential of the tourism industry.



The authors would like to thank the Editor-in-Chief Dan Wu and the anonymous reviewer for their honest, helpful, and constructive comments. This work was funded by grants from the the Hunan Provincial Natural Science Foundation of China [Grant No. 2022JJ30409].

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Appendix

A meta-analysis of OTBS adoption

Author	Country/region	Sample size	Online travel booking service type
Tengilmoglu and Hassan (2020)	Turkey	139	Online hotel booking
Sun <i>et al.</i> (2020)	China	879	Hotel booking
Park and Huang (2017)	London	295	Mobile hotel booking
Lau and Tam (2013)	China	158	Hotel booking
Koppius <i>et al.</i> (2005)	Netherlands	715	Buy tickets online
Mohamad <i>et al.</i> (2021)	Spain	386	Mobile booking
Morosan (2014)	USA	556	Mobile air travel booking services
Israel <i>et al.</i> (2019)	Germany	542	Hotel booking
Al-hawari and Mouakket (2012)	Malaysia	136	Online shopping
Bhatiasevi and Yoopetch (2015)	Thailand	579	Electronic booking service
Agag and El-Masry (2016a)	Egypt	495	Purchase travel services online
Zhong <i>et al.</i> (2015)	China	543	Travel booking service
Hew <i>et al.</i> (2018)	Malaysia	400	Mobile social tourism shopping
Hossain <i>et al.</i> (2019)	Bangladesh	145	Air ticket booking
Amaro and Duarte (2015)	Portugal	1,732	Online shopping
Law and Ng (2016)	China	400	Online booking
Weng <i>et al.</i> (2017)	Malaysia	387	Mobile booking taxi
Agag and El-Masry (2016b)	Egypt	1,431	Online hotel booking
Li <i>et al.</i> (2017)	China	298	Online hotel booking
Suki and Suki (2017)	Malaysia	300	Air ticket booking
Özbek <i>et al.</i> (2015)	Turkey	242	Online booking service
Panchamia and Doctor (2015)	India	532	Electronic ticket booking
Madlberger (2015)	Germany	292	Online booking service
Ozturk <i>et al.</i> (2016)	USA	396	Mobile hotel booking
Al-hawari and Mouakket (2012)	Arab	808	Online booking service
Majali (2015)	Jordan	271	Electronic booking service
Yang <i>et al.</i> (2015)	China	870	Online purchase
Bigné <i>et al.</i> (2010)	Spain	309	Ticket purchase
Falcao <i>et al.</i> (2019)	Brazil	912	Mobile Tourism Service
Dheva-aksorn (2018)	Thailand	400	Online hotel booking
Ahn <i>et al.</i> (2014)	USA	251	Sports ticketing
Amaro <i>et al.</i> (2019)	Germany/China	98/104	Online platform hotel booking
Agag and El-Masry (2017)	Egypt	1,431	Online booking service
Ponnappureddy <i>et al.</i> (2020)	USA/Germany/Switzerland	775/905/884	Hotel booking
Koundinya (2019)	India	514	Book tickets online
Rehman <i>et al.</i> (2019)	Pakistan	187	online shopping
Ramayah <i>et al.</i> (2020)	Malaysia	553	Electronic ticketing
Giao and Tuan (2021)	Vietnam	331	Buy tickets online
Schaarschmidt and Hoeber (2017)	Germany	282	Online hotel booking
Ha <i>et al.</i> (2019)	Vietnam	423	Online purchase
Ponnappureddy <i>et al.</i> (2017)	Portugal	300	Online hotel booking
Alatawy (2015)	Britain	481	Online booking

Table A1.
Sample literature included in the meta-analysis



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B.6. TÜBİTAK tarafından verilen ulusal ve uluslararası araştırma bursu sayısı

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3981	AHMET DÜZÜM	CEM KOLBAKIR	SAMSUN ÜNİVERSİTESİ	ÖZDEMİR BAYRAKTAR HAVACILIK VE UZAY BİLİMLERİ	UÇAK VE UZAY MÜHENDİSLİĞİ	SAMSUN Ü.	Winglet Tasarım Ve Aerodinamik Performansının Deneysel Olarak İncelenmesi
3982	DEHA BUĞRAHAN GÜNAY	CEM KOLBAKIR	SAMSUN ÜNİVERSİTESİ	ÖZDEMİR BAYRAKTAR HAVACILIK VE UZAY BİLİMLERİ	UÇAK VE UZAY MÜHENDİSLİĞİ	SAMSUN Ü.	Golf Topu Üzerindeki Çukur Yapıların Karakteristik Özelliklerinin Ve Aerodinamik Üzeyeerdeki Etkisinin Deneysel Olarak İncelenmesi
3983	FATİH HASDEMİR	CEM KOLBAKIR	SAMSUN ÜNİVERSİTESİ	ÖZDEMİR BAYRAKTAR HAVACILIK VE UZAY BİLİMLERİ	UÇAK VE UZAY MÜHENDİSLİĞİ	SAMSUN Ü.	Rüzgar Türbini Aerodinamik Performansını Deneysel Olarak İncelenmesi
3984	GAYE KAPKIN	FERHAT AKYÜZ	SAMSUN ÜNİVERSİTESİ	SİVİL HAVACILIK YÜKSEKOKULU	HAVACILIK YÖNETİMİ	SAMSUN Ü.	Covid-19 Döneminde Kasa Kabininde Kargo Taşımacılığı (Preighters)
3985	SADIK ÖZKAN	MUSTAFA KEMAL YILMAZ	SAMSUN ÜNİVERSİTESİ	SİVİL HAVACILIK YÜKSEKOKULU	HAVACILIK YÖNETİMİ	SAMSUN Ü.	Pandemi Döneminde Kısa Çalışma Ödeneği İle Çalışan Havacılık Çalışanlarının Algılanan Örgütsel Destek Ve Örgütsel Bağlılık İlişkisi
3986	OMAR MUBAYED	MUSTAFA KEMAL YILMAZ	SAMSUN ÜNİVERSİTESİ	SİVİL HAVACILIK YÜKSEKOKULU	HAVACILIK YÖNETİMİ	SAMSUN Ü.	Havacılık İşletmelerinde Algılanan Pozitif Emniyet Kültürü İle İş Stresi İlişkisi
3987	YİĞİT BORA SAÇIKARA	ÖZLEM NURAY SEVER	SANKO ÜNİVERSİTESİ	TIP FAKÜLTESİ	TIP	SANKO Ü.	Globulastoma Tanılı Hastalarda Hücre Füzeyon Sağkalıma Etkisi
3988	ECE NUR DOĞANER	NAZİK MEZİYET DİLEK	SELÇUK ÜNİVERSİTESİ	AKŞEHİR KADIR YALLAGÖZ SAĞLIK YÜKSEKOKULU	BESLENME VE DİYETETİK	SELÇUK Ü.	Yeşil Kahve Tozu İçeren Hamburger Köftelerinin Oksidatif Stabilitelelerinin Belirlenmesi
3989	BUKET ÜÇEL	BİRSEL MÖLÜ	SELÇUK ÜNİVERSİTESİ	AKŞEHİR KADIR YALLAGÖZ SAĞLIK YÜKSEKOKULU	HEMŞİRELİK	SELÇUK Ü.	Lisans Son Sınıf Hemşirelik Öğrencilerinin Uykusu Hijyen Eğitimi: Bir Müdahale Çalışması
3990	ZEYNEP GÜNDÜZ	FATMA İLTUŞ	SELÇUK ÜNİVERSİTESİ	AKŞEHİR KADIR YALLAGÖZ SAĞLIK YÜKSEKOKULU	HEMŞİRELİK	SELÇUK Ü.	Mobil İlaç Hatırlatma Uygulama Kullanımında Yaşanan Sorunların Saptanması
3991	ÜMMEHAN KATAR	PINAR TUNÇ TUNA	SELÇUK ÜNİVERSİTESİ	AKŞEHİR KADIR YALLAGÖZ SAĞLIK YÜKSEKOKULU	HEMŞİRELİK	SELÇUK Ü.	Ameliyat Olan Hastaların Perioperatif Dönem Açık Sürelerinin İyileşme Kalitesi Üzerine Etkisi
3992	MERVE KOYLUOĞLU	FUNDA ÖZPULAT	SELÇUK ÜNİVERSİTESİ	AKŞEHİR KADIR YALLAGÖZ SAĞLIK YÜKSEKOKULU	HEMŞİRELİK	SELÇUK Ü.	Mevsimlik (Gezici) Tarım İşçilerinin Sağlık Algılarının Sağlık Hizmeti Kullanımına Üzerine Etkisi
3993	UTKU DENİZ TIRYAKI	YİĞİT BURAK	SELÇUK ÜNİVERSİTESİ	BEYŞEHİR ALI AKKANAT TURİZM FAKÜLTESİ	TURİZM REHBERLİĞİ	SELÇUK Ü.	Eğitim Gören Öğrencilerin Mesleki Bilgi-Becerilerini Arttırmak Ve Mezun Olan Öğrencilere İstihdam Sağlamak İçin Eğitim Kurumları Ve Paydaşların İş Birliğinin Önemi: Beyşehir Ali Akkanat Turizm Fakültesi Örneği
3994	MUSTAFA KIRAZ	GÜLSÜM BAŞTUĞ	SELÇUK ÜNİVERSİTESİ	BEYŞEHİR ALI AKKANAT UYGULAMALI BİLİMLER YÜKS	AÇIL YARDIM VE AFET YÖNETİMİ	SELÇUK Ü.	Konya Afad İl Müdürlüğü Ve İtfaiye İl Müdürlüğü Çalışanlarında Dikkat Özelliklerinin Ve Karar Verme Becerisinin İncelenmesi
3995	AYŞEGÜL ÜNŞAT	ESRA MALTAŞ ÇAĞIL	SELÇUK ÜNİVERSİTESİ	ECZACILIK FAKÜLTESİ	ECZACILIK	SELÇUK Ü.	Ökse Ot Ekstraktlarının Topozozomeraz İnhibisyonunun İn Vitro Ve Ex Vivo Değerlendirilmesi
3996	ŞEVAL SAVUR	YAKUP GÜLTEKİN	SELÇUK ÜNİVERSİTESİ	ECZACILIK FAKÜLTESİ	ECZACILIK	SELÇUK Ü.	İndapamid-Siklodeksrin Kompleksi Ve Telmisartan-Siklodeksrin Kompleksi İçeren Ağzıda Hızlı Dağılan Tablet Formülasyonunun Geliştirilmesi Ve Değerlendirilmesi
3997	KÜBRA NUR KIZILŞEK	ERHAN TECİM	SELÇUK ÜNİVERSİTESİ	EDEBİYAT FAKÜLTESİ	SOSYOLOJİ	SELÇUK Ü.	Üniversite Öğrencilerinin Gelecek Kaygıları Ve Beklentileri
3998	BERFİN ÇELİK	İSMAİL TARHAN	SELÇUK ÜNİVERSİTESİ	FEN FAKÜLTESİ	BIYOKİMYA	SELÇUK Ü.	Ftr Ve Kemometrik Modelleme Teknikleri Kullanarak Lavanta Uçucu Yağında Yapılan Tağşisin Kantitatif Tayini İçin Yeni Ve Hızlı Bir Spektroskopik Metodu Geliştirilmesi
3999	SULTAN RABIA DEMİRHAN	GÜLŞİN ARSLAN	SELÇUK ÜNİVERSİTESİ	FEN FAKÜLTESİ	BIYOKİMYA	SELÇUK Ü.	Cyprussus Sempervirens (Akenid Selvis) Polenlerinden Eldie Edilen Sporopollenin İle Kitosan-Ajınat Kaplı Mikrokapsül Hazırlanması Ve Kontrolü İlaç Salınımında Kullanımı
4000	ALİYE İREM ARAS	EMİNE ARSLAN	SELÇUK ÜNİVERSİTESİ	ALİYE İREM ARAS	BIYOLOJİ	SELÇUK Ü.	Karahindiba [Taraxacum Officinale (L.) Weber Ex F.H. Wigg.] Sütü?Nün Pankreas Kanseri Üzerinde Sitotoksik Etkisinin Araştırılması
4001	HİLAL HARMANCI	İKKNUR ÇEKÇEOĞLU	SELÇUK ÜNİVERSİTESİ	FEN FAKÜLTESİ	BIYOTEKNOLOJİ	SELÇUK Ü.	Borofen Nanotabakalarının Model Mikroorganizmalar Üzerinde Antibakteriyel Ve Antibiyofilim Aktivitesinin İncelenmesi
4002	SELİN TÜRK	PEMBEGÜL UYAR ARPACI	SELÇUK ÜNİVERSİTESİ	FEN FAKÜLTESİ	BIYOTEKNOLOJİ	SELÇUK Ü.	Kurkumin Yüklü Kalks [4] Aren Nanofiberlerin Antioksidan Kapasitesinin Ve Pc-3 Prostat Kanseri Hücre Hatlarının Üzerinde Antiproliferatif Etkilerinin İncelenmesi
4003	NURİYE ATMACA	AHMED NURİ KURŞUNLU	SELÇUK ÜNİVERSİTESİ	FEN FAKÜLTESİ	KİMYA	SELÇUK Ü.	?Click? Reaksiyon Prensipli İle Pirolden Hazırlanan Yeni Bodiopy Türevelerinin Spektroskopik Özelliklerinin İncelenmesi
4004	SEMA GÖKDEMİR	SEMAHAT KÜÇÜKKOLBAŞI	SELÇUK ÜNİVERSİTESİ	FEN FAKÜLTESİ	KİMYA	SELÇUK Ü.	Doğal Antioksidanların Tayini İçin Yeni Sentezlenen Metal Organik Kafes Yapılı Malzemelere Dayalı Elektrokimyasal Sensör Geliştirilmesi
4005	HÜSNE GÖKBÜK	NESLİHAN LÖK	SELÇUK ÜNİVERSİTESİ	HEMŞİRELİK FAKÜLTESİ	HEMŞİRELİK	SELÇUK Ü.	Üniversite Öğrencilerine Uygulanan ?Ofike Kontrolü Akran Eğitimi?Nin Sürekliliği İle Öfike İfade Tarzına Etkisi
4006	ABDULKADİR YILMAZ	BÜŞRA ALTINEL	SELÇUK ÜNİVERSİTESİ	HEMŞİRELİK FAKÜLTESİ	HEMŞİRELİK	SELÇUK Ü.	Üniversite Öğrencilerinin Serbest Zaman Fiziksel Aktivitelerine Yönelik Motivasyon Ve Engelleri: Sağlık Eğitiminin Etkisi
4007	AYNUR YASEMİN YILDIRIM	ALİME SELÇUK TOSUN	SELÇUK ÜNİVERSİTESİ	HEMŞİRELİK FAKÜLTESİ	HEMŞİRELİK	SELÇUK Ü.	Hemşirelik Öğrencilerine Uygulanan İklim Değişikliği Ve Sağlık Eğitiminin Çevresel Duyarlılık Ve Çevre Okuryazarlığına Etkisi
4008	SENEM NUR ÖLGÜN	ARZU KOÇAK UYAROĞLU	SELÇUK ÜNİVERSİTESİ	HEMŞİRELİK FAKÜLTESİ	HEMŞİRELİK	SELÇUK Ü.	Hemşirelik Öğrencilerinde Sosyal Medya Bağlılığı İle Mental İyi Oluş Ve Özyeterlilik İlişkisi: Kesitsel Bir Çalışma
4009	SEÇİL ÇETİN	EBRU BEKMEZCİ	SELÇUK ÜNİVERSİTESİ	HEMŞİRELİK FAKÜLTESİ	HEMŞİRELİK	SELÇUK Ü.	Hemşirelik Öğrencilerinin Erşkin Bağlanma Stillerinin Stresle Başa Çıkma Eğilimleri İle İlişkisi
4010	AYŞE NUR KOYUNCU	HALİME ESRA MERAM	SELÇUK ÜNİVERSİTESİ	HEMŞİRELİK FAKÜLTESİ	HEMŞİRELİK	SELÇUK Ü.	Hemşirelik Öğrencilerinin Cinsel Mithere Sahip Olma Durumlarının Cinsel Tutumları İle İlişkisi
4011	CEMİLE BAYAM	FATMA TAŞ ARSLAN	SELÇUK ÜNİVERSİTESİ	HEMŞİRELİK FAKÜLTESİ	HEMŞİRELİK	SELÇUK Ü.	Hemşirelik Öğrencilerinin Kanıt Dayalı Hemşirelik Uygulamaları Ve Araştırmaya Yönelik Tutumlarının Belirlenmesi
4012	EMRE ÇELTEN	AZİZ ÖZTÜRK	SELÇUK ÜNİVERSİTESİ	İŞLETME FAKÜLTESİ	YÖNETİM BİLİŞİM SİSTEMLERİ	SELÇUK Ü.	Z Kuşağının Sosyal Medya Pazarlamasında Güven Duygusunun Tüketici Satın Alma Karar Sürecine Etkisi: Instagram Örneği
4013	ÖMER FARUK YILDIZ	OSMAN NURULLAH BERK	SELÇUK ÜNİVERSİTESİ	İŞLETME FAKÜLTESİ	YÖNETİM BİLİŞİM SİSTEMLERİ	SELÇUK Ü.	Savunma Sanayisinde 3 Boyutlu Yazıcıların Kullanımı Ve Etkisi: Huğlu Örneği
4014	BETÜL KORD	ÇAĞLA GİRGIN BÜYÜKBAYRAKTAR	SELÇUK ÜNİVERSİTESİ	MÜHENDİSLİK VE DOĞA BİLİMLERİ FAKÜLTESİ	SOSYAL HİZMET	SELÇUK Ü.	Ana Vatandaş Annelik: Suriyeli Göçmen Annelerin Çocuk Yetiştirirken Karşılaştıkları Sorunlar
4015	YEŞİM ÇELEBİ	GÜLAY TEMİZ	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	ÇOCUK GELİŞİMİ	SELÇUK Ü.	Kırsalda Ve Şehirde Yaşayan İlköğretim İkinci Kademe Öğrencilerinin Çevre Algılarının İncelenmesi
4016	İLAYDA SARIÇİÇEK	AYŞEGÜL YILMAZ	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	EBELİK	SELÇUK Ü.	Doğum Yapan Kadınların Güvenli Bakıma İlişkin Görüşleri: Nitel Bir Çalışma
4017	GAMZE METİNÖZ	MİNE YILMAZ KOÇAK	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	EBELİK	SELÇUK Ü.	Kadın Doğum Ve Jinekoloji Kliniğine Yatan Kadınların Geleneksel Tamamlayıcı Tıp Tutumu, Anksiyete Ve Psikolojik İyi Oluş Düzeylerinin İncelenmesi
4018	NURHAN GÜLDEREN	AYŞEGÜL YILMAZ	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	EBELİK	SELÇUK Ü.	Ebelik Öğrencilerine Uygulanan Hasta Güvenliği Eğitiminin Öğrencilerin Hasta Güvenliği Yetkinliği Üzerine Etkisi: Yan Deneysel Bir Çalışma
4019	KEVSER AKSOY	GÜLŞAH ÖZSOY	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	FİZİYOTERAPİ VE REHABİLİTASYON	SELÇUK Ü.	Yaşlı Bireylerde Farklı Performans Testlerinin Tele-Değerlendirme Sonuçlarının Güvenilirliği
4020	AHMET LÜTFİ UZ	İSMAİL ÖZSOY	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	FİZİYOTERAPİ VE REHABİLİTASYON	SELÇUK Ü.	Non-Spesifik Kronik Bel Ağrılı Bireylerde Zamanlı Kalk Yürü Ve Beş Tekrarlı Otur Kalk Testlerinin Tele-Değerlendirme Sonuçlarının Güvenilirliği
4021	KHALED KHALED	MEHMET YORULMAZ	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	SAĞLIK YÖNETİMİ	SELÇUK Ü.	Medikal Turizm Kapsamında Suudi Arabistan Vatandaşlarının Türk Sağlık Bakım Hizmetlerini Tercih Nedenlerinin Araştırılması
4022	CEREN ŞAHİN	ŞEBNEM ASLAN	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	SAĞLIK YÖNETİMİ	SELÇUK Ü.	Bireysel Girişimcilik Yönelimi İlişkisinde Sürekli Kaygı Ve Atılmalı Değişkenlerinin Aracı Rolleri: Üniversite Öğrencileri Örneği
4023	ZEYNEP ÖZCAN	SİNAN AKÇAY	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	SOSYAL HİZMET	SELÇUK Ü.	Boşanmış Kadınların Annelik Deneyimlerine Yönelik Nitel Bir Araştırma: Konya Örneği
4024	ZEYNEP HELVACI	DOĞA BAŞER	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	SOSYAL HİZMET	SELÇUK Ü.	Selçuk Üniversitesi Sağlık Bilimleri Fakültesi Öğrencilerinin İnternet Ve Teknoloji Bağımlılığı Düzeylerinin İncelenmesi
4025	TUĞBA KİREMİTÇİ	NUR FEYZAL KESEN	SELÇUK ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	SOSYAL HİZMET	SELÇUK Ü.	Evl Bireylerde Aile Aidiyeti Evlilik Uyumu Ve Psikolojik Sağlamlık Durumlarının Bazı Demografik Değişkenlerle İncelenmesi Ve Aralarındaki İlişki
4026	AYŞE NUR YÜZÜGÜLLÜ	SEMA SERVİ	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	BİLGİSAYAR MÜHENDİSLİĞİ	SELÇUK Ü.	Üniversite Öğrencilerine Ve Akademisyenlere Üniversite Etkinliklerinin Bildiren Mobil Uygulama (Ubi)
4027	FATİH AKKUŞ	SEMA SERVİ	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	BİLGİSAYAR MÜHENDİSLİĞİ	SELÇUK Ü.	Fide: Doğayı Tanı, Sev, Korum
4028	ONURHAN KAYA	SEMA SERVİ	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	BİLGİSAYAR MÜHENDİSLİĞİ	SELÇUK Ü.	Görme Engellilerin Market Alışverişlerinde Kullanabilecekleri Gözlük Ve Mobil Uygulama Proje Araştırması

Sıra	Öğrenci Ad & Soyad	Danışman Ad & Soyad	Öğrenci Üniversite Bilgisi (↓)	Öğrenci Fakültesi	Öğrenci Bölümü	Danışman Üniversite Bilgisi	Proje Adı
4029	SEYİDKHADİA MIRIAFARLI	HAKAN TERZİOĞLU	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	ELEKTRİK-ELEKTRONİK MÜHENDİSLİĞİ	SELÇUK Ü.	Hub Motor Tasarımı Ve Analizleri
4030	BEDİRHAN AKBAŞ	HAKAN TERZİOĞLU	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	ELEKTRİK-ELEKTRONİK MÜHENDİSLİĞİ	SELÇUK Ü.	Sualtı Araç İçin Kontrol Kartı
4031	SEMANUR KUTLU	HASAN ERDİNÇ KOÇER	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	ELEKTRİK-ELEKTRONİK MÜHENDİSLİĞİ	SELÇUK Ü.	Gps'siz Çalışabilen Görüntü İşleme Tabanlı İha Sistemi
4032	AHMET BEKTAŞ	ENES YÜCEL	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	ELEKTRİK-ELEKTRONİK MÜHENDİSLİĞİ	SELÇUK Ü.	Lineer Motor İle İha Fırlatma Platformu
4033	ORHAN ÇALIŞKAN	HAKAN TERZİOĞLU	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	ELEKTRİK-ELEKTRONİK MÜHENDİSLİĞİ	SELÇUK Ü.	Boost Converter Tasarımı
4034	ENGİN TANRIKULU	HAKAN TERZİOĞLU	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	ELEKTRİK-ELEKTRONİK MÜHENDİSLİĞİ	SELÇUK Ü.	Otonom Sualtı Araç
4035	ALİ KÖSE	HAKAN TERZİOĞLU	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	ELEKTRİK-ELEKTRONİK MÜHENDİSLİĞİ	SELÇUK Ü.	Özel Gereksinimli Bireyler İçin Akıllı Kapı Kontrol Sistemi
4036	ELMAS SENA SAĞDIÇ	HAKAN TERZİOĞLU	SELÇUK ÜNİVERSİTESİ	TEKNOLOJİ FAKÜLTESİ	MAKİNE MÜHENDİSLİĞİ	SELÇUK Ü.	Malzeme Ve Parametre Değişkenlerinin Motor Performansına Etkisi Ve Prototip Motorun Tasarlanması
4037	SELEN MAMUK	MUSTAFA NUMAN BUCAK	SELÇUK ÜNİVERSİTESİ	VETERİNER FAKÜLTESİ	VETERİNER	SELÇUK Ü.	Tekelerde Spermanın Dondurulması
4038	SELMAN PULAT	KURTULUŞ PARLAK	SELÇUK ÜNİVERSİTESİ	VETERİNER FAKÜLTESİ	VETERİNER	SELÇUK Ü.	Dış Rezorpsiyonlu Kedilerde Klinik, Radyolojik Ve Hematolojik Değerlendirme
4039	ZEYNEP ELMAZ	ZÜHREM YAMAN	SELÇUK ÜNİVERSİTESİ	YABANCI DİLLER YÜKSEKOKULU	İNGİLİZCE MÜTERECİM VE TERCÜMANLIK	SELÇUK Ü.	Üniversite Öğrencilerinin Metaverse'E Yönelik Tutum Ve Farkındalık Düzeylerinin Postmodern Tüketim Anlayışı Ve Dijital Okuryazarlık Düzeyleri İle İlişkisi
4040	SILA TÜRELİ	ALİ SABİR	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	Sürdürülebilir Tarımda Önerilen Bazı Maddelerin "Michele Palieri" Üzüm Çeşidinde Alt Asma Fidanlarının Fizyolojisi Ve Gelişimi Üzerine Etkileri
4041	MERT CAN PEKER	KEVSER YAZAR	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	Fercal Asma Anacında Farklı Yetiştirme Ortamlarının Ve Yaprak Uygulamalarının İklimatizasyon Bağarsına Etkileri
4042	HASAN ALİ İMAL	KEVSER YAZAR	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	41 B Asma Anacı Yeşil Çekiklerinde Bazı Köklendirme Preparatlarının Köklenme Üzerine Etkileri
4043	FURKAN TAD	KEVSER YAZAR	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	Gök Üzüm Çeşidinde İn Vitro Kitosan Uygulamalarının Mikroçoğaltım Bağarsına Etkileri
4044	ZEYNEP EKİZ	OSMAN DOĞAN	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	Fercal Asma Anacı Çekiklerine Silikon, Deniz Yosunu Ve Agno3 Uygulamalarının Köklenme Ve Sürgün Gelişimine Etkileri
4045	FATMA NUR ÖZCAN	ZEKİ KARA	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	Farklı Aşırı Kalemelerinin Gök Üzüm Çeşidinde Yeşil Aşırı Bağarsına Etkisi
4046	MEHMET ZAHİD AYHAN	OSMAN DOĞAN	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	Deniz Yosunu Ve Silikon Uygulamalarının Bazı Amerikan Asma Anaçlarının Stoma Yapı Ve Davranışlarına Etkileri
4047	TUBA PAYLI	FERHAN KÜÇÜKBASMACI SABİR	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SELÇUK Ü.	Hasat Sonrası Melatonin Uygulamalarının Minimum İşlenmiş Üzümlerde Kalite Özelliklerine Etkisi
4048	DAMLA ÖZDİŞK	SULTAN ARSLAN TONTUL	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	GIDA MÜHENDİSLİĞİ	SELÇUK Ü.	Timo1-8 Siklodestrin Enkapsüllerinin Sentezi Ve Doğal Antimikrobiyal Koruyucu Olarak Kek Üretiminde Kullanımı
4049	BETÜL AZI	ALİ SAMET BARAOĞLU	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	GIDA MÜHENDİSLİĞİ	SELÇUK Ü.	Köftenin Oksidatif Stabilitesi Üzerine Karayemiş, Kızılcık Ve Üvez Posalardan Elde Edilen Tuzların Etkilerinin Belirlenmesi
4050	MUSTAFA ÇAĞRI KARA	MÜNÜRE TANUR ERKOYUNCU	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	TARLA BİTKİLERİ	SELÇUK Ü.	Ekinesyza Türlerinin (Echinacea Pallida, Echinacea Purpurea L.) Sürgün Kültürlerinde Elistör Olarak Kitosan Uygulamasının Sekonder Metabolit İçeriğine Etkisi
4051	BUSE TAŞKIN	MÜNÜRE TANUR ERKOYUNCU	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	TARLA BİTKİLERİ	SELÇUK Ü.	Tuz Stresi Altındaki Ekinesyza (Echinacea Purpurea L.)'Da Salisilik Asidin Büyüme Parametreleri İle Fizyolojik Ve Biyokimyasal Değişimler Üzerine Etkisi
4052	MİHRİBAN TURUÇ	MÜNÜRE TANUR ERKOYUNCU	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	TARLA BİTKİLERİ	SELÇUK Ü.	Tuz Stresine Maruz Bırakılan Kanola (Brassica Napus L.)'Da Gümüş Nanopartikül Priming Uygulamasının Çimlenme Ve Fide Gelişimi Üzerine Etkisi
4053	MUHAMMET ZAHİT TOYDEMİR	NESLİHAN DORUK	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	TARLA BİTKİLERİ	SELÇUK Ü.	Makarnalık Buğdayın Tuza Toleransı Üzerine Deniz Yosunu Uygulamasının Etkisi
4054	ELİF BULDUKLU	ALİ AYGÜN	SELÇUK ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	ZOOOTEKNİ	SELÇUK Ü.	Serbest Dolajlı Sistemde Horozlu Yetiştirme Uygulaması İle Elde Edilen Yumurtaların Farklı Sıcaklıklarda Depolanmasının Yumurta Kalitesi Üzerine Etkisi
4055	FIRAT İKE	MAHMUT KAYA	SİİRT ÜNİVERSİTESİ	MÜHENDİSLİK FAKÜLTESİ	BİLGİSAYAR MÜHENDİSLİĞİ	SİİRT Ü.	Mobil Oyun İle Çocuklar İçin Programlama Mantığı Geliştirme
4056	AHMET ESAT TUZCU	MUHAMMED RAŞİT ATELGE	SİİRT ÜNİVERSİTESİ	MÜHENDİSLİK FAKÜLTESİ	MAKİNE MÜHENDİSLİĞİ	SİİRT Ü.	Elektroliz Reaktör Kullanarak Biyodizel Üretimi Paramedik Araştırılması
4057	ÖZGE NUR DERELİ	MURAT GÜLMEZ	SİİRT ÜNİVERSİTESİ	VETERİNER FAKÜLTESİ	VETERİNER	SİİRT Ü.	Çiğ, Termize Ve Pastörize Süt Kullanmanın Siirt Otlu Peyniri Randımanı Ve Hijyen Kalitesi Üzerine Etkisi.
4058	DILAN KARATAŞ	MUHEMET ZEKİ KARİPÇİN	SİİRT ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SİİRT Ü.	Karpuz (Citrullus Lanatus) Sebzesinde Yapay Kuraklıkta Kullanılacak Peg Dozlarının Belirlenmesi
4059	ABİDİN EMRE TAŞ	MUHEMET ZEKİ KARİPÇİN	SİİRT ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SİİRT Ü.	Acur (Cucumis Melo Subs. Agrestis Var. Conomon), Tohumlarının Tuzlu Koşullarda Çimlenmesinde Bitki Büyümeyi Teşvik Eden Bakteri (Pggbb) Ve Gibberellin Acid (Ga3)'ın Etkisi
4060	SADİYE KAPLAN	ARZU ÇİĞ	SİİRT ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BAHÇE BİTKİLERİ	SİİRT Ü.	Sesbania Punicea (Cav.) Benth Tohumlarının Çimlenmesinde Yapay Kuraklıkta Kullanılan Peg Dozu Aralıklarının Belirlenmesi
4061	ZEHRA HAÇYANOĞLU	ARZU ÇİĞ	SİİRT ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	BİTKİ KORUMA	SİİRT Ü.	Sesbania Punicea (Cav.) Benth Tohumlarının Tuzlu Koşullarda Çimlenmesinde Bitki Büyümeyi Teşvik Eden Bakteri (Pggbb) Ve Gibberellin Acid (Ga3)'ın Etkisi
4062	İSA ÇELEBİ	FATİH ÇİĞ	SİİRT ÜNİVERSİTESİ	ZİRAAT FAKÜLTESİ	TARLA BİTKİLERİ	SİİRT Ü.	Ekmeleklik Buğday (Triticum Aestivum L.)'ın İlk Gelişme Döneminde Kuraklık Stresine Karşı Dayanımı Üzerine Bitki Büyümeyi Teşvik Eden Bakteriler (Pggbb) 'ın Etkisinin Araştırılması
4063	SÜMEYRA AKTAŞ	SERAP BÜYÜKKIDIK	SİNOP ÜNİVERSİTESİ	EĞİTİM FAKÜLTESİ	İLKÖĞRETİM MATEMATİK ÖĞRETMENLİĞİ	SİNOP Ü.	Ortaokul Matematik Eğitiminde Yeni Nesil Soru Kaygısını Ortadan Kaldırmaya Yönelik Oyunlaştırma Çalışması
4064	ŞUHEDA ARSLAN	SERAP BÜYÜKKIDIK	SİNOP ÜNİVERSİTESİ	EĞİTİM FAKÜLTESİ	OKUL ÖNCESİ ÖĞRETMENLİĞİ	SİNOP Ü.	Okul Öncesi Öğretmenlerinin Sürdürülebilir Kalkınma Farkındalıklarının Çeşitli Faktörler Açısından İncelenmesi
4065	ENGİN TURĞUT	HAKAN US	SİNOP ÜNİVERSİTESİ	MÜHENDİSLİK VE MİMARLIK FAKÜLTESİ	NÜKLEER ENERJİ MÜHENDİSLİĞİ	SİNOP Ü.	Vhtr Nükleer Reaktörü İçin Aday Malzeme Incoloy 800H Alaşımının Oksidasyon Ve Radyasyon Zırlama Davranışları
4066	BATUHAN AKTAN	HASAN OĞUL	SİNOP ÜNİVERSİTESİ	MÜHENDİSLİK VE MİMARLIK FAKÜLTESİ	NÜKLEER ENERJİ MÜHENDİSLİĞİ	SİNOP Ü.	5s-316 Ve 5s-316L Çeliklerin Gama Zırlama Karakteristikleri Ve 8500C -9500C Ve 1050 OC Sıcaklıklarında Oksidasyon Davranışları
4067	MÜCAHİT ORHAN	MERYEM ERDOĞAN	SİNOP ÜNİVERSİTESİ	SAĞLIK BİLİMLERİ FAKÜLTESİ	HEMŞİRELİK	SİNOP Ü.	Üniversite Öğrencilerinin Sosyal Medya Bağımlılığı İle Şiddet Eğilim Arasındaki İlişki İncelenmesi
4068	SELİN UÇGUN	ADEVİYE AYDIN	SİNOP ÜNİVERSİTESİ	SAĞLIK YÜKSEKOKULU	HEMŞİRELİK	SİNOP Ü.	Hemşirelerin Ve Hemşirelik Öğrencilerinin Stresli Durumlarda Bilişsel Kontrol Ve Esneklik Durumları Ve Mesleki Benlik Düzeyleri
4069	ELİF ÖZTÜRK	SATU TUFAN	SİNOP ÜNİVERSİTESİ	SAĞLIK YÜKSEKOKULU	HEMŞİRELİK	SİNOP Ü.	Hemşirelerin Hasta Savunuculuk Davranışları İle Ahlakî Cesaret Düzeyleri Arasındaki İlişkinin İncelenmesi
4070	MELİKENUR GÜL	YASEMİN ÖZYER	SİNOP ÜNİVERSİTESİ	SAĞLIK YÜKSEKOKULU	HEMŞİRELİK	SİNOP Ü.	Hemşirelerin Hasta Güvenliğinde Kullandıkları İletişim Teknikleri Ve Hasta Güvenliği Kültürü Algısının Belirlenmesi
4071	BETÜL TAŞPINAR	BURAK TÖZÜN	SİVAS CUMHURİYET ÜNİVERSİTESİ	AÇIKÖĞRETİM FAKÜLTESİ	TIBBİ VE AROMATİK BİTKİLER	SİVAS CUMHURİYET Ü.	Tiyoure Türelerinin İn Silico Yöntemlerle Aktivitelerinin Karşılaştırılması
4072	BİLAL GİRAY ATABEY	HAYRANI EREN BOSTANCI	SİVAS CUMHURİYET ÜNİVERSİTESİ	ECZACILIK FAKÜLTESİ	ECZACILIK	SİVAS CUMHURİYET Ü.	Arum Dioscoridis Bitki Ekstraktının Çeşitli Kanserojen Hücrelerdeki Sitotoksik Etkilerinin Araştırılması
4073	ÖZLEM ŞİMŞEK	EMRAH DURAL	SİVAS CUMHURİYET ÜNİVERSİTESİ	ECZACILIK FAKÜLTESİ	ECZACILIK	SİVAS CUMHURİYET Ü.	Klozapinin İn Vitro Sitotoksik Ve Genotoksik Etkinliğinin Değerlendirilmesi
4074	AYBALA PINARBAŞI	ÜMIT MUHAMMET KOÇYİĞİT	SİVAS CUMHURİYET ÜNİVERSİTESİ	ECZACILIK FAKÜLTESİ	ECZACILIK	SİVAS CUMHURİYET Ü.	Yeni Karbonik Anhidraz I Ve İi İnhibitörlerinin Keşfi İçin İndenopirazol Türelerinin Araştırılması
4075	ELİF NUR ŞANSAI	ÜMIT MUHAMMET KOÇYİĞİT	SİVAS CUMHURİYET ÜNİVERSİTESİ	ECZACILIK FAKÜLTESİ	ECZACILIK	SİVAS CUMHURİYET Ü.	Alzheimer Tedavisi İçin Yeni Asetilkolinesteraz İnhibitörü Olarak İndenopirazol Türelerinin Araştırılması
4076	GÖKSEL KARAÖĞLU	EDA SÖNMEZ GÜRER	SİVAS CUMHURİYET ÜNİVERSİTESİ	ECZACILIK FAKÜLTESİ	ECZACILIK	SİVAS CUMHURİYET Ü.	Aronia Melanocarpa Meyve Ekstraktlarının A2780 Hücre Kültüründe Antikanserijen Etkisinin Ve Oksidatif Dna Hasarı Üzerine Etkisinin Belirlenmesi

B.10. Endüstri ile ortak yürütülen proje sayısı

GENÇ İŞSİZLİĞİNİ ÖNLEMELİK İÇİN ÇALIŞIYORUZ

Selçuk Üniversitesi Beyşehir Ali Akkanat Turizm Fakültesi ev sahipliğinde düzenlenen ve moderatörlüğünü Beyşehir Ali Akkanat Turizm Fakültesi Dekanı Prof. Dr. Abdullah KARAMAN'ın üstlendiği "Rusya-Ukrayna Savaşı'nın Türkiye Turizmine Etkileri" konulu panele konuşmacı olarak katılan TUİ Türkiye İnsan Kaynakları Direktörü Murat DEMİRAL ve Manavgat Güney İş İnsan Kaynakları Danışmanı Güngör KARACA, panele katılan öğrencilere, iş deneyimlerine bakmaksızın bütün öğrencilere istihdam için kapılarının açık olduğunu ifade etti.

Panelde konuşan Selçuk Üniversitesi Beyşehir Ali Akkanat Turizm Fakültesi Dekanı Prof. Dr. Abdullah KARAMAN "Pazarın bütün paydaşlarına ulaşabileceğimiz bir kanal açtık" diyerek öğrencilere istihdam garantili fakülte projesini hayata geçirdiklerinin müjdesini verdi. Selçuk Üniversitesi Rektörlüğü onayıyla da son hali şekillenen bu projenin 3 yıllık bir emeğin karşılığı olduğunu belirten Fakülte Dekanı Prof. Dr. Abdullah KARAMAN, TUİ grubundan Murat DEMİRAL ve Güney İş İnsan Kaynakları Danışmanı Güngör KARACA ile birlikte istihdam protokolüne imza attılar.

"İŞSİZSENİZ; İŞ, SİZSİNİZ"

Manavgat Güney İş İnsan Kaynakları Danışmanı Güngör KARACA bu protokolü imzalamaktan büyük mutluluk duyduklarını ifade ederken, TUİ grubundan Murat DEMİRAL "Hepinize kapımız açık. Hepiniz bizim için birer üst düzey yönetici adayısınız." diyerek öğrencilere verdikleri önemi bir kez daha vurguladı. Fakülte Dekanı Prof. Dr. Abdullah KARAMAN, "Genç işsiz diye bir şey olmamalı. Her zaman dediğim gibi 'İşsizseniz; iş, sizsiniz'. Pazarın bütün paydaşlarına ulaşabileceğimiz bir kanal açtık kimse artık bu okulda iş bulamadım dememeli. Öğrencilerimiz yeter ki çalışmak istesin. Bu vesile ile bu projeyi hayata geçirmemizdeki desteklerinden dolayı başta Rektörümüz Sayın Prof. Dr. Metin AKSOY olmak üzere üniversitemiz üst yönetimine ve TUI Grubu yöneticilerine teşekkür ederek projenin üniversitemiz ve ülkemiz açısından hayırlı sonuçlara vesile olmasını temenni ediyorum" dedi.





SÜ BEYŞEHİR ALİ AKKANAT TURİZM FAKÜLTESİNDEN İSTİHDAM PROJESİ

Selçuk Üniversitesi (SÜ) Beyşehir Ali Akkanat Turizm Fakültesi, gençlere yönelik “İşsizseniz iş sizsiniz!” sloganıyla istihdam projesi başlattı.

Projede SÜ Beyşehir Ali Akkanat Turizm Fakültesinde okuyan, mezun olan ve çalışmak isteyen tüm öğrencilerin iş sahibi olması hedefleniyor. Gençler, bu kapsamda Beyşehir’e 20 kilometre uzaklıkta bulunan ve Beyşehir Belediyesince işletilen “Akdeniz’in terası, Konya’nın denizi” olarak nitelenen Karaburun Plajı’nda çalışma gerçekleştiriyor. Şimdilik 3 erkek ve 10 kız öğrenci olmak üzere 13 öğrenci Karaburun Plajı’nda çalışma hayatına başladı.

SÜ Beyşehir Ali Akkanat Turizm Fakültesi Dekanı Prof. Dr. Abdullah Karaman ve Beyşehir Belediye Başkanı Adil Bayındır, Karaburun Plajı’nda çalışmaya başlayan öğrencilerle buluştu.

Beyşehir Belediye Başkanı Adil Bayındır “Her zaman öncelikli hedefimiz Beyşehir’e hizmet etmektir. Bu bağlamda Beyşehir’de eğitim gören öğrencilerimize iş konusunda öncelik tanıyacağız, onlara elbette destek olacağız. Hem üniversitemizle hem sektörle işbirliği içerisinde öğrencilerimizin daha iyi imkânlarda iş fırsatı sağlamaya çalışacağız. Gençlerimiz bize ailelerinin emanetidir.” dedi.

Prof. Dr. Abdullah Karaman, öğrencilere sahipsiz olmadıklarını ve mezun olsalar bile her zaman onlara destek olacaklarını söyledi. Bayındır’a projeye destekleri için teşekkür eden Karaman, Fakülte bünyesindeki yeni projeleri de aktardı. Fakülte bünyesinde Turizm İşletmeciliği ve Gastronomi ve Mutfak Sanatları olmak üzere iki yeni bölüm daha açılacağını müjdelirken, fakültemizi tercih eden ve çalışmak isteyen öğrencilere de iş imkânı sağlamış olacaklarını ekledi.

Karaburun Plajı’nda çalışmaya başlayan öğrenciler eğitim gördükleri kurumun kendilerine olan desteklerinden dolayı çok mutlu olduklarını belirtirken, Selçuk Üniversitesi Rektörü Sayın Prof. Dr. Metin Aksoy başta olmak üzere, SÜ Beyşehir Ali Akkanat Turizm Fakültesi Dekanı Prof. Dr. Abdullah Karaman ve Beyşehir Belediye Başkanı Adil Bayındır’a teşekkürlerini iletiler.



C.2. Kurumumuzdaki Yabancı Uyruklu Öğrenci Sayıları

C.2. Fakültemizde Kayıtlı Yabancı Uyruklu Öğrenci Listesi

18	SÜYOS EK	25.10.2019	TURİZM İŞLETMECİLİĞİ	192803011	ROZAY	MAMEDOVA		K	12.12.2000	22 yıl -4 ay 10 gün		KERKİ	MYRAT	3
107	YÖS SINAVI	21.10.2020	TURİZM REHBERLİĞİ	202805055	YOUSSEF	DABOUL	N0133493319	E	04.06.1995	27 yıl 2 ay 18 gün		DAMASCUS	SOLIMAN	2
108	YÖS SINAVI	09.12.2020	TURİZM REHBERLİĞİ	202805070	BAYAN	SALEM	99161014988	K	08.03.1998	24 yıl 5 ay 14 gün		ALEPPO	MUSTAFA	2
109	YÖS SINAVI	19.11.2020	TURİZM REHBERLİĞİ	202805078	AZAT	PAYGAMBERGULYYEV	99018242274	E	18.02.1996	26 yıl 6 ay 4 gün		TURKMENİSTAN	GURBANMYRAI	2
110	YÖS SINAVI	02.12.2020	TURİZM REHBERLİĞİ	202805082	ELHEM	YUSUF	99673613532	K	01.01.2002	20 yıl 7 ay 21 gün		ŞAM		2
111	YÖS SINAVI	20.11.2020	TURİZM REHBERLİĞİ	202805083	ABDULLAH	EL ŞEHEBİ	99706937628	E	17.08.1987	35 yıl 0 ay 5 gün		HALEP	ZEKERİYA	2
112	YÖS SINAVI	15.12.2020	TURİZM REHBERLİĞİ	202805084	NİHAD	PASHAYEV	C03224394	E	28.10.2003	19 yıl -2 ay -6 gün		AZERBAYCAN	NİZAMKHAN	2
113	YÖS SINAVI	15.12.2020	TURİZM REHBERLİĞİ	202805092	RAMAZAN	AL AHMAD	99335106556	E	25.04.1989	33 yıl 4 ay -3 gün		HALEP	MUHAMMED	2
18	SÜYOS EK	25.10.2019	TURİZM İŞLETMECİLİĞİ	192803011	ROZAY	MAMEDOVA		K	12.12.2000	22 yıl -4 ay 10 gün		KERKİ	MYRAT	3

D.1. Kurumumuzun Yaptığı Sosyal Sorumluluk Proje Sayısı

TURİZM REHBERLİĞİ BÖLÜMÜ 2022 KOSKS'NA KATILDI

KOSKS (Kış Ortası Su Kuşu Sayımları) su kuşu popülasyonlarının ve sulak alan ekosistemlerindeki değişimlerin uzun dönemde izlenebilmesi için kullanılan temel yöntemlerden biridir. Bu sayımlar küresel ölçekte, su kuşlarının mevsimsel göç hareketlerinin en az olduğu, sulak alanlarda kümelenedikleri 15 Ocak - 15 Şubat tarihleri arasında yapılmaktadır. Ülkemizin en büyük tatlı su gölü olan Beyşehir Gölü de su kuşları için çok önemli konaklama ve üreme yerlerinden birisidir. Bu sebeple Beyşehir Gölü'nde yapılan sayımların ekosistem üzerinde meydana gelen değişiklikleri takip etmede çok önemli bir rolü bulunmaktadır. Beyşehir Gölü sayıları her yıl iki ana ekiple yapılmaktadır. Bu ekipler Doğa Koruma ve Milli Parklar 6. ve 8. Bölge Müdürlüğü personeli ve Selçuk Üniversitesi Beyşehir Ali Akkanat Turizm Fakültesi öğretim elemanları ve öğrencilerinden oluşmaktadır.

15 Ocak tarihinde gerçekleştirilen Beyşehir Gölü 2022 KOSKS'na her yıl olduğu gibi bu yıl da fakültemiz Turizm Rehberliği Bölümü öğrencileri Hasan Furkan GÜLER, Songül ÇALIŞKAN ve Bölüm Başkanı Doç. Dr. Mustafa ARSLAN katkı sağlayarak gölün kuzey kıyılarındaki sayımları gerçekleştirmişlerdir.

Bu sayımlarda Macar Ördeklerinin ve Sakar Mekelerin sayılarının daha önceki sayımlara göre çok olduğu, gölün yaygın sakinlerinden Bahri ve Sumrunun hiç görülmediği, Küçük Batağanın ise yok denecek kadar az olduğu gözlemlenmiştir.

KOSKS esnasında görülen Flamingo, Suna ve Büyük Karabaş Martılar ise öğrencilerimiz tarafından ilk kez doğal ortamlarında görülen türler olmuştur.

Beyşehir Gölü'nde gözlemlenen kuşların sayıları ve türleri bakanlık ve genel müdürlük tarafından sayımlar bittikten sonra hazırlanacak rapor ile yayımlanacaktır.







2022 Yılı Su Kuşu Yemleme Faaliyeti

S.Ü Beyşehir Ali Akkanat Turizm Fakültesi öğrencileri şiddetli soğuklar sebebiyle buz tutan Beyşehir Gölü'nde su kuşları için yemleme çalışması yaptı. 15 Ocaktan itibaren kıyıları, 23 Ocaktan itibaren de neredeyse tümü buz tutan Beyşehir Gölü'nde barınan su kuşlarının şartları günden güne daha da zor bir hal almaya başlamıştır. Göl kıyısında bulunan küçük su kaynakları, donmadığı için, sakar mekeler, yeşilbaşlar ve çamurcunlar için son beslenme alanı olmuşlardır. Bu kadar dar bir alanda beslenmeye çalışan kuşlar öğrencilerimizin de dikkatini çekmiş ve hemen Beyşehir Milli Parklar Şefliği'ne başvurarak bu konuda neler yapılabileceğini görüşmüşlerdir. Milli Parklar Şefi Fatih DEMİR, S.Ü Beyşehir Ali Akkanat Turizm Fakültesi Dekanı Prof. Dr. Abdullah KARAMAN, Bölüm Bşk. Doç Dr. Mustafa ARSLAN ve Dekan Yrd. Dr. Öğr. Üyesi Simge ŞALVARCI tarafından yapılan değerlendirmeler sonucunda Vuslat Park kıyısında su kuşları için yemleme çalışması yapılmasına karar verilmiştir. Turizm Fakültesi öğrencileri sağlanan tohumları gölün buz tutmayan kısımlarına serpererek su kuşlarının karınlarını doyurmalarına yardımcı olmuşlardır.







D.3. Kamu kurum/kuruluşlarıyla Yürütülen Proje Sayısı

D.3. Kamu Kuruluşları ile Yürütölen Projeler

Bilimsel Araştırma Projeleri Koordinatörlüğü tarafından 22405501 numaralı "Madde Bağımlılarına Yönelik Damgalamanın Çalışma Yaşamına Katılımlarına Yansımaları" başlıklı sosyal sorumluluk projesi kabul edilmiştir.

D.4. Dezavantajlı gruplara yönelik sosyal entegrasyon ve kapsayıcılığa ilişkin yapılan faaliyet sayısı

“ASKIDA GIYSİ” PROJESİ HAYATA GEÇİRİLDİ

Selçuk Üniversitesi Beyşehir Ali Akkanat Turizm Fakültesi, sosyal sorumluluk projesi kapsamında kampüs içinde yine bir ilke imza attı. Uzun süredir üzerinde çalışılan “Askıda Giysi” projesi hayata geçirildi. Askıda Giysi Proje Odası'nın tanıtımı 09.11.2022 tarihinde Beyşehir Ali Akkanat Turizm Fakültesi Dekanı Prof. Dr. Abdullah KARAMAN tarafından gerçekleştirildi.

Proje açılışına katılan öğrencilere “Sevgili gençler, sizler bizlere emanetsiniz” diye seslenen Prof. Dr. Abdullah KARAMAN, fakülte bünyesinde her türlü sosyal sorumluluk projelerine açık olduklarını ve bu konuda çalışmalar yapmaya devam edeceklerini belirtti. Sayın KARAMAN “Ben fırıncı bir babanın oğluyum. Babamı çok küçük yaşta kaybettim, zor şartlarda okumanın ne demek olduğunu çok iyi bilirim. Bu yüzden bu projenin önemini farkındayım ve emeği geçen tüm akademik ve idari personele teşekkürü bir borç bilirim.” diyerek sözlerini noktaladı.

Özellikle Beyşehir'in olumsuz hava koşullarıyla birlikte giyim eşyası ihtiyacı artan öğrencilerin, ihtiyacının karşılanması amacıyla, öğretim elemanlarımız ve idari personelin destekleriyle hayata geçirilen projede, ihtiyaç sahibi öğrencilerin ücret ödemedeki kıyafet almaları sağlanacak.











D.4 Dezavantajlı gruplara yönelik sosyal entegrasyon ve kapsayıcılığa ilişkin yapılan faaliyetler

Dezavantajlı gruplara yönelik sosyal entegrasyon ve kapsayıcılığa ilişkin yapılan faaliyetler kapsamında Fakültemizde engelli personel istihdamı sağlanmıştır. Kanıtlayıcı belge olarak işe başlama yazısı sunulmuştur.



T.C.
SELÇUK ÜNİVERSİTESİ REKTÖRLÜĞÜ
Beyşehir Ali Akkanat Turizm Fakültesi Dekanlığı



Sayı :E-44142025-903.07.01-324081
Konu :Göreve Başlama (Muhammet UZUN)

25.07.2022

SELÇUK ÜNİVERSİTESİ REKTÖRLÜĞÜNE
(İşçi ve Sözleşmeli Personel Şubesi Birimi)

İlgi : 20.07.2022 tarihli, 322200 sayılı yazı

Üniversitemiz İdari ve Mali İşler Daire Başkanlığı sürekli işçi kadrosunda görev yaparken, 2547 Sayılı Kanun'un 13/b-4 maddesi gereğince Fakültemizde görevlendirilen 14144621182 T.C.Kimlik no'lu Muhammet UZUN 21.07.2022 tarihinde Fakültemizde görevine başlamıştır.
Bilgilerinize arz ederim.

Prof. Dr. Abdullah KARAMAN
Dekan

