

CURRICULUM VITAE

PERSONAL INFORMATION	
SURNAME	Glaveli
NAME	Niki
e-mail	nglaveli@aegean.gr
Tel.	+30 22710 35163

CURRENT POSITION(S)

2021 – present	MED ABEE , Independent Non-Executive Member – Board of MED
2020 – present	Associate Professor , University of the Aegean, School of Management Sciences, Department of Business Administration
2020 - present	Associate Academic Staff Member , Aristotle University of Thessaloniki (AUTH), School of Physical Education and Sports Management, Master in Sport, Recreation and Sport Tourism Management
2017 - present	Associate Academic Staff Member , Hellenic Open University, School of Social Sciences, Department of Business and Organizational Management, Greece
2015 - present	Associate Academic Staff Member , Cyprus Open University, Faculty of Economics and Management, Cyprus
1996 – present	Lecturer , Educational seminars of various organizations: KEK and IEK, Greece

PREVIOUS POSITION(S)

October 2023	Visiting Professor: Nottingham University, United Kingdom
2004 – 2019	Research and Teaching Staff: Aristotle University of Thessaloniki, School of Economics and Political Sciences, Department of Economics, Department of Business Economics, Greece
2015 - 2019	Invited speaker/teacher: University of Macedonia, School of Business Administration, Department of Organization and Business Administration (ELKE PAMAK certificate). University of Peloponnese: Faculty of Social and Political Sciences, Department of Political Science and International Relations, Greece
1998 – 2004	Research and Teaching Staff/Administrative Staff: Aristotle University of Thessaloniki, School of Health Sciences, Department of Medicine. 2nd Orthopedic Clinic Hospital "G. Gennimatas" (ΦΕΚ 105/16-6-1998 - automatic inclusion in the ETEP position 14-3-2000), Greece
1996 - 2000	Teaching and Research Associate: Alexandrio T.E.I. Thessaloniki, School of Management and Economics, Greece

EDUCATION

2014	<p>Doctoral Diploma, Ph.D. Aristotle University of Thessaloniki, Greece, School of Economics and Political Sciences, Department of Economics.</p> <p>Dissertation title: "Human Resource Management: Work-Family Life Reconciliation". Distinction: 2014 Emerald/EFMD Outstanding Doctoral Research Award</p>
2011	<p>Doctoral Diploma, Ph.D., University of Macedonia, Thessaloniki, Greece, Department of Organization and Business Administration.</p> <p>Dissertation title: "The Effect of Training on the Achievement of Goals in Organizations and Businesses: The Role of Training in the Service Profit Chain: A Study in the Banking Industry".</p> <p>Scholarship of the A. Onassis Foundation, Doctoral Diploma, Ph.D</p>
1995	<p>Master in Business Administration (MBA), University of Birmingham, UK, Birmingham Business School</p> <p>Master thesis title: "Training in SME's in the West Midlands".</p> <p>Award with Distinction.</p>
1994	<p>BSc Degree, International European Economic Studies, Athens University of Economics and Business, Department of International and European Economic Studies, Degree awarded with: 8.41/10</p> <p>Thesis: "The cost of capital in Greek Industry and the efficiency of tax incentives".</p>
1992 - 1993	<p>Erasmus Studies (2 ac. semesters), University of Central England in Birmingham, Faculty of Business Administration, Birmingham, UK.</p>

PUBLICATIONS

Academic Journals (with reviewers)

- "Unleashing the Power of Organizational Social Capital: Exploring the Mediating Role of Social Entrepreneurship Orientation in Social Enterprises' Performances". Loukopoulos, A. Papadimitriou, D., Glaveli, N. *International Journal of Entrepreneurial Behavior & Research*, (ABS = 3*, SCOPUS, CiteScore: 9,1; IF: 5.995; 5-year IF: 6.301) – Accepted Jan 2023
- "Assessing the maturity of sustainable business model and strategy reporting under the CSRD Shadow", **Glaveli, N.** Alexiou, M. Maragos, A. Daskalopoulou, A. and Voulgari, V. (2023), *Journal of Risk and Financial Management*, (SCOPUS, Q3. Impact score: 2.82), <https://doi.org/10.3390/jrfm16100445>
- "Growth of digital brand name through customer satisfaction with big data analytics in the hospitality sector after the Covid-19 crisis." Reklitis, D., Sakas, D., Terzi, M.C and **Glaveli, N.** (2023) *Psychology & Marketing*, PM.202300066 (SCOPUS, IF:5.507), <https://doi.org/10.1016/j.jjime.2023.100190>

- “Sharpening the ‘essence’ of mobbing: An examination of constructive leadership behaviors and negative employee outcomes” **Glaveli, N.**, Galanou, E. and Kolias, G., (2023). *The Journal of Applied Behavioral Science JABS-2022-12-11* (ABS = 2*, SCOPUS, CiteScore 3; IF:2.286; 5-year IF: 3.090), <https://doi.org/10.1177/0306307023118068>
- “We are different and yet the same: the role of CEOs’ regulatory focus and attention in SMEs’ innovation orientation preferences” **Glaveli, N.**, Galanou, E., Kolias, G. and Karamanos, K. *International Journal of Entrepreneurial Behaviour & Research* (ABS = 3*, SCOPUS, CiteScore: 9,1; IF: 5.995; 5-year IF: 6.301), <https://doi.org/10.1108/IJEBR-10-2022-0936>
- “Unlocking Teacher Job Satisfaction During the COVID-19 Pandemic: a Multi-criteria Satisfaction Analysis”, Glaveli, N., Manolitzas, P., Tsourou, E. and Grigoroudis, E. (2023). *Journal of the Knowledge Economy*, p. 1-22 (SCOPUS, CiteScore; IF: 1.818; 5-year IF: 2.235), <https://doi.org/10.1007/s13132-023-01124-z>
- “Reflections on the Greek approach to social entrepreneurship”, Geormas, K. and Glaveli, N. (2023). *East-West Journal of Economics and Business, Vol. XXV – 2022, No 1* (EconLit, JEL, e-JEL, EBSCO, CABELLS, BASE, Google Books & Scholar), *accessible through: <https://www.u-picardie.fr/eastwest/fichiers/art263.pdf>*
- “Developing a sustainable work environment for substitute teachers: A multi-criteria job satisfaction approach” (2023), **Glaveli, N.**, Manolitzas, P. Vouzas, F. and Liasidis, C. *Sustainability*, Vol. 15, No. 2, pp. (SCOPUS, CiteScore 5; IF: 3.889), <https://doi.org/10.3390/su15021154>
- “Improving customer experience in the cruise industry in the post pandemic era”, Manolitzas, P. Glaveli, N. Palamas, S., Grigoroudis, E. and Zopounidis, C. (2022), *Cogent Business & Management*, Vol. 9, No. 1, pp. 2143309 (SCOPUS, CiteScore: 2.9), <https://doi.org/10.1080/23311975.2022.2143309>
- “Substitute vs. permanent teacher job satisfaction: Applying MUSA to delineate differences and highlight evidence-based guidelines for decision makers”, **Glaveli, N.** Manolitzas, E and Grigoroudis (2022). *Kybernetes Vol. ahead-of-print No. ahead-of-print* (ABS 1*; SCOPUS, CiteScore: 4 IF:2.352; 5 year IF: 2.158)
- “Hotel guests’ demanding level and importance of attribute satisfaction ratings: an application of MULTiplecriteria Satisfaction Analysis on TripAdvisor’s hotel guests ratings” Manolitzas, P. Glaveli, N., Palamas, S., Talias, M. and Grigoroudis, E. (2022), *Current Issues in Tourism*, Vol. 25, No. 8, pp. 1203-1208 (ABS 2*, SCOPUS, CiteScore: 10.6; IF: 7.578; 5 year IF: 7.431; 14% acceptance rate)
- “Breaking the curse: extracting strategic directions for hotel industry in Wuhan from TripAdvisor quantitative rating”, **Glaveli, N.**, Manolitzas, P., Palamas, S., Liassidis, C. and Grigoroudis, E. (2022), *Anatolia*, 1-5 (ABS 1*; SCOPUS, CiteScore: 2.9; 24% acceptance rate)
- “Developing effective strategic decision-making in the areas of hotel quality management and customer satisfaction from online ratings”, **Glaveli, N.**, Manolitzas, P., Palamas, S., Grigoroudis, E. and Zopounidis, C. *Current Issues in Tourism. (published on line 15 Mar 2022)* (ABS 2*, SCOPUS, CiteScore: 10.6; IF: 7.578; 5 year IF: 7.431; 14% acceptance rate)

- "Exploring the Role of Fitness Instructors' Interaction Quality Skills in Building Customer Trust in the Service Provider and Customer Satisfaction", **Glaveli, N.**, Papadimitriou, D., Karagiorgos, Th. and Alexandris, K. *European Sport Management Quarterly*, (published on line 19 May 2021). (ABS 3*, SCOPUS, CiteScore: 5.0; IF: 3.714; 5 year IF 4.08); 17% acceptance rate)
- "The soft side of TQM and teachers job satisfaction: An empirical investigation in primary and secondary education", **Glaveli, N.**, Vouzas, F. and Roumeliotou, M. *The TQM Journal* (published online 25 May 2021) (ABS 1*; SCOPUS, CiteScore: 4.9)
- "Two countries, two stories of CSR, trust and customer advocacy behaviors/attitudes? A study in the telecommunication sectors of Greece and Bulgaria", Glaveli N. (2021) *European Management Review*, **Glaveli, N.** Vol. 18, No. (1). (ABS 3*; SCOPUS, CiteScore: 3.94; IF:3).
- "Developing strategies to increase the possibility of being selected as a "regular" independent community pharmacy: An application of MULTicriteria Satisfaction Analysis", **Glaveli, N.**, Manolitzas P. and Grogouroudis, E. (2020). *Journal of Pharmacy Practice and Research*, <https://doi.org/10.1002/jppr.1694> (SCOPUS, CiteScore: 0.448 Web of Science, Thomson Reuters Emerging Sources Citation Index).
- "CSR toward stakeholders and customer loyalty: Investigating the roles of trust and customer identification with the company'. **Glaveli, N.** *Social Enterprise Journal*. Published on line, April 2020, <https://doi.org/10.1108/SRJ-07-2019-0257>. (ABS 1* - SCOPUS, CiteScore: 3.6; Thomson Reuters Emerging Sources Citation Index).
- "Practical application of MSQ and MUSA methodology in determining critical job satisfaction factors of seasonal employees in summer destination luxury resorts", **Glaveli, N.**, Grigoroudis, E. and Manolitzas, P. (2019) *Tourism Management*, Vol. 74, p. 426-437. (ABS 4* ; SCOPUS, CiteScore: 16.5; IF 12.879)
- "The undelivered potential of the Greek, - economic crisis born, social and solidarity economy for people-centered local sustainable development: The case of Greek Social Cooperative Enterprises", Geormas K. and **Glaveli, N.** (2019) **working paper prepared for the United Nations** Inter-Agency Task Force on Social and Solidarity Economy (UNTFSE), Call for Papers (2018), Implementing the Sustainable Development Goals: What Role for Social and Solidarity Economy?, United Nations Knowledge Hub.
- "Doing well and doing good: Exploring how strategic and market orientation impacts social enterprise performance", **Glaveli, N.** and Geormas, K. (2017), *International Journal of Entrepreneurial Behaviour & Research*, Vol. 24 No.1, pp. 147-170. (ABS = 3*, SCOPUS, CiteScore: 9.1; IF: 5.995; 5-year IF: 5.301)
- "Work-family balance through border theory lens: The case of a company driving in the fast lane", Glaveli, N. and Karassavidou, E. (2015), *Equality, Diversity and Inclusion: An International Journal*, Vol. 34, No.1, pp. 84 – 97. (ABS = 2*, SCOPUS, CiteScore: 3.4; EBSCO, ESCI)
- "Relationships among three facets of family supportive work environments, work-family conflict and job satisfaction: A research in Greece", **Glaveli, N.**, Karassavidou, E. and Zafiropoulos, K. (2013), *International Journal of Human Resource Management*, Vol. 24, No. 20 pp. 3757- 3771. (ABS = 3*, SCOPUS, CiteScore: 6.9; IF: 6.260; EBSCO; E/SSCI; 9% acceptance rate)

- "Exploring a Route through which Training Affects Organisational Performance", **Glaveli, N.** and Karassavidou, E. (2011), *International Journal of Human Resource Management*, Vol. 24, No. 14, pp. 2892-2923. (ABS = 3*, SCOPUS, CiteScore: 6.9; IF: 6.260; EBSCO; E/SSCI; acceptance rate:9%)
- "Assessing Hospitals' Readiness for Clinical Governance Quality Initiatives through Organizational Climate", Karassavidou, E. and **Glaveli, N.** (2011), *Journal of Health Organization and Management*, Vol. 25, No. 2, pp. 214-240. (ABS =1*; SCOPUS, CiteScore: 2.4; ESCI; IF: 2.059; 5-year IF:2.231)
- "Health Care Quality in Greek NHS Hospitals: No one knows better than patients", Karassavidou, E., **Glaveli, N.** and Papadopoulou, Ch. (2009), *Measuring Business Excellence*, Vol. 13, No. 1, pp. 34-46. (ABS =1*, SCOPUS, CiteScore: 3.8)
- "Rural women entrepreneurship within co-operatives: training support", Petridou, E. and **Glaveli, N.**, (2008), *Gender in Management: An International Journal*, Vol. 23, No. 4, pp. 262-277 (ABS = 1* ,SCOPUS, CiteScore: 4.3; IF: 3.337;5-year IF:3.125)
- "Socially responsible future businesspeople: Is there a road map?", Karassavidou, E. and **Glaveli, N.** (2008), *Forum on Public Policy: Journal of the Oxford Round Table*, Spring. **Peer – Reviewed Periodical of the Oxford Round Table**
- "Investigating cost efficiency in the branch network of a Greek Bank: An empirical study", Noulas, A, **Glaveli, N.** and Kiriakopoulos, I. (2008), *Managerial Finance*, No. 34, Vol. 3, pp. 160-171. (ABS =1*, IF: 2.293, SCOPUS, CiteScore: 2.0; ESCI)
- "Ethical orientations of Future Greek Businesspeople: Is anomia responsible for deviant ethical perceptions", Karassavidou, E. and **Glaveli, N.** (2007), *Business Ethics: A European Review*, Vol. 16 No. 2, pp. 114- 123. (ABS =2* (2018), SCOPUS, CiteScore: 4.; IF: 2.919)
- "Bank service quality: Empirical evidence from Greek and Bulgarian customers", Petridou, E., Spathis, Ch., **Glaveli, N.** and Liassides, C. (2006), *International Journal of Quality and Reliability Management*, Vol. 24 , No. 6, pp 568-585. (ABS =2*; SCOPUS, CiteScore: 4.8)
- "Towards the Ethical or the unethical side? An explorative research of Greek Business students' attitudes", Karassavidou, E. and **Glaveli, N.** (2006), *International Journal of Educational Management*, Vol. 20, No. 5, pp 348-364. (ABS =1*, SCOPUS, CiteScore: 2.3; Thomson Reuters Emerging Sources Citation Index)
- "Bank Service Quality: evidence from five Balkan Countries", **Glaveli, N.**, Petridou, E., Liassides, C. and Spathis, Ch. (2006), *Managing Service Quality: An International Journal*, Vol. 16, No.4, pp 380-394. (πλέον το περιοδικό εκδίδεται ως: *Journal of Service Theory and Practice*) . (ABS = 1*; SCOPUS, CiteScore: 6.4; IF: 4.545, 5-year IF: 5.247)
- "The productive performance of public hospital clinics: a case study", Lyroudi, K., **Glaveli, N.** Koulakiotis, A. and Angelidis, D.. (2005), *Health Services Management Research*, Vol. 19, 2: pp. 67-72. (ABS = 1*; SCOPUS, CiteScore: 2.3; EBSCO)
- "The old, the young and the restless: A comparative analysis of the impact of environmental change on training in four Greek banks", **Glaveli, N.** and Kufidu, S. (2005), *European Business Review*, Vol. 17, No 5, pp.441-459. (ABS =2*, SCOPUS, CiteScore: 13.1, EBSCO, Thomson Reuters' Emerging Sources Citation Index)

- "Bank Service Quality: Empirical evidence from Greek and Bulgarian customers", Petridou, E, Spathis, C., **Glaveli, N.** and Liassides, C. (2005), *Journal of Macromarketing*, vol.25, n 2, p. 269. (ranked/indexed in: ABS = 2*; SCOPUS, CiteScore:3.4; IF: 1.979; 5-year I.F.: 2.589; EBSCO)
- "Managing service quality in banks: Customers' gender effects", Spathis, C., Petridou, E. and **Glaveli, N.** (2004), *Managing Service Quality: An International Journal*, Vol. 14, No.1, pp.90-102. Awarded with ***Emerald citation of excellence***. (published now as: *Journal of Service Theory and Practice*). (ABS = 1*; SCOPUS, CiteScore: 6.4; IF: 4.545, 5-year IF: 5.247)
- "Human Resource Development in the challenging financial environment: The case of a Greek bank", Petridou, E. and **Glaveli, N.** (2003), *Human Resource Development International*, Vol. 6, No. 4, pp 547-558. (ABS = 2*; SCOPUS, CiteScore: 3.8; EBSCO)

Books – Book chapters

- "Surviving the Greek Crisis", Liassides, Ch. and **Glaveli N.** (2021), in Fundamentals of Marketing, in *Fundamentals of Marketing* 2nd ed. by Paul Baines, P., Fill, C., Rosengren, S. and Antonetti, P. Oxford University Press.
- "“My regular pharmacy”: A study on the evaluative criteria consumers use when selecting an independent community pharmacy as their regular one ", **Glaveli, N.** (2020) *Interdisciplinary Perspectives on Operations Management and Service Evaluation*, Editors Manolitzas, P., Zopounidis, C., Talias, M., Grigoroudis, E. Matsatsinis, N.IGI Global.
- "Market insight: Same products, same stores, different prices -- The MED success story!", Liassides, Ch. and **Glaveli N.** (2018), in *Fundamentals of Marketing* by Paul Baines, P., Fill, C., Rosengren, S. and Antonetti, P. Oxford University Press.
- "Bank branch efficiency: An application of DEA Analysis", Noulas, A. and **Glaveli, N.** (2007), Honorary Volume *Aristoklis Ignatiadis*, pp. 817- 838, University of Macedonia.
- "The strategic behavior of companies listed on the Stock Exchange", Soubeniotis, D., Fotiadis, T. and **Glaveli, N.** (2006), Honorary Volume Maria Negroponti – Delivani, pp. 889 – 916, University of Macedonia.
- Assessment and Training of Interpersonal Skills, INOVITS, **Glaveli. N.**, Vasilopoulou, M., Vouzas, F. and Kufidu, S. (2005), University of Macedonia Publications, Thessaloniki (ISBN: 960-8396-18-2).
- "Ethical orientations of Future Greek Businesspeople within a global world: Is anomia responsible for deviant ethical perceptions? ", Karassavidou, E. and **Glaveli, N.** (2005), *International Management Development Research Year Book*, Global Business: The challenges and responsibilities in a word of shifting alliances, Advances in Global Management Development Vol. XIV, editors Kaynak, W. and Harcar, T.D. IMDA and EAMS, pp. 392-405.
- "The Strategic Behavior of Companies Listed on the Stock Exchange", Soubeniotis, D. and **Glaveli N.** (2004) *Review of the Hellenic Academy of Business Administration*, volume 1, no. 3, pp. 13-28.

- "An Empirical Study of Service Quality Perspectives in Public and Private Banks", Spathis, C., Petridou, E. and **Glaveli, N.** (2002), in *New Trends in Banking Management* (pp. 3-20), Eds. Zopounidis, C., Physica - Verlag.

CONFERENCES/WORKSHOPS/etc

- "On the maturity of sustainable business model reporting in Greece", **Glaveli, N.**, Voulgari, V. and Daskalopoulou, A. (2022), Portsmouth Business School International Conference: UN SDGs, Greenwashing, and Sustainability Practices, Portsmouth, UK, September 15-16
- "Substitute teachers' job satisfaction: understanding workplace contributors and designing strategic interventions for improvements", **Glaveli, N.**, Manolitzas, P. Vouzas F. and Liasidis, S. (2022) 1st Conference on Organizational Resilience, Corporate Governance, Innovative Entrepreneurship and Sustainable Development During and Beyond the COVID-19 Crisis, College of Business,t Prince Mohammad Bin Fahd University, Al Khobar, Saudi Arabia, June 1-2
- "The heliotropic effect of organizational virtuousness: a systematic literature review", Daskalopoulou, A. and **Glaveli, N.** (2022) 8th International Conference on Management Studies (ICMS-2022,) June, 10, Istabul, Turkey
- "Developing strategies with the Multicriteria Satisfaction Analysis: A case study from Tripadvisor", Manolitzas, P. **Glaveli, N.**, Palamas, S. and Zopounidis, C. (2021) Euro Conference , July, Athens.
- "Sustainable Development in the Eastern Mediterranean: The case of Greece", Geormas, K and **Glaveli, N.** (2019) 4th Annual EMSI Conference, September, Cine Studio Amphitheatre, University of Nicosia, Cyprus.
- "The potential of the Greek, economic crisis born, social and solidarity economy for people-centered local sustainable development: the case of Greek social cooperative enterprises", **Glaveli, N.** and Geormas, K., (2019), 1st "Innovation and R&D Networks for Policy Design and Implementation May, AUTH, Department of Economics.
- "CSR towards stakeholders and customer loyalty: Investigating the roles of trust and customer identification with the company", **Glaveli, N.** (2019), EURAM June, Lisbon.
- "Mission accomplished? An empirical research on the link between Social Co-operative Enterprises' strategic orientation and performance", **Glaveli, N.** and Geormas, K. (2016), International Co-operative Alliance (ICA), International Research Conference, May, Almeria, Spain (available at: <http://programme.exordo.com/ica2016almeria/>).
- "Relationships between CSR image and customers' attitudes: Preliminary results from the Greek telecommunication industry", Tsitsikli, D. and **Glaveli, N.** (2014), EUMMAS (2014), International Conference on Marketing, Management and Economics, August, Sarajevo, Bosnia and Herzegovina.
- "Health Care Quality in Greek NHS Hospitals: No one knows better than patients", Karassavidou, E., **Glaveli, N.** and Papadopoulos, Ch. (2008), paper presented at the 11th International QMOD Conference, August, Lund, Sweden. **Received Best Paper Award.**

- "Socially responsible future businesspeople: Is there a road map?", Karassavidou, E. and **Glaveli, N.** (2008), Forum on Public Policy, Spring Oxford Round Table.
- "Work organisation, attitudes and leadership: Work-domain "border-keepers?: The case of a company driving on the fast lane", Karassavidou, E. and **Glaveli, N.** (2007), WES Conference, Aberdeen, Scotland, UK.
- "Assessing the progress of quality initiatives in hospitals through clinical governance climate: An explorative study in Greece", Karassavidou, E., **Glaveli, N.**, Zafiroopoulos, K. and Kipenis, N. (2007), 10th Toulon –Verona, International Conference, πρακτικά pp. 57-65.
- "Collaborative Interactive Action Research: A step in creating a family – friendly workplace. The case of Kleemann", Karassavidou, E. and **Glaveli, N.** (2007), Community, Work and Family II International Conference, Making the Connections in a Global Context, CIES (Centre for research and studies in Sociology) – ISCTE, April, Lisbon, Portugal.
- "Social responsible future leaders: Is there any road map?, 2nd International Conference on Corporate Responsibility", Karassavidou, E. and **Glaveli, N.** (2006), 2nd International Conference on CSR, Humboldt University, Berlin, October.
- "Emotional Intelligence: A perspective for balancing work-family conflict? An explorative study", Karassavidou, E., **Glaveli, N.** and Chatziioannidou, A. (2006), ACREW Conference, Monash University, Prato Centre, Tuscany, Italy.
- "Ethical orientations of Future Greek Businesspeople within a global world: Is anomia responsible for deviant ethical perceptions? " Karassavidou, E. and **Glaveli, N.** (2005), 14th World Business Conference, Granada, July, πρακτικά σε μορφή τόμου σελ. 392-405.
- "Ethics and Corporate Social Responsibility, Investigating the ethical orientations of Greek future businesspeople: An explorative research", Karassavidou, E. and Glaveli, N. (2005), Competitive paper for ICMD, Thessaloniki, June.
- "Perceived Service Quality Gap in two Greek Banks: A pilot comparative study of employee and customer perceptions", Petridou, E., **Glaveli, N.** and Litseselidis, T. (2005), Proceedings of the Managing Global Trends and Challenges in a Turbulent Economy Conference, Chios, Greece, October.
- "The making of female rural entrepreneurs", Petridou, E and **Glaveli, N.** (2005), Proceedings of the 15th Global IntEnt Conference, Internationalizing Entrepreneurship Education and Training, Surrey, July.
- "Bank service quality: Empirical evidence from Greek and Bulgarian customers", Petridou, E., Spathis, Ch., **Glaveli, N.** and Liassides, C. (2005), Proceedings of the 9th International Conference on Marketing and Development: "Marketing Contributions to Prosperity and Peace", Thessaloniki, 8-11 June.
- "Encouraging the entrepreneurial activity of women-members of agro-tourism cooperatives: investigation of their attitudes", Petridou, E. and **Glaveli, N.** (2005), Proceedings of the two-day meeting of AS IRA "Women's cooperatives: Prospects for development in the 21st century", Thessaloniki, January 28-29, 2005, pp. 11-22.

- "Bank service quality in the Balkans", **Glaveli, N.**, Petridou, E., Liassides, C. and Spathis, Ch. (2005), Proceedings of the Managing Global Trends and Challenges in a Turbulent Economy Conference, Chios, Greece, October.
- "Cost efficiency in the branch network of a Greek Bank: An empirical study", Noulas, A, **Glaveli, N.**, Kiriakopoulos, I. (2004), *27th Annual Congress of The European Accounting Association*, Prague, April.
- "Bank Branch Efficiency: An application of DEA analysis", Noulas, A and **Glaveli, N.** (2002), Annual Meeting of *European Financial Management Association*, London, June.

MEMBERSHIPS & REVIEWING ACTIVITIES

2022 - present	Hellenic Association of. Certified Stockmarket Analysts (Scientific committee)
2021	Co-editor (special issues) EAST-WEST Journal of Economics and Business Vol. XXIV - 2021, No 1 & 2 and Vol. XXIV - 2021, No 3
2020 - present	Editorial Review Board: The TQM Journal (Emerald)
2020 - present	Editorial Review Board: Baltic Journal of Management (Emerald)
2015 - present	Ad hoc Reviewer: International Human Resource Management, Managing Service Quality - Journal of Service Theory and Practice, International Journal of Entrepreneurial Behavior & Research Current Issues in Tourism
2015 - present	Reviewer and scientific committee in National and International Conferences: European Association of Management, Portsmouth Business School International Conference
2015 - present	Reviewer in national and international competitions: Nikos Analytis Student Competition, CSR Hellas, "Ideatree" (2016, 2017), Youth Entrepreneurs Competition, Youth and Lifelong Learning Foundation, 4 th Annual SEERC Doctoral Student Conference "Infusing Research and Knowledge in South-East Europe" (2009), South-East European Research Centre Forum on Public Policy: Journal of the Oxford Round Table, Spring (2008)
2007	Internal reviewer in International Projects: EQUAL
2007 - Present	Member of the Work and Family Researchers Network (WFRN)
2000 - Present	Member of the Association of Economist of Thessaloniki

TEACHING ACTIVITIES

2020- present	University of the Aegean , Department of Business Administration, Greece <i>Undergraduate level:</i> Corporate Social Responsibility, Organizational Behavior, Human Resources Management, Service Management: Compulsory Specialization Course Sociology, Introduction to Social Psychology, Research Methods in Social Sciences <i>Postgraduate level:</i> Organizational Behavior, Human Resources Management
----------------------	--

2017 - present	Hellenic Open University: DEO 11, DEO 40
2020 - present 2015 - 2017	Open University of Cyprus, study program Business Administration and Economics, Human Resources Management
2020- present	Aristotle University of Thessaloniki, Department of Physical Education & Sports Science, Master in Sport, Recreation & Tourism Management: Strategic Management
2005 - 2019	Aristotle University of Thessaloniki, Department of Economic Sciences, Greece <i>Undergraduate level:</i> Business and Society: Corporate Social Responsibility, Strategic Management, Service Management, Human Resources Management (HRM), Organizational Theory and Organizational Behaviour, Management and Gender: Women's Entrepreneurship, HRM (Erasmus), Entrepreneurship and Innovation (MOKE course taught in 17 departments) <i>Postgraduate level:</i> Corporate Social Responsibility, Strategic Management, Service Management, Strategic Management of Local Authorities, Social Entrepreneurship – Alternative Financial Models, Socio Economic Networks, International HRM, Strategic HRM, Change Management
1998 - 2000	Alexandrio TEI Thessaloniki: Microeconomics, Private Finance, Business Financing, Finance II, Financial Accounting

SUPERVISION OF GRADUATE STUDENTS & POSTDOCTORAL FELLOWS

2020 - present	<p>Supervisor (6 doctoral theses):</p> <ul style="list-style-type: none"> ▪ Regenerative Business Models as a Strategy for Building Resilience in SMEs ▪ The transformation pillars of school units to sustainable organizations: Compiling a framework for the Sustainable ▪ Exploring the influence of human phenotype and physiological traits on recruiters' choices of work candidates ▪ Conditions and practices for measuring and improving the indicator of intra-entrepreneurship ▪ Organizational Virtue: Conceptual definition and investigation of its impact on employees and organizational effectiveness ▪ "The readiness of human resources in the face of changes in the Health Sector
2020 - present	<p>Member of the 3-member supervisory committee (8 theses, 3 universities; indicative titles):</p> <ul style="list-style-type: none"> ▪ Digital Innovation And Crises Management In Service Industry: Sustainability Nexus For Tourism Futures ▪ Occupational Burnout in hospitality businesses. "A standard human resource management model for the early recognition of the causes and the management of its effects' ▪ Management of Human Resources in the Age of Artificial Intelligence

2020-present	<p>Member of the 7-member examination committee (10 theses, 3 universities; indicative titles)</p> <ul style="list-style-type: none"> ▪ Corporate Social Responsibility in Greece: An Empirical Study of Actions, Strategies and the Link to Positive Organizational Behavior ▪ Corruption in Public Administration and Effects on Sustainable Tourism Development Strategic Management for the development of medical tourism in Greece ▪ Establishment of a model for planning and managing effective rewards with the aim of improving the performance of the human resources of Greek hotel companies ▪ Career Management in the Greek Public Sector in a Period of Prolonged Recession
2013 - present	Supervision of over 70 master theses in various institutions

FELLOWSHIPS and AWARDS

2016	Excellence Award: School of Economics and Political Sciences AUTH, Best PhD student
2016	Excellence Award from AUTH: Best PhD student
2015	2014 Emerald/EFMD Outstanding Doctoral Research Award in the Human Resource Management category for my thesis at the Department of Economic Studies of AUTH on the topic: "Human Resource Management: Work-Family Reconciliation".
2008 – 2010	Scholarship from the A. S. Onassis Foundation (PhD)
2008	Best Paper Award at the 11th International QMOD Conference, August, Lund, Sweden for the paper "Health Care Quality in Greek NHS Hospitals: No one knows better than patients", authors: Karassavidou, E., Glaveli, N. and Papadopoulos, Ch.
2008	FYLEREK research project "Organizational behavior and the role of gender" in which I participated in the project team" - Best practice award to Kleemann company by the Hellenic Network for Corporate Social Responsibility.
2004	"Managing service quality in banks: Customers' gender effects" published in Managing Service Quality, Vol. 14, No.1, pp.90-102. Spathis, C., Petridou, E. and Glaveli, N. (2004), received the Citation of Excellence award by Emerald.
1997 – 2000	Annual scholarships from the IKY and the Chalkiopoulio Foundation during studies at the Athens University of Economics and Business.
1997	Athens University of Economics and Business, representative of the department at the "International Conference of Economists", Athens.
1997	Athens University of Economics and Business participant in a visit to the NATO headquarters, Belgium and the EEC (EU) Institutions in Luxembourg.

RESEARCH GRANTS

Project Title	Funding source	Period	Role of the PI
" The Effect of Training on the Achievement of Goals in Organizations and Businesses: The Role of Training in the Service Profit Chain: A Study in the Banking Industry"	Onasis Foundation	2008-2010	Researcher (PhD)
"Human Resource Management: Work-Family Reconciliation"	Emerald Prize	2014	Researcher (PhD)