

Asst. Prof. NAZLI GÜLFEM GİDENER

Personal Information

Email: gulfem.gidener@deu.edu.tr

Web: <https://avesis.deu.edu.tr/gulfem.gidener>

International Researcher IDs

ORCID: 0000-0002-2626-1597

Publons / Web Of Science ResearcherID: A-4490-2017

Yoksis Researcher ID: 119643

Education Information

Undergraduate, Istanbul University, Open And Distance Education Faculty, Sosyoloji Pr. (Açıköğretim), Turkey 2017 - 2020

Doctorate, Dokuz Eylul University, Sosyal Bilimler Enstitüsü, Denizcilik İşletmeleri Yönetimi (Dr), Turkey 2012 - 2015

Undergraduate, Ihsan Dogramaci Bilkent University, Faculty Of Business Administration, Department Of Business, Turkey 2003 - 2009

Foreign Languages

English, C2 Mastery

Dissertations

Doctorate, Service Failures and Recovery Strategies Applied by Third Party Logistics Providers, Dokuz Eylul University, Sosyal Bilimler Enstitüsü, Denizcilik İşletmeleri Yönetimi (Dr), 2015

Research Areas

Social Sciences and Humanities

Academic Titles / Tasks

Assistant Professor, Dokuz Eylul University, Denizcilik Fakültesi, Lojistik Yönetimi Bölümü, 2013 - Continues

Academic and Administrative Experience

Dokuz Eylul University, 2020 - Continues

Courses

LOGISTICS ENGLISH I, Undergraduate, 2020 - 2021

MARKETING MANAGEMENT, Undergraduate, 2020 - 2021

INTRODUCTION TO BUSINESS AND SUPPLY CHAIN MANAGEMENT, Undergraduate, 2020 - 2021

SERVICES MARKETING, Undergraduate, 2020 - 2021

Articles Published in Other Journals

- I. **KURUM KÜLTÜRÜ İLE İŞ TATMİNİ ARASINDAKİ İLİŞKİ: BİR LOJİSTİK ŞİRKETİNİN ANALİZİ**
Kılıç Ç., GİDENER N. G.
Dokuz Eylül Üniversitesi Denizcilik Fakültesi Dergisi, vol.13, no.1, pp.85-116, 2021 (Peer-Reviewed Journal)
- II. **Aile İşletmelerinde Nesiller Arası Farklar: Lojistik Sektöründe Bir Uygulama**
AYAZ İ. S., GİDENER N. G.
Dokuz Eylül Üniversitesi Denizcilik Fakültesi Dergisi, vol.13, no.1, pp.117-148, 2021 (Peer-Reviewed Journal)
- III. **An Analysis of Service Failures and Recovery Strategies in the Turkish Third Party Logistics Service Industry**
GİDENER N. G., DEVECİ D. A.
TRANSACTIONS ON MARITIME SCIENCE-TOMS, vol.9, no.1, pp.35-50, 2020 (ESCI)
- IV. **THE EFFECTS OF RELATIONSHIP MARKETING ON CREATING CUSTOMER LOYALTY: A CASE STUDY OF 3PL SERVICE PROVIDERS IN IZMIR**
Angın C., GİDENER N. G.
JOURNAL OF BUSINESS IN THE DIGITAL AGE, vol.2, no.1, pp.49-52, 2019 (Peer-Reviewed Journal)
- V. **The Service Failure and Recovery Strategies in Logistics ServiceSector**
GİDENER ÖZAYDIN N. G.
Celal Bayar Üniversitesi Sosyal Bilimler Dergisi, vol.14, no.2, pp.483-506, 2016 (Peer-Reviewed Journal)
- VI. **An Exploration of Service Problems in Ship Agency Industry**
GİDENER ÖZAYDIN N. G.
Dokuz Eylül Denizcilik Fakültesi Dergisi, vol.8, no.1, pp.83-96, 2016 (Peer-Reviewed Journal)
- VII. **Sipariş Karşılama Merkezleri Vaka Analizi**
GİDENER ÖZAYDIN N. G.
Şişli AkademiDergisi, no.3, pp.77-92, 2016 (Peer-Reviewed Journal)
- VIII. **Typologies of Freight Forwarding Service Failuresand Recovery Strategies**
GİDENER ÖZAYDIN N. G., GÜÇLÜOĞULLARI E., DEVECİ D. A.
Beykoz Akademi Dergisi, vol.3, no.2, pp.25-54, 2015 (Peer-Reviewed Journal)
- IX. **Lojistik Hizmet Sağlayıcı İşletmelerin Pazarlama PerformansıÜzerine Ağ Organizasyonlarının Etkileri Örnek Olay Çalışması**
GİDENER ÖZAYDIN N. G., DEVECİ D. A.
Dokuz Eylül Üniversitesi DenizcilikFakültesi Dergisi, vol.7, no.2, pp.202-226, 2015 (Peer-Reviewed Journal)

Books & Book Chapters

- I. **The Effect of Humanitarian Aid on Logistics Companies' Marketing**
GİDENER N. G., Kartal D., Koca B., Çevir A.
in: Using Crises and Disasters as Opportunities for Innovation and Improvement, Saeed Siyal, Editor, IGI Global, pp.162-175, 2023
- II. **Airline Customer Complaints During the COVID-19 Pandemic: The Case of Turkey-Based Airlines**
Gidener N. G., Morcote Santos I. C.
in: Challenges and Opportunities for Transportation Services in the Post-COVID-19 Era, Giuseppe Catenazzo, Editor, IGI GLOBAL, Nancy, pp.155-175, 2022
- III. **Airline Customer Complaints During COVID-19 Pandemic the Case of Turkey-Based Airlines**

GİDENER N. G., MORCOTE SANTOS I. C.

in: Challenges and Opportunities for Transportation Services in the Post-COVID-19 Era, Catenazzo, Giuseppe, Editor, IGI GLOBAL, pp.155-175, 2022

IV. Tedarik Zinciri İzlenebilirliğini Arttıran Teknolojiler ve Faydaları

YILDIRIM C., GİDENER N. G.

in: Küresel Ekonomiye Yön Veren Yeni Teknolojiler. Akçağ Basım Yayın Pazarlama, Bekir Pakdemirli, Necmi Gürsakal, Zülfikar Bayraktar, Sefa Takmaz, Editor, Akçağ Yayınları, pp.195-216, 2020

V. LOJİSTİK HİZMET HATALARI: ELEKTRONİK TİCARETTE FAALİYET GÖSTEREN LOJİSTİK HİZMET SAĞLAYICILAR ÜZERİNE BİR ÇALIŞMA

YILDIRIM C., GİDENER N. G., Bülbül K.

in: TÜRKİYE İÇİN DENİZCİLİK STRATEJİLERİ, Doç. Dr. Didem Özer Çaylan, Editor, Nobel Yayıncılık, Ankara, pp.261-278, 2019

Refereed Congress / Symposium Publications in Proceedings

- I. **THE EFFECTS OF RELATIONSHIP MARKETING ON CREATING CUSTOMER LOYALTY: A CASE STUDY OF 3PL SERVICE PROVIDERS IN IZMIR**
Angın C., GİDENER ÖZAYDIN N. G.
PPAD Pazarlama Kongresi 2019, Turkey, 1 - 04 May 2019
- II. **Technological Advancements and Innovation in Logistics Industry: Perspectives of Maritime Faculty Students**
GİDENER ÖZAYDIN N. G., YILDIRIM C.
III . Global Conference on Innovation in Marine Technology and the Future of Maritime Transportation-GMC 2019, Aydın, Turkey, 18 - 19 April 2019
- III. **Technological Advancements and Innovation in Logistics and Supply Chain Management: Perspectives of Undergraduate Students**
YILDIRIM C., GİDENER ÖZAYDIN N. G.
İzmir Uluslararası İktisadi İdari Bilimler Kongresi, 5 - 07 December 2018
- IV. **Lojistik Hizmet Sağlayıcı İşletmelerin Pazarlama Performansı Üzerine Ağ Organizasyonlarının Etkileri: Örnek Olay Çalışması**
GİDENER ÖZAYDIN N. G., DEVECİ D. A.
19. Ulusal Pazarlama Kongresi, Turkey, 18 - 22 June 2014

Scientific Refereeing

Cases on Traveler Preferences, Attitudes, and Behaviors: Impact in the Hospitality Industry, Chapter Scientific / Professional Book Published by Renowned Publishing Houses, January 2023

Challenges and Opportunities for Transportation Services in the Post-COVID-19 Era, Scientific / Professional Book Published by Renowned Publishing Houses, September 2021

Metrics

Publication: 19

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