

## **Asst. Prof. NAZLI GÜLFEM GİDENER**

### **Personal Information**

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### **International Researcher IDs**

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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

Citation (WoS): 2

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