

CURRICULUM VITAE

Athanasia (Nancy) Bouranta

Current academic position: University of Piraeus
School of Economics, Business and International Studies
Department of Business Administration
Associate Professor of Management

Email: nbouranta@unipi.gr

1. EDUCATION

1.1. UNIVERSITY OF PIRAEUS 05/02-01/07

PhD in Business Administration and Management
Doctoral thesis: "Total quality management on services: investigating the relationship between internal and external customer satisfaction"
Degree: excellent

1.2. UNIVERSITY OF PIRAEUS 10/98-07/01

Master in Total Quality Management
Degree: very well

1.3. ATHENS UNIVERSITY OF ECONOMICS AND BUSINESS 09/94-09/98

Diploma in Business Administration
Degree: very well

2. LIST OF PUBLICATIONS

2.1. Publications in peer reviewed international journals

2.1.1. Psomas, E., Keramida, E., **Bouranta**, N. Kafetzopoulos, D., (2023), "The adoption of Lean in the Greek public sector. An employee perspective", *International Journal of Lean Six Sigma*, ahead-of-print.

2.1.2. **Bouranta**, N., Psomas, E., Jaca, C., Casolani, N. and Liberatore, L., (2022), "Consumers' Food Safety Perceptions in Three Mediterranean Countries", *New Medit - A Mediterranean Journal of Economics, Agriculture and Environment*, 21 4, pp. 71-84.

2.1.3. Kafetzopoulos, D., Psomas, E. and **Bouranta**, N. (2022), "The influence of leadership on strategic flexibility and business performance: The mediating role of talent management", *Management Decision*, 60 9, pp. 2532-2551.

2.1.4. Psomas, E., Keramida, E. and **Bouranta**, N. (2022), "Practical Implications of Lean, Six Sigma and Lean Six Sigma in the public administration sector. A Systematic Literature Review", *International Journal of Lean Six Sigma*, 13 6, pp. 1277-1307.

2.1.5. Dimitratzou, C., Psomas, E., **Bouranta**, N. and Kafetzopoulos, D. (2021), "The role of organizational culture in total quality management adoption and cost of quality", *Total Quality Management & Business Excellence*, 33 15-16, pp. 1718-1736.

2.1.6. **Bouranta**, N., Psomas, E. and Antony, J. (2021), "Human factors involved in Lean Management: A Systematic Literature Review", *Total Quality Management & Business Excellence* 33 9-10, pp. 1113-1145.

3.1.7. **Bouranta**, N. (2021), "Does transformational leadership influence soft aspects of TQM? A comparison between manufacturing and service firms", *The TQM Journal*, 33 3, pp. 706-728.

2.1.8. **Bouranta**, N., Psomas, E. and Antony, J. (2020), "Findings of quality management studies in primary and secondary education. A systematic literature review", *The TQM Journal*, 33 3, pp. 729-769.

2.1.9. Psomas, E., **Bouranta**, N., Koemtzi, M., and Keramida, E. (2020), "Determining the impact of service quality on citizens' satisfaction and the role of citizens' demographics. The case of the Greek Citizen's Service Centers", *The TQM Journal*. ahead-of-print.

2.1.10. Tsirkas, K., Chytiri A.P. and **Bouranta**, N. (2020), "The gap in soft skills perceptions: A dyadic analysis", *Education + Training*, 62 4, pp. 357-377.

2.1.11. Karakasnaki, M., Psomas E. and **Bouranta**, N. (2019), "The interrelationships among organizational culture and service quality under different levels of competitive intensity: an

application in the shipping industry”, *International Journal of Quality and Service Sciences*, 11 2, pp. 217-234.

2.1.12. Bouranta, N., Psomas E., Suárez-Barraza, M.F. and Jaca, C. (2019), “The key factors of Total Quality Management in the service sector: a cross-cultural study”, *Benchmarking: An International Journal*, 26 3, pp.893-921.

2.1.13. Bouranta, N., Psomas, E. and Vouzas, F. (2019), “The effect of service recovery on customer loyalty: The role of perceived food safety”, *International Journal of Quality and Service Sciences*, 11 1, pp. 69-86.

2.1.14. Karakasnaki, M., Vlachopoulos, P., Pantouvakis, A. and **Bouranta**, N. (2018), "ISM Code implementation: an investigation of safety issues in the shipping industry" *WMU Journal of Maritime Affairs*, 17 4, pp. 461-474.

2.1.15. Psomas, E., Dimitrantzou, Ch., Vouzas, F. and **Bouranta**, N. (2018), “Cost of quality measurement in food manufacturing companies. The Greek case”, *International Journal of Productivity and Performance Management*, 67 9, pp. 1882-1900.

2.1.16. Psomas, E., Antony, J. and **Bouranta**, N. (2018), "Assessing Lean Adoption in Food SMEs: Evidence from Greece", *International Journal of Quality and Reliability Management*, 35 1, pp. 64-81.

2.1.17. Koutsothanasi, E., **Bouranta**, N. and Psomas, V. (2017), “Examining the Relationships among Service Features, Customer Loyalty and Switching Barriers in the Greek Banking Sector”, *International Journal of Quality and Service Sciences*, 9 3/4, pp. 425-440.

2.1.18. Psomas E., Vouzas, F., **Bouranta**, N. and Tasiou, M. (2017), "Effects of total quality management in local authorities", *International Journal of Quality and Service Sciences*, 9 1, pp. pp.41-66.

2.1.19. Bouranta, N. and Psomas, E. (2017), “A comparative analysis of Competitive Priorities and Business Performance. Between manufacturing and service firms”, *International Journal of Productivity and Performance Management*, 66 7, pp. 914-931.

2.1.20. Bouranta, N., Psomas, E. and Pantouvakis A. (2017), “Identifying the critical determinants of TQM and their impact on company performance: Evidence from the hotel industry of Greece”, *The TQM Journal*, 29 1, pp. 147-166.

2.1.21. Pantouvakis, A. and **Bouranta**, N. (2017), “Agility, organizational learning culture and relationship quality in the port sector”, *Total Quality Management & Business Excellence*, 28 3-4, pp. 366-378.

2.1.22. Bouranta, N., Siskos, Y., Tsotsolas, N. (2015), “Measuring police officer and citizen satisfaction: comparative analysis”, *Policing: An International Journal of Police Strategies & Management*, 38 4, pp. 705-721.

2.1.23. Pantouvakis A. and **Bouranta**, N. (2014), “Quality and price – impact on patient satisfaction”, *International Journal of Health Care Quality Assurance*, 27 8, pp. 684-696.

2.1.24. Bouranta, N. and Salavrakos, I-D. (2013), “A managerial analysis of labour mobility: evidence from the case of Greece”, *International Journal of Employment Studies*, 21 1, pp. 32-57.

2.1.25. Pantouvakis A. and **Bouranta**, N. (2013), “The interrelationship between service features, job satisfaction and customer satisfaction: Evidence from the transport sector”, *The TQM Journal*, 25 2, pp.186-201.

2.1.26. Pantouvakis A. and **Bouranta**, N. (2013), “The link between organizational learning culture and customer satisfaction: Confirming relationship and exploring moderating effect”, *Learning Organization*, The, 20 1, pp. 48-64.

2.1.27. Zampetakis, L.A., **Bouranta**, N. and Moustakis, V. (2010), “On the relationship between individual creativity and time management”, *Thinking Skills and Creativity*, 5 1, pp. 23-32.

2.1.28. Bouranta, N. Chytiris, L. and Paravantis, J. (2009), “The relationship between internal and external service quality”, *International Journal of Contemporary Hospitality Management*, 21 3, pp. 275-293.

2.1.29. Zampetakis, L.A., Kafetsios, K., **Bouranta**, N., Dewett, T. and Moustakis, V. (2009), “On the relationship between emotional intelligence and entrepreneurial attitudes and intentions”, *International Journal of Entrepreneurial Behavior & Research*, 15 6, pp. 595-618.

2.1.30. Bouranta, N., Mavridoglou, G. and Kyriazopoulos, P. (2005), “The impact of Internal Marketing to Market Orientation concept and their effects to bank performance”, *Operational Research: An International Journal*, 5 2, pp. 349-362.

2.1.31. Siskos, Y., **Bouranta**, N. and Tsotsolas, N. (2005), "Measuring service quality for students in higher education: the case of a business university", *Foundations of Computing and Decision Sciences*, 30 2, pp.163-180.

2.4. Publications in international conferences

2.4.1. Chala, F.M. and **Bouranta**, N. (2021), "Soft skills enhance employee Contextual performance: the case of the maritime industry", 13th International Conference, The Economies of Balkan and Eastern Europe Countries, Neapolis, Cyprus, 14-16/5/2021.

2.4.2. Tsirkas, K., Chytiri, A. and **Bouranta**, A., "The gap in employability perceptions between managers and employees", 5th ENESER Meeting, Recent Developments in Recruitment & Selection, EAWOP (European Association of Work & Organisational Psychology), Edinburgh, UK, 27/6-29/6/2018.

2.4.3. Tsampra, M., **Bouranta**, N. and Gkerats, R. "Regional Patterns of Employability in The Greek Labour Market", 54th colloquium ASRDLF - 15th conference ERSA-GR, Athens, Greece, 5-7/7/2017.

2.4.4. Psomas, E., Bouranta, N. and Vouzas, F. "The effect of service recovery on buying intention: The role of perceived food safety", 21st International Conference on ISO & TQM 21-ICIT, Zhuhai, China, 14-16/2017.

2.4.5. **Bouranta**, N., Tsampra, M. and Sklavos, I. "Digital practices of Greek small entrepreneurship: social media and self-employment", 9th International Conference, The Economies of Balkan and Eastern Europe Countries in the changed World, Athens, Greece, 28-30/4/2017.

2.4.6. **Bouranta**, N., Psomas, E. and Pantouvakis A. "Identifying the latent factors of TQM and the performance outcomes: Evidence from the hotel industry of Greece", 59th EOQ Congress, Athens, Greece, 11-12/6/15.

2.4.7. Pantouvakis A. and **Bouranta**, N. "The dual role of physical features of service quality to customers and employees satisfaction", Academy of Marketing, Liverpool, UK, 5-7/7/11.

2.4.8. Bouranta, N., "Investigating the phenomenon of expatriation: Evidence from Greece", 71st International Atlantic Economic Conference, Athens, Greece, 16-19/3/11.

2.4.9. **Bouranta**, N., Kyriazopoulos, P. and Tsotsolas, N., "Comparison analysis based students' satisfaction: University vs Graduate Technological Education institute", 35th European Marketing Academy Conference, Athens, Greece, 23-26/5/06 17-20/5/06.

2.4.10. **Bouranta**, N. and Kyriazopoulos, P., "The impact of personality traits to employees' innovative behaviour", European Academy of Management annual conference, Oslo, Norway, 17-20/5/06.

2.4.11. **Bouranta**, N., Moschona, E-Th. and Kyriazopoulos, P., "Salesmen and managers' perceptions of customer and selling orientation in the life insurance industry", European Academy of Management, annual international conference, Munich, Germany, 4-7/5/05.

2.4.12. **Bouranta**, A., G. Mavridoglou and P. Kyriazopoulos, "The impact of Internal Marketing to Market Orientation concept and their effect to bank performance", EURO XX conference on Operational Research, Rhodes, Greece, 4-7/7/04.

2.4.13. **Bouranta**, A., Kouremenos, A. and Siskos, Y., "Comparative satisfaction measurement ATMs vs tellers", IFORS special conference, Athens, Greece, 1-3/04/01.

3. AWARDS

3.1. Psomas, E., Keramida, E., Bouranta, N. and Koemtzi, M. (2019), "Investigating service quality in Greek Citizen's Service Centers", 22th International Conference on Excellence in Services", Thessaloniki, Greece (chosen as the Best paper presented at the Conference).

3.2. Pantouvakis A. and Bouranta, N. (2013), "The interrelationship of service features and job satisfaction on customer satisfaction: Evidence from the transport sector", *The TQM Journal*, 25 2, pp. 186-201 (chosen as a Highly Commended Award Winner at the Literati Network Awards for Excellence).

3.3. Pantouvakis A. and Bouranta, N. (2012), "The link between organizational learning culture and customer satisfaction: Confirming relationship and exploring moderating effect", *Learning Organization*, The, 20 1, pp. 48-64 (most influential and sample article in TLO).

3.4. Zampetakis, L.A., Bouranta, N. and Moustakis, V. (2010), "On the relationship between individual creativity and time management", *Thinking Skills and Creativity*, 5, pp. 23-32 (ranked first in the top 25 hottest articles of ScienceDirect).

4. REVIEWER IN INTERNATIONAL JOURNALS

Career Development International

Cornell Hospitality Quarterly

European Research on Management and Business Economics

International Journal of Productivity and Performance Management

International Journal of Entrepreneurial Behavior & Research

International Journal of Employment Studies

Learning Organization, The,

TQM Journal, The

Managing Service Quality: An International Journal

International Journal of Hospitality Management

International Journal of Innovation Management

International Journal of Health Care Quality Assurance

Journal of Service Theory and Practice