

Curriculum Vitae

Name-Surname: Dilaver TENGİLİMOĞLU

Date of Birth: 1961

Title: Professor Doctor



Education Information:

Degree	Field	University	Year
Bachelor's Degree	Health Management	Hacettepe University	1984
Master's Degree	Health Institutions Management	Hacettepe University	1987
Doctor of Philosophy	Business Administration	Gazi University	1995
Assistant Professor	Business Administration	Gazi University	1996-2000
Associate Professor	Health Management	Gazi University	2000-2005
Professor	Health Management	Gazi University	2006-2014
Professor	Management	Atilim University	2014-

Administrative Services

Institute Director	Atilim University Institute of Social Sciences	2014-
Senato member	Atilim University	2014-
Ethics Committee Member	Atilim University	2018-
Faculty Board Member	Atilim University Management Faculty	2014-
Department Chair	Gazi University Faculty of	2013-2014

	Economic and Administrative Sciences	
Faculty Board Member	Gazi University Faculty of Economic and Administrative Sciences	2013-2014
Vice Dean	Gazi University Faculty of Commerce and Tourism Education	2005-2007
Department Chair	Gazi University Faculty of Commerce and Tourism Education	2003-2009
Deputy Manager	Gazi University Continuing Education Center	2004-2006
Faculty Board Member	Gazi University Faculty of Commerce and Tourism Education	2004-2006
Board of Directors Member	Gazi University Çiçekdağı Vocational School	2005-2006
Head of Department	Gazi University Faculty of Commerce and Tourism Education Office Management Education	2000-2003
Hospital Deputy Manager	Gazi University Faculty of Medicine Hospital	1992-1994

Publications

Refereed Publications in International Journals (SCI & SSCI & Arts and Humanities)

- Taş M. Ö., **Tengilimoğlu** D. Atilla E. A. (2019), A Research for Determining the Opinions on City Hospitals Example of Ankara, the Capital City, **International Journal of Health Planning and Management**, vol.2 Issue 4, pp.140-159, DOI: 10.31201/ijhmt.614614
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- Ekici, Ö, **Tengilimoğlu**, D., Işık, O., (2017), Evaluating the current situation of oral And Dental healthcare services in turkey and recommending solutions, **Health Policy and Technology**, Volume 6, Issue 3, September 2017, Pages 368-378,
- **Tengilimoğlu**, D., Sarp, N., Yar, C. E., Bektaş, M., Hıdır, M. N., Korkmaz, E., (2017)."The consumers' social media use in choosing physicians and hospitals: the case study of province of İzmir", **International Journal of Health Planning and Management**, vol. 32 Issue 1, pp.19-35, DOI: 10.1002/hpm.2296.published Jan-March 2017
- Tekingunduz, S., Top M., **Tengilimoğlu**, D., Karabulut, E., (2017), Effect of organisational trust, job satisfaction, individual variables on the organisational commitment in healthcare services, **Total Quality Management and Business Excellence**, 2017, vol.28, issue 5-6, pp.522-541, ttp://dx.doi.org/10.1080/14783363.2015.1099428.
- **Tengilimoğlu**, D., Güzel, A., Toygar, A., Akıncı, F. Dzigieleswki, S. F., (2015). "Informal Payments in Health Systems: Evidence from Turkey", **Journal of Social Service Research**, 0:1–13, 2015, ISSN: 0148-8376 print / 1540-7314 online, DOI: 10.1080/01488376.2015.1058880

- Atilla, A. E., **Tengilimoğlu**, D., Durdu-Kılıç, T., Ekiyor, A., (2015). “Listening to the Voice of the Parents: The Marketing Function, Market Orientation and Performance in Hospitals in Emerging Markets”, **Studies on Ethno-Medicine**, Vol. 9, No: 1, pp. 25-41.
- **Tengilimoğlu**, D., Çelik Y, Akbolat M, Işık O., Kurtuldu A., (2013). “Assessment of Health Administration Education: A Field Practice in Turkey”, **J. Asian Dev. Stud.**, Vol. 2, Issue 1, (March). ISSN 2304-375X. (20-35).
- **Tengilimoğlu**, D., Akbolat M, Işık O, Kılıç T. D., Demirkol T., (2013). “Do Socio-Demographical Characteristics of Healthcare Professionals Influence their Perceptions of Patient Safety in Hospitals? Evidence from Turkey”, **J. Asian Dev. Stud.**, Vol. 2, Issue 1,(March). ISSN 2304-375X. (77-92).
- **Tengilimoğlu**, D., Kılıç, Dursun T., Özdemir D., (2012). "Preferences, Attitudes and Behaviors of Health Services Consumers in Turkey" , **American Journal Health Behavior**, Vol.36, issue 2, pp.203-217.
- Işık O., **Tengilimoğlu**, D., Akbolat M., (2011). “Measuring Health Care Quality with the SERVQUAL Method: A Comparison in Public and Private Hospitals”, **Health Med.**, Vol.5, issue 6, suppl.1/2011, pp. 1921-1931. .
- **Tengilimoğlu**, D., Akdemir F., Dziegielewski, S.F., (2010). “The Effect of The Mobbing on Organizational Commitment in Hospital: A Field Study”, **Journal of Social Services Research**, Vol 67, issue 2, p.128-141. .
- Ekiyor A , **Tengilimoğlu**, D., Ertürk E., Yenyurt S., Ertürk E. (2010). “Relationship Marketing and Customer Loyalty: An Empirical Analysis in the Healthcare Industry”, **The Business Review Cambridge**, Vol.14, Issue 2, Summer, (244-249).
- Kısa, A .,**Tengilimoğlu**, D., (2002). “Patients’Rights in Turkey”, **Clinical Research and Regulatory Affairs**, Vol.19, No.1, p.55-62.
- **Tengilimoğlu**, D., Kısa, A., Dziegielewski, S., (1999). “Patients Satisfaction in the Country of Turkey: Differences Between Public and Private Hospitals”, **Journal of Community Health**, Vol. 24 (1), February 1999, p. 73-91.

- **Tengilimoğlu, D., Kışa, A., Dziegielewska, S., (1999).** “Consumer Opinions with Ancillary Services: Improving Services Delivery in Turkey”, **Journal of Medical Systems**, Vol.23 (5), p. 363-373.

Refereed Publications in International Journals (Other Indexes)

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- **Tengilimoğlu, D., Kurumlu., Y., (2016),** “Hotel Services in Health Tourism: Sample of Turkey”, **Asian Journal of Economics, Business and Accounting**, Vol 1 no:(4): pp.1-11, 2016; Article no.AJEBA.29923.
- **Tengilimoğlu, D , Elif, Ç., Güzel, A., (2016),** “The Effect of Safety Culture on Safety Performance: Intermediary Role of Job Satisfaction, **British Journal of Economics, Management & Trade**, 15(3): 1-12, 2016, Article no.BJEMT.29975 ISSN: 2278-098X SCIENCEDOMAIN international.
- **Tengilimoğlu, D., Menawi, W., Dinçer, M., Kışa, A.,Younis, M.Z., (2016),”** Evaluation of the Family Medicine Practice in Ankara Province by Family Physicians”, **Journal of Health and Human Services Administration**, Vol.39, No:2.p..
- Torun, N., **Tengilimoğlu, D., Khan M.M., (2016),** Home Health Services in Turkey:A Case Study Based on Patient Survey of Home Health Care Users in The Province of Ankara, **International Journal of Health Management and Tourism (IJHMT)**, Vol.1, Issue.2, pp. 77-97.
- Abbasoğlu, Ş., **Tengilimoğlu, D., Ekiyor, A., (2016),** The Perception of Organizational Justice and Its Impact on Work Motivation of Employees:As Empirical Investigation, **International Journal of Health Management and Tourism (IJHMT)**, Vol.1, Issue.1, pp. 14-28.
- Gürcü M., Başar, B., Varol, M., **Tengilimoğlu, D., (2016) ,** “A Multidisciplinary Approach to Suicide Tourism”**International Journal of Health Management and Tourism (IJHMT)**, Vol.1, Issue.3, pp.25-36.
- Güzel, A., **Tengilimoğlu, D., Ekiyor A., (2015),** “Social media and hospital brands: A field study in Turkey” , **Journal of Economics and Management**, vol 22 (4), pp.16-31.

- Koçoğlu C., **Tengilimoğlu D.**, Ekiyor A., Guzel A., (2015), The Effects of Brand Loyalty on the Consumer Buying Behaviors: The Example of Perfume in the Province Of Ankara”, **International Journal of Humanities and Management Sciences (IJHMS)**, Volume 3, Issue 5 , pp.318-323, (2015) ISSN 2320–4044 (Online).
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- Badour, M.. **Tengilimoğlu, D.**, Ekiyor, A., (2015). “The Effects of Enviromental and Organizational Factors in the Decision Making of Hospital Administrators”, **British Journal of Applied Sciences & Technology**, Vol. 9, No: 3, pp. 295-306. ISSN: 2231-0843
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- **Tengilimoğlu D.**, Ekiyor A., Ertürk E., (2010). “Relationship Marketing in Health Organization and its effect on Customer Loyalty”, **China-USA Business Review**, Semptember,2010, Vol.9, issue 9, p.17-T29.
- Ünalın D, **Tengilimoğlu D**, Akdemir F., (2009). “An Empirical Study to Measure the Communication Skills of the Manager Assistants, Medical secretaries and Office Workers in the Public Sector”, **The Journal of American Academy of Business**, Cambridge, March 2009;14(2):245-250. ISSN-1540-1200.
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- **Tengilimoğlu, D., (2005).** “A Study for Defining Leadership Attributes of Public and Private Sector Organizations” (in Turkish: Kamu Ve Özel Sektör Örgütlerinde Liderlik Davranışı Özelliklerinin Belirlenmesine Yönelik Bir Alan Çalışması) , **Electronic Journal of Social Sciences**, Vol. 14, p.1-16.
- **Tengilimoğlu, D., Kısa, A., Ekiyor, A., (2004).** "The Pharmaceutical Sales Rep/Physician Relationship in Turkey: Ethical Issues in an International Context, **Health Marketing Quarterly**, Vol. 22, Issue: 1 , p.21-39.
- **Tengilimoğlu, D., Korkmaz, S., Akinci, F., Parsons, A.L., (2004).** “Managerial Implications of Medical Sales Representative Perceptions of Job Duties, Job Qualifications, and Other Performance-Related Issues”, **Health Marketing Quarterly**, Vol. 22, Issue 2, p.3-26. .
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- Şimşek, Ş., Elbaş, N.Ö, Kısa, A., Dziegielewski, S.F., **Tengilimoğlu, D., (2004).** “Knowledge, Attitudes, and Behaviors Toward Sexually-transmitted Infections in Turkish Sex Trade Workers”, **Stres, Trauma, and Crisis**, Vol.7, issue 2, p.105-118. .
- **Tengilimoğlu, D., Kısa, A., Dziegielewski, S., (2001).** “The Measurement of Patients Satisfaction in a Public Hospital in Ankara”, **Health Services Management Research**, Vol. 14, No.1, p.27-35.
- **Tengilimoğlu, D., Dziegielewski,S., (2000).** “Health Services Pricing in Turkey”, **Health Marketing Quarterly**, Vol.17, (4), p.21-36..

- **Tengilimođlu, D., Kısa, A., Dziegielewski, S., (2000).** “What Patients Know About Their Rights in Turkey”, **The Journal of Health and Social Policy**, Vol.12(1), p.53-69.

International Conference Proceedings

- **Tengilimođlu,D., (2019),** The Effect of Leadership Behavior of Health Administrators in Health Organizations on Organizational Citizenship Perception: Muş State Hospital Case,
6th World Conference on Health Sciences, 01-03 November 2019 Athens- Greece
- **Tengilimođlu,D., (2019),** Şehirlerarası Ulaşımında Hava Ulaşımı Tercihinde Fiyat ve Prestijin Etkisi: Bir Alan Çalışması, 4. Uluslararası Havacılık İşletmeciliđi Konferansı, 18-19 October 2019 Ankara
- **Tengilimođlu,D., (2019),** Hasta Dostu Sağlık Hizmetleri Bağlamında Dünyada ve Türkiye’de Medikal Turizm, 4th International Health Sciences and Management Conference, 20-23 June 2019 İstanbul
- **Tengilimođlu,D. Mert M., (2019),** An Intercultural Comparison on the Consumer’s Shopping Behavior; The Case Study of Turkey and Sweden, CIMaR Conference, 17-20 June 2019 Ankara.
- **Tengilimođlu, D., Tekin, P. Ş., Kurtuldu, A., Kılıç, T.D., (2018),** Are Consumers Rational in Their Use of Medications? Examining Consumer Awareness, Attitudes, and Behaviors Related to Medicine Use in Turkey, ACME -Marketing Educators Association Of Collegiate Conferance, 6-9 March 2018, New Mexico, USA.
- **Tengilimođlu,D., (2017),** Importance of Branding in Medical Tourism,
Hestourex, **World Health and Sport Tourism Congress**, 6-9 April 2017 Antalya.
- Ersoy, İ., **Tengilimođlu, D., Yilik, P., (2017)** Effect of viral marketing in health services on purchasing decisions of consumers, **16 th international Marketing Trend Conference**, Madrid, Spain, 26-28 January 2017. (Abstract)
- **Tengilimođlu, D. Düzova, S., (2015),** “Job Satisfaction Of Staff Working In 112 Emergency Health Services In Ankara”, **the 7th South Asian International Conference (SAICON)** , 19th-21st August 2015, Islamabad, Pakistan.

- Özkan, E, **Tengilimoğlu, D.**, Yılık, P. (2015)., The Interaction Between Organizational Silence Climate and Employees Behaviors in the field of Health, **the 3rd International Conference on Marketing and Business Development (MBD)**, 25-27 June 2015, Bucharest.
- **Tengilimoğlu, D.**, Karademir, Ö., Tuzlukaya, Ş. (2014). “ The Relationship Between Employee’s Silence Behaviour and the Perceived Organizational Culture: A Fieldwork on Office Employees”, **IMDA, International Management Development Association, Twenty Third World Business Congress**, Proceeding Book, Atılım University, June 24-28, 2014, Ankara. p.101-109.
- **Tengilimoğlu, D.**, Atilla, E. A., Dursun-Kilic, T., (2014). “The Effect of Market Orientation on Performance of Private”, **2014 Academy of Marketing Science Annual Conference**, May 21-23 2014, Indianapolis.
- **Tengilimoğlu, D.**, Günvardar Y., Güzel A.,Bircan, İ., (2014), “The Effects Of Shift System On Job Satisfaction: A Study On Nurses”, **Eighth International Conference on Healthcare Systems and Global Business Issues**, Harlaxton College, June 23-25, 2014., United Kingdom.
- Kurtuldu A., **Tengilimoğlu, D.**, (2014). “Corporate entrepreneurship in healthcare institutions and the impact to performance”, **International Conference on Entrepreneurship IEC** ,15-16 May, 2014, İstanbul.
- **Tengilimoğlu, D.**, Güzel A., Yılık P., Kallegen R., Omar M. (2013). “ Core Competencies for Tommorrow’s Health Care Managers : A Study in Turkey”, 5 th International Conferance “ **Management For Stable Economy**, May 15-17, 2013, Moscow.
- **Tengilimoğlu, D.**, Türe, M., Güzel A., Yılık P., Öztürk A.,(2013). “Rational Use Of Drugs In Turkey: A Case Study”, **7th International Conference on Healthcare Systems and Global Business Issues**, National University, Jaipur, January 3-6, 2013, India.
- **Tengilimoğlu, D.**, Güzel A., Kurtuldu, A., Yılık P., (2013). “Tobacco Control within the Scope of Social Marketing a Study in Turkey ”, **12th International Conferance Marketing Trends**, January 17-19, 2013, Paris.

- **Tengilimoğlu, D., Guzel, A, Kurtuldu , A., Kıbrıs, Ş., (2012).** “A Field Study on The Satisfaction Levels of Interior and Exterior Customers in A Private University Hospital”, **11th International Conference Marketing Trends** , January 19-21, 2012, Venice-Italy.
- **Tengilimoğlu, D., Guzel, A, Kurtuldu , A., Kıbrıs, Ş., (2012).** “A Field Study on The Satisfaction Levels of Interior and Exterior Customers in A Private University Hospital”, **11th International Conference Marketing Trends**, January 19-21, 2012, Venice-Italy.
- **Tengilimoğlu, D., Gökben, G., Yılık .P., (2011).** “Strategic Marketing Planning In Tourism Businesses: A Study On Four And Five-Star Chain Hotels In Turkey”, **10th International Conference Marketing Trends**, January 20-22 , 2011, Paris.
- **Tengilimoğlu D., Işık, O., Akbolat M., (2011).** “ A Visual Aid in Brand Positioning: An Application on Perception Maps and Hospitals”, **Annual Meeting of the Association of Collegiate Marketing Educators (2011)**, Advances in Marketing , Proceedings Of The Annual Meeting Of The Association Of Collegiate Marketing Educators, Houston, TX, March 10-11, 2011.p. 27-36.
- **Tengilimoğlu D., Ekiyor A., Ertürk E., (2010).** “Relationship Marketing in Health Organizations and Its Effect on Customer Loyalty”, **Annual Meeting of the Association of Collegiate Marketing Educators (2010)**, Advances in Marketing , Proceedings Of The Annual Meeting Of The Association Of Collegiate Marketing Educators, Dallas, TX, March 2-6, 2010.
- **Tengilimoğlu, D., Ortac, R., Cetin, K.G., Kıbrıs S., Imatayeva, E., (2010).** “The Effect of 2008 Global Financial Crisis through the Private Health Enterprises in Turkey: A Field Research” **Global Financial Crisis Conference**, Bishkek, April 1-5, 2010,
- **Tengilimoğlu, D., Balçık, P.Y., (2009).** “What Should Turkey’s Marketing Strategy Be In Health Tourism?”, **Annual Meeting of the Association of Collegiate Marketing Educators (2009)**, Advances Marketing, Proceedings Of The Annual Meeting Of The Association Of Collegiate Marketing Educators, Oklahoma, February 24-28, 2009.
- **Tengilimoğlu, D., Dinçer, M, Yılık P, Gündoğan A, E., (2009).** “Determining the Problems of Private Hospitals: A Field Study” (in Turkish: Özel Hastanelerin

Sorunlarını Belirlemeye Yönelik Bir Alan Araştırması) , **VII. Ulusal Sağlık Kuruluşları Yönetimi Kongresi**, May 21-24, 2009, Merit Crystal Cove Otel, Kyrneia, TRNC.

- **Tengilimoğlu, D., Pay, U., Kısa A., (2008).** “The Inefficiency of Performance Based Physician Payment Scheme in Turkey”, **Fifth International Conference on Health Care Systems**, University of Wisconsin Milwaukee, October 13-15 , 2008.
- Uner, M., **Tengilimoğlu, D., Atilla, A. M., Akinci, F., (2008)** “ The Human Factor in Marketing Health Care Services: Research on the Assessment of Doctors by Their Patients”, **Annual Meeting of the Association of Collegiate Marketing Educators (2008)**, Advances Marketing, Proceedings Of The Annual Meeting Of The Association Of Collegiate Marketing Educators, Houston TX, March 4-8, 2008.
- **Tengilimoğlu, D., Alkibay S, Ozturk A., (2007).** “A Comparative Analysis Of State And Private Hospitals’ Marketing practices In Turkey”, **Annual Meeting of the Association of Collegiate Marketing Educators (2007)**, Advances Marketing, Proceedings Of The Annual Meeting Of The Association Of Collegiate Marketing Educators, San Diego, CA, March 13 – 17, 2007.
- **Tengilimoğlu, D., Hasanoğlu, E., Atilla, E.A., (2007).** “General Health Insurance Law and Concerns Of Hospital Administrators in Turkey”, **Proceedings of the Business and Health Administration Association**, Chicago Il, March 15-17, 2007, p.333-344.
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- **Tengilimoğlu, D., Alkibay, S., Aztürk A., (2007),** “Comparison Of State Hospitals And Private Hospitals Marketing Practice In Turkey?”, **Association Of Collegiate Marketing Educators Federation Of Business Disciplines Annual Meeting (ACME)**, March 13-17, San Diego, USA.
- **Tengilimoğlu, D.,Işık, O., Atilla,E.A., (2007).** “Genel Sağlık Sigortası Yasası Hakkında Hastane Yöneticilerinin Ve Hastaların Görüşlerinin Belirlenmesine Yönelik

Bir Araştırma”, **Uluslararası Sağlık ve Hastane Yönetimi Kongresi**, June 1-3, 2007, TRNC Ministry of Health and Near East University, Nicosia, TRNC.

- **Tengilimoğlu, D., Kısa, A., Şahin, T., (2006).** “Ethical Problems Encountered In Health Management: A Study Among Turkish Private Hospital Administrators”, **Proceedings Of The Business And Health Administration Association Chicago, Il** March 15-17, 2006, p.125-132
- **Tengilimoğlu, D., Üner, M.M., Mertler, E.A., Akıncı, F.,(2004)** “Graduate And Postgraduate Health Care Management Education In Turkey: Present Situation And Future Challenges”, **Business and Health Administration Association Meeting, Proceedings of The Business And Health Administration Association**, Chicago, Il, March 17-19, 2004, Copyright Business and Health administration Association, p.471-481.
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International Book Chapters

- (2016), Gürcü M., **Tengilimođlu, D.**, Strategic Place Branding Methodologies and Theory for Tourist Attraction, edit by, Chapter 15, **Health Tourism-Based Destination Marketing. International Publisher of Progressive Information Science and Technology Research.**
- **Tengilimođlu, D.**, Güzel, A., (2014). “The Knowledge, Attitude and Behaviors of Adults Towards Alternative Medicine: A Study in Turkey”, **Intercultural Dialogue on Health Economics, Management and Policy: Challenges and Chances**, Edited by Sabine Bohnet-Joschko, Zoe Boutsios, Athens Institute for Education and Research.

National Books

- Tengilimođlu, **D.**, **Iřık O**, **Akbolat M.**, (2018), Health Institutions Management” (in Turkish: Sađlık İřletmeleri Yönetimi), 9 th edition, Nobel Publishing, Ankara.
- **Tengilimođlu, D.** “Healthcare Marketing” (2016), (in Turkish- **Sađlık Hizmetleri Pazarlaması**) 4 th Print. Siyasal Publishing, Ankara,
- **Tengilimođlu, D.**, Atilla A.M., Bektař, M., (2016), “**Business Administration**” (in Turkish: **İřletme Yönetimi**), 6 th Edition, Seđkin Publishing, Ankara.
- **Tengilimođlu, D.**, Öztürk, Y., (2016), “**Public Relations for Business**” (in Turkish: **İřletmelerde Halkla İliřkiler**), 4th Edition. Seđkin Press, Ankara.
- **Tengilimođlu, D.**, Cořan, P.,(2016), “ **Executive Assistance**” (in Turkish: **Yönetici Asistanlıđı**), 3 rd edition Siyasal Publishing, Ankara.
- **Tengilimođlu, D.**, Yiđit V., (2016), “**Supply Chain and Material Management for Health Services**” (in Turkish: **Sađlık İřletmelerinde Tedarik Zinciri ve Malzeme Yönetimi**), 3 rd edition Nobel Publishing, Ankara.
- **Tengilimođlu, D.**, Köksal A., (2013), “**Medical Secretary**” (in Turkish: **Tıp Sekreterliđi**), 3rd Edition, Seđkin Publishing, Ankara.

- **Tengilimoğlu, D., Yüce, Ö.F., Tekin,P.Ş.,** Public-Private Partnership. (in Turkish-Kamu Özel Ortaklığı), Ed. Bulun, M., **Current Concepts in Health Care (in Turkish- Sağlık Hizmetlerinde Güncel Kavramlar)**. SAGE Publishing, Ankara, 2010.
- **Tengilimoğlu, D., Köksal A.,** Medical Documentation For Secretaries. (in Turkish: Sekreterler İçin Tıbbi Dokümantasyon), Ed. Öztürk-Başpınar, N., Anadolu University Press. E-Sertificate Programme, Eskişehir.
- **Tengilimoğlu, D., Tutar, H.” Modern Office Management: Current Issues and Approaches to the Office Management” (in Turkish: Çağdaş Büro Yönetimi: Büro Yönetiminde Güncel Konular ve Yaklaşımlar)**, 4 th edion, Gazi Publishing, Ankara, 2008.
- **Tengilimoğlu, D., Tutar, H., Altınöz, M., Başpınar Ö.N., Erdönmez C.,** “Time Management” (in Turkish- Zaman Yönetimi), Nobel Publishing, Ankara, 2004.
- **Tengilimoğlu, D., Çıtak, N.,** “Manager and Medical Secretary” (in Turkish: Yönetici ve Tıp Sekreterliği), Seçkin Publishing, Ankara, 2003.
- **Tengilimoğlu, D.,** Public Relations for Health Care Organizations, (in Turkish- Sağlık İşletmelerinde Halkla İlişkiler), Gazi Kitabevi, Ankara, January-2001 .
- **Tengilimoğlu, D.,** Material Management Techniques and A Model Proposal for Public Hospitals, Health Care Products Manufacturers and Representative Association Publication (in Turkish: Hastanelerde Malzeme Yönetim Teknikleri ve Kamu Hastaneleri İçin Bir Model Önerisi), Ozkan Press, Ankara, January 1996 (Ph.D. Thesis).

National Books Chapter

- Elif Dikmetaş Yardan (edt.), Strategic Management in Health Corporations (in Turkish: Sağlık Kurumlarında Stratejik Yönetim. (2019), Innovation Managemnt in Execution of Health Corporation Strategies (in Turkish: Sağlık Kurumları Stratejileri

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- **Tengilimoğlu, D.,** Cebeci, D., Yılık, P., Toygar, Ş.A., (2012). “Designating the Usage of Health Services and Health Institution Preference Reasons of Karadeniz Ereğli People” (in Turkish- Karadeniz Ereğli Halkının Sağlık Hizmetlerini Kullanımı ve Sağlık Kuruluşlarını Tercih Etme Nedenlerinin Belirlenmesi). 6th Health and Hospital Management Conference, September, 13-15, 2012, Isparta.
- **Tengilimoğlu, D.,** İmatayeva, E., Keskin Karaman, Ö., (2011). “The Position and Potential Power of Turkey in Health Tourism” (in Turkish: Sağlık Turizminde Türkiye'nin Yeri ve Potansiyel Gücü), V. National Health and Hospital Management, October 13-16, 2011, Lykia World, Fethiye.

- **Tengilimođlu, D., Sever, H., Yılık, P., (2011).** “Hospital Organizational Culture and Its Effect to Job Satisfaction: A Case Study” (in Turkish: Hastane Örgüt Kültürü ve İş Doyumuna Etkisi: Bir Alan Araştırması), V. National Health and Hospital Management, October 13-16, 2011, Lykia World, Fethiye.
- **Tengilimođlu, D., Eser, Ş., Uslu, D., (2011).** “The Role of Gender in Job Selection and An Implementation on Secretarial Work” (in Turkish: Toplumsal Cinsiyetin Meslek Seçimindeki Rolü ve Sekreterlik Mesleđi Üzerine Bir Uygulama), X. National Office Management and Secretaryship Conference, October 6-8, 2011, Gölpazarı, Bilecik.
- **Eriş H., Tengilimođlu, D., Yılık P, Top M., (2010).** “Evaluation of Private Sector Health Managers Remarks about the Classification of Private Sector and Foundation Hospitals” (in Turkish: Özel ve Vakıf Hastanelerinin Sınıflandırılması Hakkında Özel Sektör Sağlık Yöneticilerinin Görüşlerinin Deđerlendirilmesi), VIII. National Health Institutions Management Conference, May 13-16, 2010, Grand Mares Otel-Marmaris.
- **Naldöken, Ü., Güzel A., Yücedađ, N., Tengilimođlu, D., (2010),** “Evaluation of Sivas People’s Attitudes and Behaviours About Graft Campaigns of Health Ministry” (in Turkish: Sağlık Bakanlığı Aşı Kampanyalarına Karşı Sivas Halkının Tutum ve Davranışlarının Deđerlendirilmesi), VIII. National Health Institutions Management Conference, May 13-16 2010, Grand Mares Otel-Marmaris.
- **Tengilimođlu D., Atilla E.A., Yılık P., Öztürk G., (2010),** “Evaluation of the Complaints Made to Patient Rights Unit” (in Turkish: Hasta Hakları Birimine Yapılan Şikâyetlerin Deđerlendirilmesi), II. International Conference on Performance and Quality at Health, April 29 - May 1, 2010, Antalya.
- **Alagöz U. Ö., Tengilimođlu D., Ünalın D., (2010).** “The Change Over from Primary Health Care Center to Family Practice with the Overview of Healthcare Employees” (in Turkish: Sağlık Çalışanları Bakış Açısı İle Sağlık Ocađından Aile Hekimliđi Sistemine Geçiş: Kayseri İli Develi İlçesi Örneđi), II. International Performance and Quality at Healthcare Conference, April 29-May 1, 2010, Antalya.
- **Alagöz U. Ö., Tengilimođlu D., Ünalın D., (2010).** “The Family Practice System With the Overview of Service Users at Kayseri/Develi” (in Turkish: Kayseri İli Develi

İlçesi'nde Hizmet Kullanıcıların Bakış Açısı İle Aile Hekimliği Sistemi), II. International Performance and Quality at Healthcare Conference, April 29-May 1, 2010, Antalya.

- Ertürk, E., Tengilimoğlu, D., (2010). “Providing Customer Adherence at Healthcare Organizations: A Field Study” (in Turkish: Sağlık İşletmelerinde Müşteri Bağlılığının Sağlanması: Bir Alan Araştırması), IV. Healthcare and Hospital Management Conference, Antalya, February 4-7, 2010.
- Tengilimoğlu, D., Özdemir, D., Kirazlı, E., (2010). “Consumer Behaviours at Healthcare Services: A Research on Attitudes of Consumers on Healthcare Services” (in Turkish: Sağlık Hizmetlerinde Tüketici Davranışları: Kişilerin Sağlık Hizmetleri Konusundaki Tutumları Üzerine Bir Araştırma), IV. Healthcare and Hospital Management Conference, Antalya, February 4-7, 2010.
- Tengilimoğlu D., Akbolat, M., Işık, O., Kurtuldu, A. (2010). “Development of Healthcare Management Education in Turkey and Remarks of Managers About Healthcare Management Education” (in Turkish: Türkiye’de Sağlık Yönetimi Eğitiminin Gelişimi ve Sağlık Yönetimi Eğitimi Hakkında Yönetici Görüşleri: Ankara İlinde Bir Uygulama), IV. Healthcare and Hospital Management Conference, Antalya, February 4-7, 2010.
- Tengilimoğlu, D., Dinçer, M., Yılık P, Gündoğan A, E., (2009). “A Field Study to Identify the Problems of Private Hospitals “ (in Turkish: Özel Hastanelerin Sorunlarını Belirlemeye Yönelik Bir Alan Çalışması”, VII. National Healthcare Institutions Management, May 21-24, 2009, Merit Crystal Cove Hotel, Girne KKTC.
- Tengilimoğlu, D. Marşap A., Ünal N., (2008). “A Field Study to Analyse the Healthcare Managers Opinion About the Full Time Draft Bill” (in Turkish: Tam Gün Yasa Tasarısı Hakkında Sağlık Yöneticilerinin Görüşlerini Belirlemeye Yönelik Bir Alan Çalışması), V. Healthcare and Hospital Management Conference, Queen’s Park Hotel Kemer/Antalya, October 22-26, 2008.
- Tengilimoğlu, D., Mansur, F.A, (2008). “The Effect of Mobbing Enforced in Organizations to Organizational Adherence” (in Turkish: İşletmelerde Uygulanan Mobbingin (Psikolojik Şiddet) Örgütsel Bağlılığa Etkisi), 7th National Office

Management and Secretaryship Conference, Blacksea Technical University, Trabzon, October 22-24, 2008.

- Tengilimođlu, D, Düđer, M., Altınörs, D., (2005). “A Field Study to Identify the Problems Of Faculty Members of Healthcare Services Vocational High School’s Medical Documentation and Secretaryship Programmes” (in Turkish: Sađlık Hizmetleri Meslek Yüksek Okulları Tıbbi Dokümantasyon Ve Sekreterlik Programında Görev Yapan Öđretim Elemanlarının Sorunlarını Belirlemeye Yönelik Bir Alan Çalışması), 4. National Office Management and Secretaryship Conference, May 20-21, 2005, Hacettepe University, Ankara.
- Tengilimođlu, D., Acar, S., Kahyaođlu, F., (2005). “An Investigation Related to the Importance of Ergonomy in Creation of Office Furnishing” (in Turkish- Büro Mobilyalarının Tasarımında Ergonominin Önemine İlişkin Bir Araştırma), 4th National Office Management and Secretaryship Conference, May 20-21, 2005, Hacettepe University, Ankara.
- Tengilimođlu, D., Mertler, A., (2005). “An Investigation for Identifying the Current Marketing Strategies of Private Hospitals” (in Turkish: Özel Hastanelerin Uygulamakta Oldukları Pazarlama Stratejilerini Belirlemeye Yönelik Bir Araştırma), Healthcare and Hospital Management 2nd National Conference (with International Attendance), Ankara University Healthcare Education Faculty, September 28-30 2005, Ankara.
- Tengilimođlu, D., Dađgez, B., (2005). “The Effect of Hospital Marketing Activities to Customer Adherence: A Field Study” (in Turkish: Hastane Pazarlama Faaliyetlerinin Müşteri Bağlılığına Etkisi: Bir Alan Çalışması), Healthcare and Hospital Management 2nd National Conference (with International Attendance), Ankara University Healthcare Education Faculty, September 28-30 2005, Ankara.
- Cosan P., Tengilimođlu, D.,(2003). “A Case Study on Office Management Education and Determination of Problems of The Graduates of Office Management Department in Turkey” (in Turkish: Türkiye ‘de Büro Yönetimi Eğitimi ve Mezunların Sorunlarını Belirlemeye Yönelik Bir Alan Çalışması), III. National Office Management and Secretaryship, April 17-18, 2003, Anadolu University-Eskisehir.

- Citak, N., Tengilimoğlu, D., (2003). "The Impact of Effective Usage of Educational Materials on Lecturers and Students at Office Management and Secretarial Programs in Vocational Colleges" (in Turkish: Meslek Yüksek Okullarına Bağlı Büro Yönetimi ve Sekreterlik Programlarında Öğretim Materyallerinin Etkin Kullanımının Öğretim Elemanları ve Öğrenciler Üzerine Etkisi), III. National Office Management and Secretaryship, April 17-18, 2003, Anadolu University-Eskisehir.
- Tengilimoğlu D., Ekiyor A., (2001). "A Case Study On Determination of Problems between Sales Representative and Physicians From Physicians' Point Of View", (in Turkish: Hekimler Açısından Tıbbi Satış Temsilcisi-Hekim İlişkisinde Yaşanan Sorunların Tespitine Yönelik Bir Alan Çalışması), IV. Symposium of National Healthcare and Hospital Management, September 27-28, Istanbul 2001.
- Tengilimoğlu D., Sevin D. H., Ak B., (2001). "Improving Health and Thermal Tourism In Turkey" (in Turkish: Türkiye'de Sağlık Turizmi ve Termal Turizmin Geliştirilmesi), IV. Symposium of National Healthcare and Hospital Management, September 27-28, Istanbul 2001.
- Tiyek, A., Tengilimoğlu, D., (2000). "Consumer Behavior In Health Services: A Research On Attitudes Of Patients About Health Services (in Turkish: Sağlık Hizmetlerinde Tüketici Davranışları: Hastaların Sağlık Hizmetleri konusundaki Tutumları üzerine Bir Araştırma)", III. Symposium of National Healthcare and Hospital Management, September 28-29, 2000, Ankara University Faculty Of Healthcare Education, Ankara.
- Usta Hakkı., Tengilimoğlu, D., (2000). "Advertisement in Healthcare and A Case Study On Patients' Opinions Towards Healthcare Advertisement" (in Turkish: Sağlık Hizmetlerinde Reklam ve Hastaların Reklama Bakış Açısı: Bir Alan Uygulaması), 1st National Health Administration Congress, May 20-21, 2000, Hacettepe University, Ankara.
- Tengilimoğlu D., Esatoğlu, E., Demirtola, H. (1999), " Is The Patients' Choice of Private Practice For Seeking Quality Services or For Necessity" (in Turkish: Hastaların Özel Muayeneyi Seçmeleri Kaliteli Hizmet Arayışı mı, Yoksa Bir Zorunluluk mu?), 2nd National Congress on Quality in Public Administration, TODAIE, 21-22 October 1999, Ankara.

- Tengilimođlu, D., Grhan,N., Kısa, A., (1999), "Evaluation Of Healthcare Personnel's Opinions on Patient Rights " (in Turkish: Hasta Hakları Konusunda Sađlık Personelinin Grşlerinin Deđerlendirilmesi), II. Symposium of National Healthcare and Hospital Management, May 12-13, 1999, Baskent University, Ankara.
- Ergin, C., Tengilimođlu, D., Kısa, A., (1999)" Market Segmentation Strategy in Healthcare Services" (in Turkish: Sađlık Hizmetlerinde Pazar Blmleme Stratejisi), II. Symposium of National Healthcare and Hospital Management, May 12-13, 1999, Baskent University, Ankara.
- Tengilimoglu, D., (1998). "Healthcare Management in Turkey" (in Turkish: Trkiye'de Sađlık Hizmetleri Ynetimi), Panel Of Today and Future Of Healthcare Educational Programs In Turkey, Baskent Universiy, Ankara.
- Esatoglu,E., Tengilimoglu, D., Bilgin, K.U.,(1998). "The Impact Of Public Relations On Achievement Of Total Quality Management In Healthcare" (in Turkish: Sađlık Hizmetlerinde (Hastanelerde) Toplam Kalite Ynetiminin Bařarıya Ulařmasında Halkla İliřkilerin Etkisi), 1st National Congress on Quality in Public Administration, TODAIE, May 26, 1998, Ankara.
- Tengilimoglu, D.,(1996)" The Measurement of Patient Satisfaction In a University Hospital In Ankara" (in Turkish: Ankara da Bir niversite Hastanesinde Hasta Memnuniyetinin llmesi), Symposium of Total Quality Management and Performance Measurements in Healthcare Sector, Baskent University, November 1-2, 1996, Ankara.
- Tengilimođlu, D.,(1994). "Importance of Material Management in Hospitals" (in Turkish: Hastanelerde Malzeme Ynetiminin nemi) , 1st Symposium of National Health Institutions and Hospital Management, May 4-7, 1994, Kusadasi- Aydin.

Editorial Board Member, Editor and Reviewer

- International Journal of Excellence in Healthcare Management, Year 2019, (Editorial Board Member)
- International Journal of Health Management and Tourism(IJHMT) Year: 2016- (Editor in Chief).
- Journal of Social Service Research, Year: 2005-, (Editorial Board Member).
- International Journal of Economic Practices and Theories, Year: 2014-, (Editorial Board Member).
- Journal of International Economic and Administrative Analysis (in Turkish: Uluslararası İktisadi ve İdari İncelemeler Dergisi), Year: 2009- (Advisory Board Member).
- Journal of Health Marketing Quarterly, Special Issue $\frac{3}{4}$, Year: 2008, (Guest Editor).
- Hacettepe University, Faculty of Economics and Administrative Sciences, Journal of Health Management, (in Turkish: H.Ü. İ.İ.B.F. Sağlık İdaresi Dergisi) , Year: 2007-2014, (Editorial Board Member and Referee).
- Journal Of Medical System, Year: 2007- (Reviewer).
- The Journal Of Health Administration Education, Year: 2007- (Reviewer).
- International Journal of Pharmacy and Health Marketing, Year 2007- (Reviewer).
- Journal Of Commerce and Tourism Education Faculty, Gazi University, (in Turkish: Gazi Üniversitesi, Ticaret ve Turizm Eğitim Fakültesi Dergisi), Year: 2005-2007 (Editor).
- Journal Of Hospital (in Turkish: Hastane Dergisi), Year: 2005- (Editorial Board Member)
- Journal Of Hospital Management (in Turkish: Hastane Yönetim Dergisi), Year: 2005- (Editorial Board Member).
- Journal Of Hospital Life (in Turkish: Hastane Yaşam Dergisi), Year: 2004- (Editorial Board Member).

Guest Speaker, Panelist and Moderator in Conference, Symposium and Seminars

- **Tengilimođlu, D.**, (2019), Current Problems of Private Hospitals and Solution Recomendations, 3th International 13th National Congress on Health and Hospital Administration, 10-12 October 2019 Sakarya (moderator)
- **Tengilimođlu,D.** (2018), Thermal Corporations and Experience Share, Thermal Waters and Complementary Medicine Symposium 27 March 2018 Ankara. (panelist)
- **Tengilimođlu, D.**, (2015). “Marketing and Branding in Health Tourism” (in Turkish: Sađlık Turizminde Pazarlama ve Markalařma), Liv Hospital, January 15, 2015, Ankara.
- **Tengilimođlu, D.**, (2014). “ Legal Dimension of Health Tourism” (in Turkish: Sađlık Turizminin Hukuki Boyutu Paneli), (Panel Organization Board Member and Moderator), Rixos Otel, October 15, 2014, Ankara.
- **Tengilimođlu, D.**, (2013). “New Approachs in Healthcare Marketing”, (in Turkish: Sađlık Hizmetleri Pazarlamasında Yeni Yaklařımlar), Partnership of Gazi University Healthcare Instutions Management Department and Ankara University Healthcare Management Department, October 23, 2013, Ankara.
- **Tengilimođlu, D.**, (2013). “Material Management in Health” (in Turkish: Sađlıkta Malzeme Yönetimi Sempozyumu), Commander of GATA Hospital, June 20, 2013, Ankara.

Projects

- Determination of Professional Qualifications of Health Care Manager and Revision of the Educational Programs (DEPROHEALTH), EU Life long Learning Program Leonardo Da Vinci Partnership Project (2010-2012).
- GaziUniversity Research Fund, “ A Field Study to Identify the Effect of Information Technology on Education Quality and Student Pleasure in Office Management

Education Gazi University Trade and Tourism Education Faculty Example“ (in Turkish: Büro Yönetimi Eğitiminde Bilgi Teknolojilerinin Eğitimin Kalitesi ve Öğrenci Memnuniyetine Etkisini Belirlemeye Yönelik Bir Alan Araştırması: Gazi Üniversitesi Ticaret ve Turizm Eğitim Fakültesi Örneği) (2003).

- National Health Calculations Project run by Ministry of Health, Hacettepe University and Harvard University (2003).
- Gazi University Research Fund, “ An Empirical Study on Relationship Between Office Employees’ Job Satisfaction and Managers’ Behavior” (in Turkish: Büro hizmetlerinde çalışanların iş doyumunu ile yöneticilerin davranışları arasındaki ilişkiler üzerine ampirik bir araştırma) (2002).
- Ministry of Health and World Bank Project , “A Social Evaluation Research on Transformation in Health” (in Turkish: Sağlıkta Dönüşüm Projesi Sosyal Değerlendirme Araştırması, Sağlık Bakanlığı ve Dünya Bankası Projesi) (2002).
- Gazi University Research Fund, “Health Tourism in Turkey: An Empirical Study on Efficient Use of Sources and Contribution to Economy” (in Turkish: Türkiye’de Sağlık Turizmi: Kaynakların Etkin Kullanımı ve Ülke Ekonomisine Katkısı Konusunda Ampirik Bir Çalışma) (2001).
- Modernization of Ankara Numune Hospital and Yüksek İhtisas Hospital Project, 1995.
- Commission Memberships of State Planning Organization 7th, 8th and 9th Development Plans (1994-2005).

Courses Lectured in Last Two Years

Session	Term	Course	Total Hour in a Week	
			Theoretical	Practice
2017-2018	Fall	Health Care Management	3	
		Contemparrary Management	3	
		Principal of Marketing	3	
		Introduction to Management	3	
	Spring	Health Care Marketing	3	
		Health Tourism	3	
Marketing Management		3		
		Management Science	3	
2018-2019	Fall	Health Policy and Planning	3	
		Contemparrary Management	3	
		Marketing Management	3	
	Spring	Healthcare Management	3	
		Contemparrary Management	3	
		Marketing Management	3	

Master and Ph.D. Thesis Administrated:

Theses Administrated, Masters:

- Özdil, E. S., (2019), Effects of private hospital workers on employee motivation, Atılım University, Institute of Social Sciences, Master Thesis.
- Baş, Ö., (2019), Evaluation of the opinions of service providers and service beneficiaries on public-private partnership model in health sector: Yozgat province sample, Atılım University, Institute of Social Sciences, Master Thesis.
- Öztürk, G., (2019), A research on Patient Rights and Ethical Issues in Health Tourism, Institute of Social Sciences, Master Thesis.
- Mert, M., (2019), The effect of consumers' perception towards social media ads on shopping behavior: An interculture research, Atılım University, Institute of Social Sciences, Master Thesis.
- Bibican, Ç., (2019), The mediator role of service orientation on relationship between organizational commitment and job satisfaction in five-star hotels at Ankara, Atılım University, Institute of Social Sciences, Master Thesis.
- Kapusuz, N., (2019), The relationship between brand loyalty and hedonic consumption in women: An application in the cosmetic industry, Atılım University, Institute of Social Sciences, Master Thesis.
- Sarialp, S., (2019), The ethical dimension of social media advertisements in consumer purchasing behavior in health sector, Atılım University, Institute of Social Sciences, Master Thesis.
- Krisilda, S., (2018), The perception of customers concerning the communication skills of employees and the perception of employees concerning the corporate reputation in hotel enterprises: Antalya province sample, Atılım University, Institute of Social Sciences, Master Thesis.
- Topcu, H. G., (2018), Opinions of the health managers about decrees no. 663 and 694 on the structure of the organization of the ministry of health, Atılım University, Institute of Social Sciences, Master Thesis.

- Özzeybek Taş, M., (2018), Determination of opinions of health workers and citizens on city hospitals: Sample of Ankara province, Atılım University, Institute of Social Sciences, Master Thesis.
- Mutlu, Ş. B., (2018), The impact of quality management systems on job satisfaction of employees: An implementation on comparison of state school and private school in education sector, Atılım University, Institute of Social Sciences, Master Thesis.
- Akkaya Saygılı, N., (2018), Immediate of the Posta and Telegraphic Organization Company in society: Ankara city example, Atılım University, Institute of Social Sciences, Master Thesis.
- Demircan, F., (2016), Health management information systems and communication technologies acceptance and use by health care managers: Example of Ankara, Atılım University, Institute of Social Sciences, Master Thesis.
- Turgut, T., (2016), The effect of organizational stress in job satisfaction of the employee 'Hiltı Construction Materials Inc. case', Atılım University, Institute of Social Sciences, Master Thesis.
- Bulut, Ö., (2016), Physician payment based on diagnosis related groups', Atılım University, Institute of Social Sciences, Master Thesis.
- Kurumlu, Y., (2016), Hotel services in health tourism, Atılım University, Institute of Social Sciences, Master Thesis.
- Emre, S., (2016), The role of intermediaries in health tourism, Atılım University, Institute of Social Sciences, Master Thesis.
- Ersoy, İ., (2016), The effect of viral marketing in health care on consumers' purchasing decisions, Atılım University, Institute of Social Sciences, Master Thesis.
- Akarsu, S. F., (2016), The relationship between nurses working in silence and job satisfaction, Atılım University, Institute of Social Sciences, Master Thesis.
- Alkan, C., (2016), Th Çimento sanayinde küresel marka yaratma konusunda sektör yöneticileri görüşlerinin değerlendirmesi, Atılım University, Institute of Social Sciences, Master Thesis.

- Keskin, Y. E., (2015), Central procurement system of public hospital, the problems and solution proposals: Sivas - Tokat - Yozgat - Kayseri case Atılım University, Institute of Social Sciences, Master Thesis.
- Keskin, Y. E., (2015), Central procurement system of public hospital, the problems and solution proposals: Sivas - Tokat - Yozgat - Kayseri case, Atılım University, Institute of Social Sciences, Master Thesis.
- Urgancı, F., (2015), Guerilla marketing and ethics: The qualitative research Atılım University, Institute of Social Sciences, Master Thesis.
- Gül, A., (2015), A study on the correlation between safety climate culture and healthcare workers' safety conditions: A field research, Atılım University, Institute of Social Sciences, Master Thesis.
- Aydoğdu, E. S., (2015), Evaluating views of managers on topic strategies to be followed for to make the brand a city Ankara in health tourism, Atılım University, Institute of Social Sciences, Master Thesis.
- Düzova, S., (2015), Job satisfaction of staff working in 112 Emergency Health Services Ankara example, Atılım University, Institute of Social Sciences, Master Thesis.
- Bigubey, Ö., (2015), The perception of health sector employees on service quality standards (HKSAR) (An example of a government hospital in Bursa), Atılım University, Institute of Social Sciences, Master Thesis.
- Özkan, E., (2015), The Interaction Between Organizational Silence Climate And Employees Behaviours In The Field Of Health, Gazi University Institute of Social Sciences, Master Thesis.
- Abbasoğlu, Ş. (2015). “ Personnel’s Organizational Justice Perception and the Effect of Organizational Justice Perception on Personnel’s Job Motivation: A State Hospital Example”, Atılım University, Institute of Social Sciences, Master Thesis.
- Şahin, D. C., (2015). “ Time Management for Efficient Organization Management: A Private Hospital Example”. Verimli Örgüt Yönetimi İçin Zaman Yönetimi: Bir Özel

Hastane Örneği”, State Hospital Example”, Atılım University, Institute of Social Sciences, Master Thesis.

- Koçođlu, C., (2015). “The Effect of Brand Commitment on Consumer’s Purchase Decision: Ankara, Perfume Example”, Atılım University, Institute of Social Sciences, Master Thesis.
- Albayrak, A., (2015) “ A Field Study to Identify the Civil Defence and Mobilization Commissioned Public Personnel’s Problem Solving Ability and Motivation Level in case of Be Mobbed”, Atılım University, Institute of Social Sciences, Master Thesis.
- Düşüngülü, F., (2014). “The impacts of ergonomical design at working environments of universities on academical personnels efficiency: Gazi University Faculty of Dentistry study”, Gazi University, Institute of Educational Sciences, Master Thesis.
- Güney, Z., (2014). “Determination of quality of life of healthcare executives: Example of Ankara”, Atılım University, Institute of Social Sciences, Master Thesis.
- Gürvardar, Y., (2014). “A study on determining the effects of the nurses' working with shift system in hospitals on job satisfaction”, Gazi University, Institute of Social Sciences, Master Thesis.
- Koç, E., (2014). “In the family medicine impact of trust factor on adherence of patient to the physician in the patient physician communication”, Gazi University, Institute of Social Sciences, Master Thesis.
- Karademir, Ö., (2014). “The relationship of slience behaviour of the employee with perceived organisation culture: A field work about officeemployees”, Gazi University, Institute of Educational Sciences, Master Thesis.
- Taş, D., (2014). “Determination of satisfaction level the patients who get service within scope of medical tourism in Turkey: Ankara province example”, Atılım University, Institute of Social Sciences, Master Thesis.
- Badour, M., (2013). “Perceptions of organizational environment according to the hospital managers decision-making styles a field research”, Gazi University, Institute of Social Sciences, Master Thesis.

- Çeven, S., (2013). “The comparison of filing systems of public and private establishments: A field survey”, Gazi University, Institute of Educational Sciences, Master Thesis.
- Semercioğlu, M. S., (2012). “Comparison of working in private and public hospitals of medical secretary employee job satisfaction and organizational trust levels”, Gazi University, Institute of Educational Sciences, Master Thesis
- Güleç, D., (2011). “Antiaging implementations and elder care in health tourism: Turkey evaluation”, Gazi University, Institute of Social Sciences, Master Thesis.
- Eyler, N., (2011). “The influence status of environmental health services in the provinces that passed the implementation of family medical practice”, Gazi University, Institute of Social Sciences, Master Thesis.
- Altıntaş, N., (2011). “The relationship between job satisfaction and organizational commitment in nurses, a survey in Gülhane Military Medical Academy Hospital”, Gazi University, Institute of Social Sciences, Master Thesis.
- Çevik, M., (2011). “The effects of workplace stress on the health of the workers; a practice in the emergency medicine service”, Gazi University, Institute of Social Sciences, Master Thesis.
- Şener, T., (2010). “Organizational citizenship behavior at hospitals: A field research”, Gazi University, Institute of Social Sciences, Master Thesis.
- Tansüyer, T., (2010). “Field research to determine the views of health care staff in patient safety and medical errors”, Gazi University, Institute of Social Sciences, Master Thesis.
- Çeliker, H. (2010). “A research on the field to determine relationship between in-service training and employee satisfaction in the services sector: Edirne Municipal case”, Gazi University, Institute of Educational Sciences, Master Thesis.
- Sur, Ö., (2010). “Organizational cynism : A case study on bureau workwers in Eskişehir”, Gazi University, Institute of Educational Sciences, Master Thesis.

- Pusuluk, C. S., (2010). “The usage of management information systems in education sector: A field study on high vocational schools where office management department is studied”, Gazi University, Institute of Educational Sciences, Master Thesis.
- Ertürk, E., (2009). “Relationship marketing in health enterprises and it’s impact on customer loyalty”, Gazi University, Institute of Social Sciences, Master Thesis.
- Özkanan, A., (2009). “The correlation between organizational climate and burn out: A case study on office workers.” Gazi University, Institute of Educational Sciences, Master Thesis.
- Bıyıklı, H. , (2008). “The effect of institutional associations of health managing systems on customer satisfaction”, Gazi University, Institute of Social Sciences, Master Thesis.
- Yıldız, G., (2008). “Payments Made to the Hospitals from Health Service Servers and Identification of Problems” Gazi University, Institute of Social Sciences, Master Thesis.
- Şahman, İ. (2008) “A Field Study on Measurement of the Impact of Professionalization of the Administration in Private Hospitals on Institutionalization Process” Gazi University, Institute of Social Sciences, Master Thesis.
- Şule, E., (2008). “A Field Study on the Identification of the Impact of Branding in Health Sector on the Choice of Hospitals”, Gazi University, Institute of Social Sciences, Master Thesis.
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Research interests

- Healthcare Management
- Health Policy
- Health Services
- Healthcare Marketing
- Health Tourism
- Management
- Healthcare Quality

AWARDS

- ABD Federation of Business Disciplines 2009 Annual conference **“FBD Distinguished Paper Award”** ve **“ACME Best of Track Paper Award”**

-ABD Federation of Business Disciplines, 2018 Annual Conference **“FBD Distinguished Paper Award”** ve **“ACME Best of Track Paper Award”**,

-8 th International Health Tourism Congress, third best paper award, 2018, Turkey.

- Hospital Manager and Association of Health Volunteers Award, 2018, Turkey