

Tamar Shultz, PhD
29 Keren Kayamet St.
Kiryat Ono, 55216

Education:

- 1992-1999 Baruch College, CUNY Graduate School
PhD in Business
Dissertation: "Behavioral Tendencies of High Fear of Failure
Individuals in Variable Situational Conditions"
Advisor: Prof. Abraham Korman
- 1986-1992 Baruch College, CUNY Graduate School
Master of Business Administration
- 1983-1986 Tel-Aviv University, Recanati Management School
Studies towards an MA in Organizational Behavior
- 1979-1982 Tel-Aviv University, School of Social Sciences
BA in Political Sciences and Labor Studies

Professional Experience:

- 1996 – Today Netanya Academic College, The School of Behavioral Sciences
Lecturer
- 1993-200 The Open University of Israel, Evaluation and Training Dept.
Researcher
- 1992-1993 Geocartography, Ltd.
Researcher
- 1990-1992 AT&T, Personnel Selection and Testing, NJ
Consultant
- 1989-1990 IBM, Corporate Personnel Research, NY
Intern

Publications in Peer Reviewed Journals:

Yagil, D., & Shultz, T. (2017). Service with a conscience: moral dilemmas in customer service roles. *The Journal of Service Theory and Practice*, 27(3), 689-711.

Shultz, T. (2014) Evaluating Moral Issues in Motivation Theories: Lessons from Marketing and Advertising Practices. *Employee Responsibilities and Rights Journal*, 26(1), 1-20.

Sharoni, G., Tziner, A., Fein, E. C., Shultz, T., Shaul, K., & Zilberman, L. (2012). Organizational citizenship behavior and turnover intentions: Do organizational culture and justice moderate their relationship? *Journal of Applied Social Psychology*, 42, 267-294.

Tziner, A., Shultz, T., & Fisher, T. (2008). Justice, leader-member exchange, and job performance: are their relationships mediated by organizational culture? *Psychological Reports*, 103, 516-526.

Brender-Ilan, Y. & Shultz, T. (2005). "Perceived fairness of the mystery customer method: comparing two employee evaluation practices." *Employees Responsibilities and Rights Journal*, 17, 4, 231-243.

Shultz, T. & Brender-Ilan, Y. (2004). "Beyond justice: Introducing personal moral philosophies to ethical evaluations of human resource practices". *Business Ethics: A European Review*, 13, 4, 302-313.

Papers presented in conferences:

Yagil, D., & Shultz, T. (2017). Service with a conscience: moral dilemmas in customer service roles. Paper presented at the European Business Ethics Network (EBEN) - Israel International Conference, Beer Sheva, Israel.

Yagil, D., & Shultz, T. (2016). Service with a conscience: moral dilemmas in customer service roles. Paper presented at the 5th Business macroResearch Conference, Paris, France.

Yagil, D., & Shultz, T. (2016). To serve or not to serve: Moral dilemmas and emotions in customer service roles. Paper presented at the 3rd Israel Organizational Behavior Conference (IOBC), Tel-Aviv, Israel.

Shultz, T. (2012). Evaluating Moral Issues in Motivation Theories: Lessons from Marketing and Advertising Practices. Paper presented the 12th Annual Conference of the European Academy of Management, Rotterdam.

Shultz, T., Weismal-Manor, R., Dori, N., & Enoch, A. (2011). Guild players at work: do net gamers really behave differently at work? A comparative study among Israeli youth. Paper presented at the 42nd Conference of the Israeli Sociological Association, Tel-Aviv.

Shultz, T., Bishara, A., & Malihy, H. (2009). Moral distress among service providers: measurement development and validation. EBEN 2009 Research Conference, Beer-Sheva, Israel.

Shultz, T., David, H., & Tolpin, V. (2009). Turnover intentions among call center employees: the role of ethical, cultural and monetary values. 22nd EBEN Annual Conference, Athens, Greece

Tziner, A., Fisher, T., & Shultz, T. (2008). Justice, leader-member exchange, and job performance: Are their relationships mediated by organizational culture? Eastern Academy of Management, 45th Annual Meeting, Washington, DC.

Articles published in proceedings:

Shultz, T., David, H., & Tolpin, V. (2009). Turnover intentions among call center employees: the role of ethical, cultural and monetary values. 22nd EBEN Annual Conference, Athens, Greece.

Tziner, A., Fisher, T., & Shultz, T. (2008). Justice, leader-member exchange, and job performance: Are their relationships mediated by organizational culture? Eastern Academy of Management, 45th Annual Meeting, Washington, DC.

Shultz, T. & Brender-Ilan, Y. (2004). "Beyond fairness: Introducing personal moral philosophies to ethical evaluations of HR practices". The 8th European Business Ethics Network – UK Association Annual Conference and The 6th Ethics and Human Resources Management Conference.

Shultz, T. Kurtz, G., Friedman, B. and Alberton, Y. (1997). "The use of technology to evaluate technology: Theoretical and practical im[lications]". 18th World Conference for Distance Education, Pennsylvania, U.S.A.

Shultz, T., Ganor M. (1995). "Are you being served? A model for the evaluation of the delivery process in distance education", in D. Stewart (ed.) One World Many Voices: Quality in Open and Distance Learning, Vol. 2. pp. 223-226. World Conference for Distance Education, Birmingham, England.

Publications in non peered reviewed Journal:

Shultz, T. (2008). Local characteristics of diversity climate: a survey among Israeli employees. Behavior In Business, 3, 36-38. (In Hebrew).

Shultz, T. (2007). Autonomy, privacy and control: ethical perspectives on the technological influences on HRM. Behavior in Business, 1, 33-36. (In Hebrew).

Shultz, T. (2006). A different view at motivation theories: what can we learn from critiques of advertising techniques. Behavior in Business, 2, 18-23 (in Hebrew).

Shultz, T. (2001). Justice perceptions in work organizations. Human Resources, 165, 6, 8-13. (In Hebrew).

Work in progress:

Shultz, T. Further development and validation of a moral distress questionnaire.

Shultz, T., & Yagil, D. Coping strategies of sales representative dealing with moral dilemmas.

Shultz, T. Meaningful work: antecedents and consequences.

Additional Academic Activities:

Reviewer for the European Academy of Management Conferences.

Referee for the journals "Business Ethics: A European Review", "Journal of Business Ethics".

Referee for the special issue of ethics in HRM in the Journal of Business Ethics. (2011).

2005-2009 Editor and publisher of the journal "Behavior in Business", an annual journal published in cooperation with the school of Business Administration at the Netanya Academic College.