

CURRICULUM VITAE

PERSONAL INFORMATION

Name	Nevenka Čavlek
Work Address	Faculty of Economics & Business University of Zagreb Trg J. F. Kennedyja 6 10 000 Zagreb Croatia
Office Telephone	+385 1 2383 244
Office Fax	+385 1 2335 633
E-mail	ncavlek@efzg.hr
Website	www.efzg.hr/ncavlek
Sex/Date of birth/Nationality	F, 12/10/1958, Croatian

WORK EXPERIENCE

- Position, Name and Address of Employer, and Dates (from – to)
 - Full Professor, Department of Tourism, Faculty of Economics & Business, University of Zagreb, Croatia 2010- present
 - Associate Professor, Department of Tourism, Faculty of Economics & Business, University of Zagreb, Croatia 2001- 2005
 - Assistant Professor, Department of Tourism, Faculty of Economics & Business, University of Zagreb, Croatia 1997 – 2001
 - Research and Teaching Assistant, Department of Tourism, Faculty of Economics & Business, University of Zagreb, Croatia 1993 – 1997
 - Professional Associate, “ENICO” Group in Zagreb, 1992 – 1993
 - Deputy Director of BEMEXTOURS Representative Office in Zagreb, 1989 -1992
 - Institute of Physical Education in Croatia, Finance and Accounting Advisor, 1987 – 1989
 - Representative in Croatia during summer season German and British Tour Operating Companies and Reservations Officer in Phoenix Holidays office in London during winter season, 1983-1987

EDUCATION

- Degrees and Dates (from – to)
 - PhD, Social Sciences, Economics, Tourism, Faculty of Economics & Business, University of Zagreb, 1997
 - MSc, Tourism, Faculty of Economics & Business, University of Zagreb, 1988
 - BSc, Tourism, Faculty of Foreign Trade, University of Zagreb, 1977/78 – 1980/81

For below, only 01/2011– 02/2018

REFEREED PUBLICATIONS

(most recent on top)

1. Čavlek, N., Ladkin, A., and Willis, C. (2017). All at Sea: Sustaining livelihoods through maritime tourism in Croatia. *African Journal for Physical Activity and Health Sciences*, June (supplement), 66-88.
2. Čavlek, N. (2017).
Boris Vukonić: symbiosis of symmetry and balance. // *Anatolia – An International Journal of Tourism and Hospitality Research*. Pp. 1-7, Published online 21/7, 2016.
DOI: 10.1080/13032917.2016.1209399
3. Salem, I. & Čavlek, N. (2016).
Evaluation of hotel website contents: existence-importance analysis. // *Journal of Hospitality and Tourism Technology*, 7(4):366-389, DOI:10.1108/JHTT-04-2016-0020
4. Čavlek, N. (2016).
Boris Vukonić: symbiosis of symmetry and balance. // *Anatolia – An International Journal of Tourism and Hospitality Research*. Pp. 1-7, Published online 21/7, 2016.
DOI: 10.1080/13032917.2016.1209399
5. Arcodia, Charles; Čavlek, Nevenka; Abreu-Novais, Margarida.
Factors influencing motivations and expectations of field trip attendance. // *Current Issues in Tourism*. 17 (2014) , 10; 856-861
6. Čavlek, Nevenka.
Tour Operator Marketing Strategies: From “Made by Tour Operators” to “Made by Tourism”. // *Tourism Tribune*. 28 (2013) , 2; 12-15
7. Spremić, Mario; Jaković, Božidar; Načinović Braje, Ivana; Čavlek, Nevenka.
The impact of the Enterprise Resource Planning Systems On Company's E-business Efficiency. // *The Business Review*. 2 (2013) , 1; 276-282
8. Načinović, Ivana; Galetić, Lovorka; Čavlek, Nevenka.
Deciphering Corporate Culture Values under Different Environmental Conditions. // *International Journal of Education and Information Technologies*. 6 (2012) ; 217-224

REFEREED BOOK CHAPTERS

(most recent on top)

1. Čavlek, N. (2017).
Communist Connections? Chinese Tourists in Croatia // *The World Meets Asian Tourists/* P.L. Pearce & M-Y. Wu (eds). Emerald: Bingley, pp. 213- 230. ISBN: 978-1-78560-219-1; ISSN: 2042-1443 (Series).
2. Čavlek, N. (2015).
Experiential Learning in Tourism Education: The Case of ITHAS // *Tourism Education: Global Issues and Trends /* Sheldon, Pauline J.; Hsu, Cathy H.C. (eds.). Bingley: Emerald, Pp. 101-113.
3. Čavlek, N. (2013).
Travel and Tourism Intermediaries: Their Changing Role // *Handbook of Tourism Economics: Analysis, New Applications and Case Studies /* Tisdell, Clement Allan (eds.). Singapore: World Scientific Publishing Co. Pte. Ltd., 2013. pp. 191-206.
4. Čavlek, N. (2011).
My Fascination with Tourism // *The Discovery of Tourism Economics /* Dwyer, Larry (eds.). Bingley, UK: Emerald, 2011. pp. 15-29.

SCHOLARLY BOOKS

(most recent on top)

1. Čavlek, Nevenka; Bartoluci, Mato; Prebežac, Darko; Kesar, Oliver. **Turizam – ekonomske osnove i organizacijski sustav.** Zagreb: Školska knjiga, 2011.

INTERNATIONAL CONFERENCE

PRESENTATIONS (includes

Abstracts and Proceedings, most recent on top)

1. Čavlek, Nevenka; Krajinović, Vanja & Cohen, Erik.

Tourism education on the move: Studying, touring and socializing in the "Academy at Sea"//RC50 In-Between Conference 2016: Tourism Paradoxes: Challenges to Scholarship and Practice, April 5-8, 2016, Chiang Mai, Thailand. NHTV Breda University of Applied Sciences; University of Otago, Department of Tourism, New Zealand; Chiang Mai University and ISA.

2. Salem, Islam & Čavlek, Nevenka.

Evaluation of Hotel Website Contents: Importance- Existence Analysis// the 3rd World Research Summit for Tourism and Hospitality and 1st USA-China Tourism Research Summit: Transforming Partnerships 2015 December 15-19, 2015, UCF Rosen College of Hospitality Management, Orlando, Florida, USA.

3. Budimski, Vanja; Čavlek, Nevenka; Ferjanić Hodak, Danijela.

Challenges in Choosing the Key Indicators for Measuring Sustainable Tourism

Development // 7th International Conference: An Enterprise Odyssey: Leadership, Innovation and Development for Responsible Economy/ Galetić, Lovorka ; Spremić, Mario ; Šimurina, Jurica (ur.). Zagreb : Ekonomski fakultet Zagreb, 2014. 1299-1306

4. Čavlek, Nevenka; Budimski, Vanja; Ferjanić Hodak, Danijela.

Entrepreneurial Activities as a Factor of Ecotourism Development: The Case of the Plitvice Lakes National Park, Croatia // 14th EBES Conference - Barcelona Program and Abstract Book / Jonathan Batten (ur.). Istanbul : EBES Publications, 2014. 1838-1845

5. Čavlek, Nevenka; Vlahov, Antonio; Krnajski Hršak, Vera.

Tour Operating Business: Survival or Revival? // 14th EBES Conference - Barcelona 2014. Barcelona, 2014. 1928-1937

6. Ferjanić Hodak, Danijela; Budimski, Vanja; Čavlek, Nevenka.

Revitalization of Heritage for Revitalization of Tourism // Heritage, Tourism and Hospitality International Conference (HTHIC) 2014. Istanbul: Bogazici University, 2014. 167-176

7. Vlahov, Antonio; Čavlek, Nevenka; Krnajski Hršak, Vera.

CONVERTING SURVIVING BUILDINGS INTO HERITAGE HOTELS: THE CASE OF CROATIA // Heritage, Tourism and Hospitality International Conference 2014.

Istanbul: Boğaziçi University, Erasmus University, Adnan Menderes University and Elgin & Co., 2014. 177-186

8. Načinović, Ivana; Galetić, Lovorka; Čavlek, Nevenka.

The Role of External Environmental Conditions in Shaping Corporate Culture Values: Case of Croatia // Recent Advances in Business Administration, Proceedings of the 6th WSEAS

International Conference on Business Administration (ICBA'12) / Manoj, K. Jha., Lazard, M., Zaharim, A., Sopian, K. (ur.). WSEAS Press, 2012. 137-142

9. Načinović, Ivana; Galetić, Lovorka; Čavlek, Nevenka.

The Role of External Environmental Conditions in Shaping Corporate Culture Values: Case of Croatia // Recent Advances in Business Administration, Proceedings of the 6th WSEAS

International Conference on Business Administration (ICBA'12) / Manoj, K. Jha., Lazard, M., Zaharim, A., Sopian, K. (ur.). WSEAS Press, 2012. 137-142

SCHOLARLY SEMINAR

PRESENTATIONS (most recent on top)

Taking part in ERASMUS + Staff mobility for teaching within HE Staff Mobility Agreement between University of Zagreb and the University de Quintana Roo (August 24-31, 2017).

Exchanging the teaching practices and introducing an innovative teaching method for doctorate students in "Cultural and Social Studies in Mesoamerica and the Caribbean" (ECSOMECA).

Co-supervision with Dr. Julio Cesar Roberos Jimenez of a PhD student within the Joint Doctoral Thesis Agreement (Co-Tutelle de These) between the University of Zagreb, Croatia and the University of Quintana Roo, (ESCOMECA) (2014/2015)

Seminar for students, and tourism professionals on Experiential learning in tourism education: the case of ITHAS, German University of Technology, Muscat, Oman, 15 December, 2015. (News reports about the even in the major printed and e-media in Oman).

Invited lecture at the University of Quintana Roo: "The Reinvention of Tour Operating Business: Illusion or Reality?" Cozumel, Mexico, April, 2015.

Organiser of experiential learning (intensive study modules lasting 8 days) in the field of tourism – INTERNATIONAL TOURISM AND HOSPITALITY ACADEMY AT SEE (ITHAS) since 2005

SCHOLARLY ACTIVITIES (journal referee, Editorships, Conference Discussant, Session chair, and/or Reviewer, Membership in Program / Organizing Committee, etc. most recent on top)

- Since 2006 **Editor-in-Chief of *Acta Turistica***
- **Head of Specialist Postgraduate Studies in Tourism Management**
- **Editorial Board Member of 4 international journals: *Tourism Economics*; *International Journal of Tourism Research*; *Advances in Hospitality & Tourism Research*; *Tourismos Journal***
- **Referee** for yearly best paper award for the journal *Tourism Economics* (IP Publishing, London) (2013-2016); **Reviewer: *An Enterprise Odyssey: Leadership, Innovation and Development for Responsible Economy*** (2012, 2014, 2016); **Reviewer** of a book chapter: *Cultural diplomacy and entrepreneurship as a means for image restoration: The case of Israel*, for the book ***Harnessing Cultural Entrepreneurship for Place Branding*** (2014)
- **Reviewer of the book: *Trends in European Tourism Planning and Organisation (Aspects of Tourism)***, Channel View Publications (2013), by Carlos Costa (Author, Editor), Emese Panyik (Editor), Dimitrios Buhalis (Editor)
- **Reviewer** for the journals: ***Tourism Economics*; *Current Issues in Tourism*; *International Journal of Tourism Research***
- **Chair of the Organizing Committee** of the International Conference *An Enterprise Odyssey*, 2017 -
- **Member of the Organizing Committee** of the International Conference *An Enterprise Odyssey*, 2004 – 2016
- **President of the Programme Committee and Member of the Organising Committee** of the International Conference "Myths of Tourism, Zadar, Croatia, 9-12 May, 2013
- **Member of the Scientific Committee** of The t-Forum, Mallorca 2018
- **Member of HTHIC2017 Scientific Committee** of the Heritage, Tourism and Hospitality, International Conference 2017, Pori, Finland, 27-29 September.
- **Member of the Scientific Committee** of The t-Forum Global Conference: Tourism Intelligence in Action, Naples, 4-7 May, 2015, Italy
- **Member of the International Scientific Committee** of The 2nd Advances in Hospitality & Tourism Marketing and Management Conference (AHTMM 2012), Corfu, Greece
- **Session Chair** at the t-Forum, Palma de Mallorca, March 12-14, 2018 and a reviewer of the papers for the **Best Paper Award**
- **Session Chair** at *An Enterprise Odyssey: Leadership, Innovation and Development for Responsible Economy* (2012, 2014).
- **Session Chair** at the 2nd Advances in Hospitality & Tourism Marketing and Management Conference (AHTMM 2012), Corfu, Greece

STUDENT MENTORING (PRIMARY)

PhD Theses:

Branko Bogunović, Utjecaj strategija cijena u hotelijerstvu na lanac vrijednosti i uspješnost turističkih destinacija (The influence of price strategies in hotel industry on the value chain and success of tourism destinations), 2016

Ingeborg Matečić, The Influence of Tangible Cultural Heritage on the Economic Sustainability of a Tourism Destination, 2015. Research conducted and thesis defended at the University of Quintana Roo, within "Cultural and Social Studies in Mesoamerica and the Caribbean" - ECSOMECA (co-supervision with Dr. Julio Cesar Roberos Jimenez).

Antonio Vlahov, Utjecaj strateškog udruživanja na uspješnost poslovanja malih i obiteljskih hotela (The Impact of strategic alliances on business efficiency of small and family hotels), 2012.

Božena Krce Miočić, Valorizacija ekonomskih komponenti razvoja nautičkog turizma (*Valorisation of Economic Components of Nautical Tourism Development*), 2011

Marija Dragičević, Utjecaj implementacije sustava kvalitete na poslovanje hotelskih poduzeća u Republici Hrvatskoj (The Influence of Quality System Implementation on business performance of hotel companies in Croatia), 2010

MA Theses: 4 (2014); 2 (2013).

BA Theses: 3 (2011); 4 (2012); 4 (2013); 1 (2014); 2 (2015); 2(2016); 1 (2017)

GRANTS RECEIVED AND MEMBERSHIP IN RESEARCH

Grants from the University of Zagreb (2017, 2016, 2015 and 2013). Project: *Empirical*

PROJECTS (most recent on top)

evaluation of experiential learning in tourism, Project leader.

Grant from Fund for University Development: *project International Tourism & Hospitality Academy at Sea (ITHAS)*, 2012 – 2013, Project leader.

Grant from the Ministry of Science and Sports of the Republic of Croatia: Project MZOŠ 067-0672288-2497, Project leader. Project closed in 2011.

ACADEMIC SERVICE (DATES)

VICE DEAN FOR INTERNATIONAL RELATIONS, FEB, UNIVERSITY OF ZAGREB, 2010-2014

CHAIR OF COMMITTEE FOR POST-GRADUATE SPECIALIST STUDIES AT THE UNIVERSITY OF ZAGREB, 2014 –

MEMBER OF SCIENCE AND INTERNATIONAL COOPERATION COMMITTEE AT THE UNIVERSITY OF ZAGREB (2014 -

MEMBER OF INTERNATIONAL COOPERATION COMMITTEE AT THE UNIVERSITY OF ZAGREB (2006- 2014)

MEMBER OF COMMITTEE FOR POST-GRADUATE SPECIALIST STUDIES AT THE UNIVERSITY OF ZAGREB, 2006-2014

HEAD OF TOURISM DEPARTMENT, FEB, UNIVERSITY OF ZAGREB, 2006-2010

PROFESSIONAL ENGAGEMENT

(e.g. membership in Board of Directors, non-scholarly presentations to Business Groups/State Ministries, etc., relevant to scholarly expertise. most recent on top)

1. Chair of an EPAS (EFMD) Peer Review Accreditation Visit to University of Kempten, Professional School of Business and Technology (PBST), February 2018.
2. Member of an EPAS (EFMD) Peer Review Accreditation Visit to La Trobe Business School, La Trobe University, May, 2017, Melbourne, Australia
3. Member of an EPAS (EFMD) Peer Review Accreditation Visit to Sheffield Business School, Sheffield Hallam University, November/December, 2016, UK
4. Member of an EPAS (EFMD) Peer Review Accreditation Visit to ALTIS, Tangaza University College, January 2016, Nairobi, Kenya.
5. Member of an International Peer Review Team for the national accreditation of the Public University Prishtina, „Hasan Prishtina“, Faculty of Economics, Doctoral Programme Accreditation, August, 2015, Prishtina, Kosovo.
6. Member of an International Peer Review Team for the national accreditation of the Public University Prishtina, „Hasan Prishtina“, Faculty of Economics programme accreditation, July 2015, Prishtina, Kosovo.
7. Member of an EPAS (EFMD) Peer Review Accreditation Visit to Guilford Glazer Faculty of Business & Management, Ben Gurion University of Negev, Beer Sheva, Israel, March 2015.
8. Member of Sector Committee X. Tourism and hospitality (2015 -)
9. Lectures at the International Summer School of Cultural Tourism, organized by the University of Zadar. „The Role of Tour Operators and Travel Agencies in Creation of Destination of Cultural Tourism“. Project **RC.1.1.05-0117**, Zadar, 29 August, 2015.
10. Panelist in a Panel Discussion on issues regarding Destination Management Companies - organized by the Croatian Association of Travel Agencies and the Croatian Tourist Board, Zagreb, November 2014.
11. EPAS accreditation and re-accreditation project leader for the BDiB programme at the Faculty of Economics & Business, University of Zagreb (2013, 2010).
12. Training on Sales and Distribution for tourism practitioners organized by Croatian Tourist Board and held in Zagreb, Osijek, Zadar, Split, Dubrovnik and Opatija (from July – October 2013)
13. Training for Croatian Travel Agency Managers on Customer Protection (Dubrovnik, May, 2011)

AWARDS

AWARD FOR SPECIAL CONTRIBUTION TO THE SCIENTIFIC PRODUCTION AT THE FACULTY OF ECONOMICS & BUSINESS FOR THE MOST CITED ARTICLE IN WOS DATABASE IN 2017.

AWARD FOR SPECIAL CONTRIBUTION TO THE SCIENTIFIC PRODUCTION AT THE FACULTY OF ECONOMICS & BUSINESS FOR THE MOST CITED ARTICLE IN WOS DATABASE IN 2016.

AWARD FOR SPECIAL CONTRIBUTION TO THE SCIENTIFIC PRODUCTION AT THE FACULTY OF ECONOMICS & BUSINESS FOR THE MOST CITED ARTICLE IN WOS DATABASE IN 2015.

INCLUDED IN THE EMERALD'S BOOK OF THE PERSONAL HISTORIES OF THE WORLD'S LEADING TOURISM ECONOMISTS. *THE DISCOVERY OF TOURISM ECONOMICS*, ED. L. DWYER, EMERALD (2011).

"MIJO MIRKOVIĆ" AWARD FOR THE UNIVERSITY COURSE BOOK "TURIZAM - EKONOMSKE OSNOVE I ORGANIZACIJSKI SUSTAV", 2011

MEMBERSHIP IN PROFESSIONAL ASSOCIATIONS

MEMBER OF THE INTERNATIONAL ASSOCIATION OF SCIENTIFIC EXPERTS IN TOURISM (AIEST)

MEMBER OF THE SCIENTIFIC COUNCIL FOR TOURISM OF THE CROATIAN ACADEMY OF SCIENCE AND ARTS

MEMBER OF FIJET (Fédération Internationale des Journalistes et Écrivains du Tourisme)

HONORARY MEMBER OF THE CROATIAN SOCIETY OF INDEPENDENT TRAVEL AGENCY ASSOCIATION