

ANAT RAFAELI

UPDATED July 2019

ACADEMIC APPOINTMENTS

1999 - Yigal Alon Chair of People at Work
Full Professor
Faculty of Industrial Engineering and Management
Technion

MEMBERSHIP IN PROFESSIONAL SOCIETIES

Academy of Management
American Psychological Society
European Association of Work and Organization Psychology
International Association of Applied Psychology
Society of Industrial and Organizational Psychology
International Society of Research on Emotion

GRADUATE STUDENTS

Completed Theses (past five years)

Yael Shababo MA in Behavioral Sciences and Management
Thesis: Staff reactions to Patient Aggression
(Dec 2014)

Dorit Efrat PhD in Behavioral Sciences and Management
Thesis: Anger and helplessness cycles
(Dec 2014)

Nava Michael-Tsabari PhD in Psychology
Thesis: Emotion dynamics in Family Firms
(Dec 2014)

Yaakov Rosenfeld MA in Psychology
Thesis: Complex emotions in Family Firms
(Dec 2014)

Elie Eizner MA in Psychology
Thesis: A Self-Other Perspective on Rewarding Anger
(Dec 2016)

Daniel Altman MA in psychology
Thesis: Modeling Human Reaction to Emotion Expressed by Others: A
Non-obtrusive Examination of Frontline Service Employees
(February 2017)

David Spivak MA in Psychology

Thesis: The Effects of Emotion Exchanges on Customer Satisfaction in
Twitter Customer Service Interactions
(February 2017)

Shelly Ashtar MA in psychology
Thesis: The effect of customer emotion and work demands on employee
unscheduled breaks: An investigation of chat-based customer service
(February 2017)

Monika Westpahl MA in psychology
Thesis: The effect of time information in online queues
(October 2017)

Galia Bar MA in Psychology
Thesis: The Effects of Apologies on Customer Satisfaction in Twitter
Customer Service Interactions
(December 2017)

Ron Ishai PhD in Psychology
Thesis: Degree of Conflict Resolution as a new construct
(May 2019)

PhD Students in Progress

Daniel Altman PhD in psychology
Topic: The Effects of Emotional Load on Frontline Service Employees
(Projected graduation 2020)

Shelly Ashtar PhD in psychology
Topic: Disecting service interactions: The effects of customer emotion
dynamics on frontline employees and service outcomes (Projected
graduation 2020)

Monika Westpahl PhD in psychology
Thesis: Transparency in healthcare service
(Projected graduation October 2021)

Alina Shaulov MA in psychology
Thesis: Employee voice re customer anger
(Projected graduation October 2019)

RESEARCH GRANTS (*past 3 years*)

Bank Hapoalim Customer emotion and employee performance. (\$45,000, With
Tamir Hazan and Roi Reichart 2 year grant, 2017-2018; 20%)

AOL Inc. "Assessing emotion and customers satisfaction in online Twitter service
interactions." (3 year grant, \$25,000 a year, total of \$75,000, 2015-2017 30%)

Israel Ministry of Science Effects of Information Provision to patients in an
ED." (with Galit Yom Tov and Avi Parush) (3 year grant, \$25,000 a year, total of
\$75,000, 2015-2018; 30%)

National Institute of Health Policy. "Dynamically Updated Information to ER Medical patients." (with Galit Yom Tov and Avi Parush, 2 year grant, 150,000 NIS each year 2016-2018; 30%).

National Institute of Health Policy. "Reducing Aggression toward Hospital ER Medical Staff." (2 year grant, 150,000 NIS each year 2014-2016; 40%).

Israel Science Foundation: Values, offenses and aggression: a group and individual level multi-culture analysis of aggression toward medical service providers .(324,000 NIS, 2014-2017;40%)

LIST OF PUBLICATIONS

Refereed Papers (past 3 years; * designates collaboration with a student)

1. *Severance, L. Lan Bui Wrozosinska, Gelfand, M., Rafaeli, A. and others (2013) The Psychological Structure of Aggression Across Cultures. *Journal of Organizational Behavior*, 34(6), 835-865.
2. Shapira, C., A. Rafaeli, I. Vilnai-Yavetz and M. Druker (2013). "Reactions of hospital medical doctors in Israel on time clocks", *Fifth International Jerusalem Conference on Health Policy*. P. A. Israeli and P. A. Garber. Jerusalem, Israel
3. *Nouri, R., Erez, M., Rockstuhl, T., Ang, S., Leshem, L. and Rafaeli, A. (2013) Taking the Bite Out of Culture: The Impact of Task Structure and Task Type on Overcoming Impediments to Cross-Cultural Team Performance" *Journal of Organizational Behavior*.
4. *Factor, R., Mahalel, D., Rafaeli, A. Williams, D.R. A social resistance model for delinquent behavior among non-dominant minority groups. *British Journal of Criminology*, 2013.
5. Rafaeli, A. (2013). Emotion in organizations: Considerations for family firms. *Entrepreneurship Research Journal*, 3, 3, 295–300.
6. *Factor, R., Mahalel, D., Rafaeli, A. (2014) Health Behaviors and Social Resistance of Non-Dominant Minority Groups. *Ethnicity and Health*
7. *Rafaeli, A., D. Altman, D. Gremler, M.H. Huang, D. Grewal, B. Iyer, A. Parasuraman, and K. de Ruyter (2016), "The Future of Frontline Research: Invited Commentaries," *Journal of Service Research*.
8. *Shapira, C., Vilnai-Yavetz, I., Rafaeli, A. & Druker, M. (2016). Time clock requirements for hospital physicians. *Health Policy* (IF: 1.907; 5-year IF: 2.070).
9. *Yechiam E, Telpaz A, Krupenia S, and Rafaeli A (2016). Unhappiness intensifies the avoidance of frequent losses while happiness overcomes it. *Frontiers in Psychology*.
10. Herzig, J., Feigenblat, G., & Shmueli-scheuer, M. (2016). Predicting Customer Satisfaction in Customer Support Conversations in Social Media Using Affective

Features. *24th Conference on User Modeling, Adaptation and Personalization (UMAP 2016)*, 115–119. <http://doi.org/10.1145/2930238.2930285>

11. * Henkel, A. Rafaeli, A. (2017) The Social Dimension of Service Interactions: Observer Reactions to Customer Incivility. *Journal of Service Research*, 20,2.
12. *Galit B. Yom-Tov, Shelly Ashtar, Daniel Altman, Michael Natapov, Neta Barkay, Monika Westphal, and Anat Rafaeli. 2018. Customer Sentiment in Web-Based Service Interactions: Automated Analyses and New Insights. In *WWW '18 Companion: The 2018 Web Conference Companion*, April 23–27, 2018, Lyon, France. ACM, New York, NY, USA, 8 pages.
13. DeCelles, K., DeVoe, S., Rafaeli, A., Agasi, S. (2018) Helping to Reduce Fights before Flights: How Environmental Stressors in Organizations Shape Customer Emotions and Customer-Employee Interactions. *Personnel Psychology*
14. Glickson, E., Kopelman, S., Wirtz, J., Rafaeli, A. (2019) "When and Why a Squeaker Wheel Gets More Grease: The Influence of Cultural Values and Anger Intensity on Customer Compensation." *Journal of Service Research*.
15. Efrat-Treister, D. Cheshin, A., Harari, D. Rafaeli, A. Agasi, S. Moriah, H. Admi, H. (2019) How psychology might alleviate violence in queues: Perceived future wait and perceived load moderate violence against service providers. *Plos ONE*.
16. Rafaeli, A. Altman, D. Ashtar, S. (2019) Digital Traces in research on human behavior. *Current Directions in Psychological Science*. 2019.

Books

17. *Emotions in Organizations* (in Hebrew) Open University Text Book and Student Study Guide (2017, co-written with Varda Vasserman)

Conference Talks (past 3 years)

- Fights Before Flights: A Stressor-Strain Framework of Predictors of Customer Mistreatment
Academy of Management Meeting, Los Angeles, 2016
- Effects of Customer Anger on Employee Response Time
Academy of Management Meeting, Atlanta, 2017.
- Customer Emotions and Employee Unscheduled Breaks
Frontiers in Service Management and Marketing, New York, 2017
- Anger of one member and performance of the whole team.
Academy of Management, Philadelphia, 2017
- New Insights on emotion in customer service: An automated tool and new analyses
International Association of Conflict Management, Berlin, 2017.
- Connecting customer emotion to service operations
Behavioral Operations, (INFORMS), Boston, 2017.
- Customer emotions influence service agents response time to customers.
Academy of Management, Chicago, 2018.

Customer emotions hinder time and quality of service agents responses to customers.
Hawaii International Conference on Service Systems, (HICSS), Hawaii, 2018.

New data, tools and insights on emotion in customer service. Frontiers in Service Science, Singapore 2019

Transparency in development of a novel platform for informing ED patients about medical journeys. Technology, Mind and Society, 2019