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Research Interests

The determinants of organizational performance
Organizational identity
Leadership development
Management in highly institutionalized contexts

Academic Qualifications

University/Institution	Type	Degree	Period
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ISCTE-IUL - Instituto Superior Ciências Trabalho e da Empresa	PhD	Gestão	2005
ISCTE-IUL - Instituto Superior Ciências Trabalho e da Empresa	M.Sc.	Psicologia Social e Organizacional	1995
Instituto Superior Psicologia Aplicada	Licenciate	Psicologia	1989

External Professional Activities

Period	Employer	Country	Description
2015 - 2015	Global-IUL	--	Consultancy: climate and culture study for an insurance company
2014 - 2014	Global-IUL	--	Consultancy: climate and culture study for an insurance company
2014 - 2015	INDEG-Projetos	--	Action learning: promoting entrepreneurial culture for a retail company
2011 - 2011	Global-IUL	--	Consultancy: identifying the determinants of performance for a governmental agency
2011 - 2013	ISCTE-IUL	--	Consultancy: assessing the effectiveness of professional training
2011 - 2011	Global-IUL	--	Consultancy: measuring perceived quality and satisfaction with a governmental agency

Other Professional Activities

Period	Activity Type	Activity Description	More Info URL
2021	Documented continuing professional education experiences	Formação em liderança para futuros líderes na administração pública (INA, 12 horas)	--
2021	Consulting activities	Conceção e aplicação de um programa de desenvolvimento da liderança para uma instituição nacional	--
2021	Documented continuing professional education experiences	Formação em liderança para altos dirigentes da administração pública (INA-20 horas)	--
2019 - 2020	Consulting activities	Conceção e aplicação de um programa de desenvolvimento da liderança para uma instituição nacional	--
2020	Consulting activities	Conceção e aplicação de um programa de desenvolvimento da liderança para uma instituição nacional	--
2018 - 2020	Consulting activities	Conceção e aplicação de um programa de desenvolvimento da liderança para uma instituição nacional	--

2018 - 2019	Consulting activities	Projeto de análise das causas do absentismo numa grande empresa nacional	--
2018	Consulting activities	Análise da imagem da uma plataforma de transportes multinacional	--
Since 2021	Service on Boards of Directors	Membro do conselho consultivo da YMCA Portugal	--

Teaching Activities

Teaching Year	Sem.	Course Name	Degree(s)	Coord
2026/2027	2º	Human Resources Strategic Management in Media		Yes
2026/2027	2º	Strategic Human Resource Management	Master Degree in Management;	Yes
2026/2027	1º	Organization and Design of the Research Project in Business Administration	Doctorate Degree (PhD) in Business Administration;	Yes
2026/2027	1º	Organizational Communication		Yes
2026/2027	1º	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2026/2027	1º	Quality and Safety		Yes
2026/2027	1º	Research Seminar in Health Services Management	Master Degree in Health Services Management;	Yes
2026/2027	1º	Leadership Identity Development	Institutional Degree in ISCTE Business School;	Yes
2026/2027	1º	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2025/2026	2º	Human Resources Strategic Management in Media		Yes
2025/2026	2º	Strategic Human Resource Management	Master Degree in Management;	Yes
2025/2026	1º	Organization and Design of the Research Project in Business Administration	Doctorate Degree (PhD) in Business Administration;	Yes
2025/2026	1º	Master Dissertation in Health Services Management		Yes

2025/2026	1°	Master Project in Management of Health Services		Yes
2025/2026	1°	Organizational Communication		Yes
2025/2026	1°	Team Leadership and Conflict Management	Post Graduation Program in Health Services Management; Master Degree in Applied Management in Healthcare;	Yes
2025/2026	1°	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership; Post Graduation Program in Management for Healthcare Professionals;	Yes
2025/2026	1°	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2025/2026	1°	Quality and Safety		Yes
2025/2026	1°	Research Seminar in Health Services Management	Master Degree in Health Services Management;	Yes
2025/2026	1°	Leadership Identity Development	Institutional Degree in ISCTE Business School;	Yes
2025/2026	1°	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2024/2025	2°	Human Resources Strategic Management in Media		Yes
2024/2025	2°	Strategic Human Resource Management	Master Degree in Management;	Yes
2024/2025	1°	Organization and Design of the Research Project in Business Administration	Doctorate Degree (PhD) in Business Administration;	Yes
2024/2025	1°	Master Dissertation in Health Services Management		Yes
2024/2025	1°	Organizational Communication		Yes
2024/2025	1°	Team Leadership and Conflict Management	Post Graduation Program in Health Services Management; Master Degree in Applied Management in Healthcare;	Yes
2024/2025	1°	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership; Post Graduation Program in Management for Healthcare Professionals;	Yes
2024/2025	1°	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2024/2025	1°	Quality and Safety	Master Degree in Health Services Management;	Yes

2024/2025	1°	Research Seminar in Health Services Management	Master Degree in Health Services Management;	Yes
2024/2025	1°	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2023/2024	2°	Human Resources Strategic Management in Media		Yes
2023/2024	2°	Strategic Human Resource Management	Master Degree in Management;	Yes
2023/2024	1°	Organization and Design of the Research Project in Business Administration	Doctorate Degree (PhD) in Business Administration;	Yes
2023/2024	1°	Organizational Communication		Yes
2023/2024	1°	Team Leadership and Conflict Management	Post Graduation Program in Health Services Management;	Yes
2023/2024	1°	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership; Post Graduation Program in Management for Healthcare Professionals;	Yes
2023/2024	1°	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2023/2024	1°	Quality and Safety	Master Degree in Health Services Management;	Yes
2023/2024	1°	Research Seminar in Health Services Management	Master Degree in Health Services Management;	Yes
2023/2024	1°	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2022/2023	2°	Master Dissertation in Health Services Management		Yes
2022/2023	2°	Master Project in Management of Health Services		Yes
2022/2023	2°	Human Resources Strategic Management in Media		Yes
2022/2023	2°	Strategic Human Resource Management	Master Degree in Management;	Yes
2022/2023	1°	Organization and Design of the Research Project in Business Administration	Doctorate Degree (PhD) in Business Administration;	Yes

2022/2023	1°	Human Resources Management		Yes
2022/2023	1°	Master Dissertation in Health Services Management		Yes
2022/2023	1°	Master Project in Management of Health Services		Yes
2022/2023	1°	Organizational Communication		Yes
2022/2023	1°	Team Leadership and Conflict Management	Post Graduation Program in Health Services Management;	Yes
2022/2023	1°	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership; Post Graduation Program in Management for Healthcare Professionals;	Yes
2022/2023	1°	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership; Post Graduation Program in Management for Healthcare Professionals;	Yes
2022/2023	1°	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2022/2023	1°	Quality and Safety		Yes
2022/2023	1°	Research Seminar in Health Services Management	Master Degree in Health Services Management;	Yes
2022/2023	1°	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2021/2022	2°	Master Dissertation in Health Services Management		Yes
2021/2022	2°	Human Resources Strategic Management in Media		Yes
2021/2022	2°	International Human Resources Management		Yes
2021/2022	2°	Strategic Human Resource Management	Master Degree in Management;	Yes
2021/2022	1°	Organization and Design of the Research Project in Business Administration	Doctorate Degree (PhD) in Business Administration;	Yes
2021/2022	1°	Master Dissertation in Health Services Management		Yes
2021/2022	1°	Research Seminar in Health Services Management		Yes

2021/2022	1°	Organizational Communication		Yes
2021/2022	1°	Team Leadership and Conflict Management	Post Graduation Program in Health Services Management;	Yes
2021/2022	1°	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership; Post Graduation Program in Management for Healthcare Professionals;	Yes
2021/2022	1°	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership; Post Graduation Program in Management for Healthcare Professionals;	Yes
2021/2022	1°	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2021/2022	1°	Healthcare Systems and Policies		Yes
2021/2022	1°	Quality and Safety		Yes
2021/2022	1°	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2020/2021	2°	Human Resources Management		Yes
2020/2021	2°	Master Dissertation in Health Services Management		Yes
2020/2021	2°	Master Project in Management of Health Services		Yes
2020/2021	2°	Strategic Personnel Management and Innovation	Post Graduation Program in Management for Healthcare Professionals;	Yes
2020/2021	2°	International Human Resources Management		Yes
2020/2021	2°	Strategic Human Resource Management	Master Degree in Management;	Yes
2020/2021	1°	Advanced Topics in Management I		No
2020/2021	1°	Organization and Design of the Research Project in Business Administration	Doctorate Degree (PhD) in Business Administration;	Yes
2020/2021	1°	Master Dissertation in Health Services Management		Yes
2020/2021	1°	Master Project in Management of Health Services		Yes

2020/2021	1º	Research Seminar in Health Services Management		Yes
2020/2021	1º	Organizational Communication		Yes
2020/2021	1º	Team Leadership and Conflict Management	Post Graduation Program in Health Services Management;	Yes
2020/2021	1º	Strategic Personnel Management and Innovation	Post Graduation Program in People Management and Leadership;	Yes
2020/2021	1º	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2020/2021	1º	Healthcare Systems and Policies		Yes
2020/2021	1º	Quality and Safety		Yes
2020/2021	1º	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2019/2020	2º	Human Resources Management	Master Degree in Health Services Management;	Yes
2019/2020	2º	Strategic Personnel Management and Innovation	Post Graduation Program in Management for Healthcare Professionals;	Yes
2019/2020	2º	Strategic Human Resource Management	Master Degree in Management;	Yes
2019/2020	1º	Advanced Topics in Management I		No
2019/2020	1º	Organization and Design of the Research Project in Business Administration		Yes
2019/2020	1º	Specialization Seminar in Human Resources and Organizational Behavior		No
2019/2020	1º	Organizational Communication		Yes
2019/2020	1º	Strategic Personnel Management and Innovation		Yes
2019/2020	1º	Strategic and International Human Resource Management	Master Degree in Human Resource Management and Organizational Consultancy;	Yes
2019/2020	1º	Dualidade Técnico-Gestor		Yes
2019/2020	1º	Motivação Humana No Trabalho		Yes
2019/2020	1º	Liderança Em Contextos Complexos		Yes

2019/2020	1º	Leadership and Human Resources Management	Master Degree in Business Administration;	Yes
2018/2019	2º	Human Resources Management		Yes

Supervisions

• Ph.D. Thesis

- Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Vanessa Duarte Correia de Oliveira	Leadership development, under the lenses of organizational identity. An international non profit perspective	English	Developing	Iscte

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	João Miguel Oliveira Cotrim	Making Sense of the Sharing Economy - How and Why Stakeholders Grant Legitimation	English	Iscte	2021
2	Wojciech Jan Zytkowskiak	The evidence-based leadership development model for a large international organization	--	Iscte	2019
3	Arminda Godinho Rosa dos Reis	Uma abordagem motivacional da identidade organizacional: Estudos em torno de uma Antropomorfização	--	Iscte	2018
4	Paulo Cristiano do Nascimento Simões	Evolução das lógicas institucionais no campo da saúde em Portugal	--	Iscte	2017
5	Zhang Yongjun	An Empirical Study on the Influence of Government Transformational Leadership on Subordinates? Job Performance	--	Iscte	2016
6	Fernanda do Rosário Carneiro da Silva	Ser polícia: A dinâmica de construção da identidade de uma profissão	--	Iscte	2016
7	Olga Alexandra Romão Branco	O papel da Identidade Organizacional na Mudança Estratégica em Matéria de Ambiente: Estudo de Caso no Setor Químico Português	--	Iscte	2016
8	Generosa Gonçalves Simões do Nascimento	Os cuidados continuados de saúde em Portugal: perspectiva internacional, experiência do paciente na transição e sobrecarga dos cuidadores informais	--	Iscte	2016

9	Yang Yong	Influencing mechanisms of institutional changes on the organizational culture of SOSs in China: the case of Dongfang Turbine Co., Ltd	English	Iscte	2012
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• M.Sc. Dissertations

- Ongoing

	Student Name	Title/Topic	Language	Status	Institution
1	Baichen Dong	The Influence of Parents' Parenting Styles on Managers' Management Styles	--	Developing	Iscte
2	Raquel Maria da Cruz Martins	User Confidence in Public Hospitals vs. Private Hospitals	--	Developing	Iscte
3	Inês Filipa Aparício Calisto	The role of Employer Branding in the relationship between employees and the organization in remote and hybrid work contexts in the healthcare sector	--	Developing	Iscte
4	Hugo Fernandes Barbosa	Adepto – Impacto do investimento na liderança das organizações desportivas	--	Developing	Iscte
5	Martin Caudron	Prioritising HR Interventions in SMEs: An MCDA-Based Toolkit for Well-Being, Cognitive Performance, and Decision-Making	--	Developing	Iscte
6	Carla Patrícia Catarino Miranda	Liderança e Coaching em Organizações Sociais	--	Developing	Iscte
7	António Canha Silveira Franco Rodrigues	Impactos dos modelos de governo na eficiência	--	Developing	Iscte
8	Jiaming Wang	Correlation between the Doctor-Patient Relationship and Job Burnout Among Medical Staff	--	Developing	Iscte
9	Bárbara Sofia de Carvalho	Decentralization of healthcare to portuguese municipalities	--	Developing	Iscte
10	Ericlénio Rosário Rodrigues da Silva	The Role of Job Satisfaction in the Relationship between Benefits Satisfaction and Work Engagement	English	Developing	Iscte
11	Adriana Moutinho Estêvão	LIKE VS WANT – O QUE NOS MOVE? - ANÁLISE SOBRE A RELAÇÃO ENTRE MOTIVAÇÃO E LIDERANÇA -	--	Developing	Iscte

12	Maria Ana Madureira de Amorim Rodrigues Coelho	The Effects of the Image of Primary Healthcare on Patient Outcomes: The Mediating Role of Trust and the Moderating Role of Technology-Based Interaction	--	Developing	Iscte
13	Anastasiya Bernyk	strategic solutions for recruiting and retaining family doctors in portugal´s public healthcare system	--	Developing	Iscte
14	Maria José Canhão Martins Ramalho	Collaborative Innovation: Designing a Clinical Health Psychology Service Based on the Co-creation Model in Health	--	Developing	Iscte
15	José Miguel Narciso Grego	Acessibilidade aos Cuidados de Saúde Primários em Portugal e o seu Impacto em Contexto Pandémico	--	Developing	Iscte

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Susana Cêa Trindade da Franca	Organizational Changes and challenges for Community pharmacy in times of the COVID-19 pandemic	Portuguese	Iscte	2026
2	Joana da Luz Miguel Miranda Vieira	Leading Through Identity: Exploring the Relationship Between Organizational Identity and Leadership Effectiveness in Football Clubs	English	Iscte	2025
3	Manuel Schmunk	The relationship between leadership and individual performance through organizational identity	English	Iscte	2025
4	Maria de Fátima Simões Franco	Primary Health Care Safety: Perspectives of Professionals in the Loures-Odivelas Local Health Unit	Portuguese	Iscte	2025
5	Tatiana da Cunha Marques	A Multifactorial Approach to Healthcare Professional Retention	Portuguese	Iscte	2024
6	Maria Dias da Costa	"Performance in Health Care Professionals: An Approach Based on the Motivated Construction of Identity"	Portuguese	Iscte	2024
7	Ana Pereira Lourenço Pinto Marques de Gomes Guerra	"Organizational Changes in the Post-COVID 19 Period: A Case Study in a ACES"	Portuguese	Iscte	2024
8	Bárbara Filipa Castanho Fonseca	The Construction of Professional Identity in Health Professionals	Portuguese	Iscte	2024

9	João Xavier de Basto Norte Romão	The role of the motivated identity construction and organisational identification in explaining the effect of human resource management and leadership practices on individual outcomes	Portuguese	Iscte	2024
10	Carla Sofia Almeida Marques	Leadership 5.0: The impact of leadership on digital transformation and organizational performance in Portugal"	Portuguese	Iscte	2024
11	Miguel Basto de Almeida Ribeiro Bate	GEN Z: THE FACTORS THAT INFLUENCE JOB TURNOVER - NATIONAL REALITY	Portuguese	Iscte	2024
12	Francisco Silva Lopes de Castro Pereira	Determinants of Donald Trump's Legitimacy as a Leader: Authenticity, Warmth, Competence, and Desire for a Strong Leader	English	Iscte	2024
13	Bárbara Maria Sousa Picado	Leave or stay? physician retention factors in an internal medicine unit	Portuguese	Iscte	2024
14	Ana Sofia Bento Martins Gonçalves	From Organizational Mental Models and Perceived External Prestige to Nurses Retention: the mediator role of Job Embeddedness	Portuguese	Iscte	2023
15	Júlia Di Martino Serafim Afonso Marcos	How leadership can influence organizational performance, through organizational identity and contextual ambidexterity.	English	Iscte	2023
16	João Alexandre do Coito Oliveira	Servant Leadership and Well-Being in Nursing: the moderating role of generation.	English	Iscte	2023
17	Patrícia Pascoal Martins Sanchez Gonzalez	Containing COVID-19: The Contribution of Rapid Intervention Brigades in Residential Facilities for the Elderly	Portuguese	Iscte	2023
18	Beatriz Pedro Barreiro	Gestão Pública e Gestão Privada: a opinião dos profissionais de saúde	Portuguese	Iscte	2023
19	Jessica Mateus Ramos	Quality and Safety Action Plans: from central directives to application in two hospitals	Portuguese	Iscte	2022
20	Cátia Filipa Martins de Brito	Organizational changes in times of Covid-19 pandemic: a case study at the Dr. Nélio Mendonça Hospital	Portuguese	Iscte	2021
21	Beatriz Andreia Mendes Cardoso	The influence of Human Resources Management Practices on Identity Construction through the Promotion of Identity Motives	English	Iscte	2021
22	Tatiana Isabel Barros Ascensão	The influence of leadership in motivated identity construction	Portuguese	Iscte	2021

23	Ricardo Gonçalves Viegas	Processo de Transformação do Hospital de Torres Vedras Na Pandemia Por COVID-19 - Estudo de Caso	Portuguese	Iscte	2021
24	Wouter Anton Hamers	Skill, luck, and company performance: how the outcome bias shapes our perception of a firm's competence	English	Iscte	2021
25	Viviane Dias Giordano	Public, private and social health organizations. Why do managers act in different ways?	Portuguese	Iscte	2020
26	André Salgado Paiva Calado	Deepening the Concept of Contextual Ambidexterity and Assessing Its Influence on Public Organizations? Performance	English	Iscte	2019
27	João Pedro Laurito Machado	Improvement of Hospital Surgical Performance - Intervention Based on Relational Coordination	Portuguese	Iscte	2019
28	Wang Yanyan	Improving the healthcare service quality in Chinese Public Class-A hospitals: from frontline healthcare professionals' perspectives	English	Iscte	2018
29	António Emanuel Antunes de Carvalho Rossa Caleira	Fortalecimento do Conceito de Ambidextria Contextual	Portuguese	Iscte	2017
30	Maria Beatriz da Silva Martins	Dimensões da Ambidextria Contextual	Portuguese	Iscte	2017
31	Nadine Gomes Almeida de Carvalho	Comportamento de Procura de Emprego: Estudo da influência do capital humano, social e psicológico nos recém-chegados ao mercados de trabalho	Portuguese	Iscte	2017
32	Daniela Filipa Morcela Pereira	Gestão de Recursos Humanos Baseada na Evidência - Crenças dos Futuros Gestores vs. Evidência Científica	Portuguese	Iscte	2016
33	Valdinei Cecílio	O desempenho organizacional no setor público sob a ótica das capacidades organizacionais: um estudo de caso no âmbito da Rede Federal de Educação no Brasil	Portuguese	Iscte	2016
34	Rui José Capaleve Vieira	A Integração de Equipas e a Satisfação das Utentes da Maternidade Alfredo da Costa	Portuguese	Iscte	2015
35	Sara Sofia de Sousa Sequeira	Estratégias das Farmácias Portuguesas Face a Alterações do Setor	Portuguese	Iscte	2014
36	André Filipe Oliveira Certã	The Impact of Economic Crisis on SMEs' Strategy and HRM	English	Iscte	2014

37	Vera Ferreira Lopes	A Ambidextria Contextual e a Improvisação como factores determinantes da performance das Organizações Públicas	Portuguese	Iscte	2013
38	Maria Margarida Barreto Simões	Human Resources Management in Crisis: Effects on the Employees	English	Iscte	2013
39	Carolina Mateus Raso Vicente	Influência da Aprendizagem Organizacional e da Liderança Transformacional no Desempenho dos Museus	Portuguese	Iscte	2013
40	Ivone Lopes Tavares	A Análise de Ambidextria e da Improvisação na Performance dos Museus	Portuguese	Iscte	2013
41	Diana Coelho Nunes	O Efeito das Práticas de Gestão de Recursos nos Comportamentos de Voz e Abandono. O papel mediador da identificação organizacional	Portuguese	Iscte	2012
42	José Manuel Peixoto da Silva	Da Informalidade à Efectividade das Práticas. Gestão de recursos humanos a bordo de uma embarcação de pesca	Portuguese	Iscte	2012
43	João Filipe Ribeiro Loureiro Barros	As Relações Amorosas no Local de Trabalho: Eu e os outros	Portuguese	Iscte	2012
44	Augusto Miguel Damião Martins	Fatores determinantes para a fidelização de alunos no ensino superior	Portuguese	Iscte	2012
45	Rui Manuel Antunes Nogueira	Análise da Automedicação em Portugal e seus intervenientes	Portuguese	Iscte	2012
46	Carmen Duarte Tavares Raposo	Eficácia e desempenho organizacional no contexto do Terceiro Sector. Estudo comparativo entre estabelecimentos de educação pré-escolar do terceiro sector, públicos e privados com fins lucrativos	Portuguese	Iscte	2011
47	Nuno Filipe Reis da Silva Carvalho Ribeiro	Qualidade, satisfação e dor: estudo do comportamento do consumidor face aos laboratórios de Análises Clínicas	Portuguese	Iscte	2011
48	Ana Isabel Ventura Henriques Gomes Ribeiro da Cruz	A coordenação relacional numa unidade de saúde privada como determinante da qualidade percebida da satisfação e da lealdade do cliente	Portuguese	Iscte	2011
49	Gustavo Constantino Mascarenhas Lopes Belchior	Antecedentes Organizacionais do Desempenho Profissional	Portuguese	Iscte	2011
50	Valdemir José Máximo Omena da Silva	Liderança carismática como alternativa na determinação de desempenho dos funcionários no serviço público municipal, em São Luís - MA.	Portuguese	Iscte	2010

51	Catarina Sofia Alves Olim	Qualidade vocal na liderança carismática.	Portuguese	Iscte	2010
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• M.Sc. Final Projects

- Concluded

	Student Name	Title/Topic	Language	Institution	Concluding Year
1	Matilde Pinheiro de Melo de Novais Ataíde	Nursing Management Model based on Job Crafting and Self-Leadership	Portuguese	Iscte	2025
2	Inês Medeiros Dionísio	The importance of measuring patient experience in outpatient consultations: The role of leaders in the management and improvement of service quality.	Portuguese	Iscte	2025
3	Ana Catarina Grossinho Reis	Human Resources Models and the central role of the business partner: EDP case study	Portuguese	Iscte	2018
4	Sónia Alexandra Jorge Filipe Gonçalves Silva	A Orientação ao Cliente e a Liderança Transformacional como Antecedentes da Performance Organizacional no Sector Público: Balcão "Casa Pronta" Instituto dos Registos e do Notariado, I.P	Portuguese	Iscte	2013
5	Luís Miguel Rodrigues Bento	Liderança, identificação organizacional e desempenho numa organização de saúde	Portuguese	Iscte	2013
6	Sara Ismail Alidina	Diagnóstico à Comunicação na Vertente da Gestão de Recursos Humanos de uma Instituição do Sector Bancário.	--	Iscte	2011
7	Ana Margarida Santos Pedrosa	--	--	Iscte	2011
8	Inês Andreia Sousa Vaz	As Parcerias Público - Privadas: O caso da SCUTVIAS.	--	Iscte	2011
9	Glória Miranda Gutierrez	Implicações Organizacionais da Coordenação Relacional em Ambientes Multidisciplinares na Área da Saúde	Portuguese	Iscte	2011
10	César Augusto Nogueira da Fonseca	O Turnover dos Fuzileiros da Marinha de Guerra Portuguesa.	Portuguese	Iscte	2010
11	Vanessa Sofia Tainha Aires	Escola Nacional de Bombeiros: Como Principal Fonte de Competências para a Proteção Civil Nacional.	Portuguese	Iscte	2009

Total Citations

Web of Science®	262
Scopus	240

Publications

• Scientific Journals

- Scientific journal paper

1	Cotrim, J. M. O. & Nunes, F. G. (2025). Consumer motivations for participation in the sharing economy: A goal-framing perspective. <i>Sustainable Futures</i> . 9
2	Cotrim, J. M. O. & Nunes, F. G. (2024). Entrepreneurial organisational identity in the sharing economy: An identity claims and legitimacy granting approach. <i>International Journal of Business Innovation and Research</i> . 35 (1), 62-86
3	Nunes, F. G., Oliveira, V. D. C. de. & Nascimento, G. do. (2024). Healthcare professionals' well-being at work: A professional and organizational identity perspective. <i>Journal of Health Organization and Management</i> . 38 (6), 905-922 - Times Cited Web of Science®: 8 - Times Cited Scopus: 9 - Times Cited Google Scholar: 9
4	Nunes, F. G., Nascimento, G. do. & Martins, L. D. (2024). Do sectors (still) matter? Exploring similarities and differences between public, private, and non-profit organizations from an organizational identity perspective. <i>Nonprofit Management and Leadership</i> . 34 (4), 959-977 - Times Cited Web of Science®: 4 - Times Cited Scopus: 3 - Times Cited Google Scholar: 9
5	Nunes, F. G., Nascimento, G. & Martins, L. (2021). Introducing the Contextual Ambidexterity Scale for Public Organizations (CASPO): Scale development and initial evidence. <i>Administratie si Management Public</i> . 37, 74-89 - Times Cited Web of Science®: 2 - Times Cited Scopus: 2 - Times Cited Google Scholar: 1
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• Books and Book Chapters

- Book author

1	Nunes, F. G., Martins, L. & Duarte, A. (2007). Responsabilidade social no sector das farmácias em Portugal. Lisboa. Ordem dos Farmacêuticos. - Times Cited Google Scholar: 22
2	Nunes, F. G., Reto, L. & Carneiro, M. (2001). O terceiro setor em Portugal: delimitação, caracterização e potencialidades. Lisboa. INSCOOP.

- Book editor

1	Sousa, M., Nunes, F. G., Nascimento, G. & Chinmay Chakraborty (2023). Future Health Scenarios. Informa UK Limited.
2	Nunes, F. G. & Pegado, E. (2022). Saúde Societal: Percursos de Investigação do Iscte [Societal Health: Research Paths at Iscte]. Iscte.
3	Nunes, F. G. & Pegado, E. (2022). Saúde Societal: Percursos de Investigação do Iscte. Iscte.
4	Nunes, F. G., Camilo, C., Nascimento, G. & Postolache, O. (2021). Saúde Societal: Percursos de Investigação do Iscte. Lisboa. Iscte.
5	Pegado, E. & Nunes, F. G. (2021). Cadernos de Saúde Societal: Saúde mental e bem-estar. Lisboa. Iscte.
6	Ferreira, A.I., Martinez, L., Nunes, F. G. & Duarte, H. (2015). GRH para Gestores. Lisboa. RH Editora. Ferreira, A. and Martinez, L. and Nunes, F. G. and Duarte, H. (Ed.). - Times Cited Google Scholar: 106
7	Fernandes, A., Nunes, F. G., Neves, J., Martins, L., Crespo, N. & Portela, S. (2015). Saúde com Sucesso: casos de empreendedorismo institucional. Lisboa. Bnomics.

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1	Duarte, A., Nascimento, G. & Nunes, F. G. (2023). People Management In Healthcare: The Challenges in the Era of Digital Disruption. In Future Health Scenarios: AI and Digital Technologies in Global Healthcare Systems. (pp. 21-36). Boca Raton: CRC Press. - Times Cited Google Scholar: 1
2	Nunes, F. G. & Pegado, E. (2022). Introdução: Percursos de investigação em saúde societal. In Francisco Nunes, Elsa Pegado (Ed.), Saúde Societal: Percursos de Investigação do Iscte.: Iscte - Instituto Universitário de Lisboa.

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4	Nunes, F. G., Anderson, J., Martins, L. & Wiig, S. (2021). A identidade híbrida das farmácias comunitárias: contraste entre as perspetivas de proprietários-gestores e de profissionais. In Francisco Nunes, Cristina Camilo, Generosa do Nascimento, Octvian Postolache (Ed.), Saúde Societal: Percursos de Investigação do Iscte. (pp. 135-163).: Iscte - Instituto Universitário de Lisboa.
5	Nunes, F. G. & Pegado, E. (2021). Nota de abertura: saúde mental e bem-estar em perspetiva. In Francisco G. Nunes. Elsa Pegado (Ed.), Cadernos de saúde societal: saúde mental e bem-estar. (pp. 7-11). Lisboa: Iscte - Instituto Universitário de Lisboa.
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• Conferences/Workshops and Talks

- Publication in conference proceedings

1	Cotrim, J. & Nunes, F. G. (2019). Individualism vs. collectivism in a sharing economy context: A study on what determines Portuguese consumers' participation. In 6th International Workshop on the Sharing Economy: List of abstracts. Utrecht
2	Cotrim, J. M. O. & Nunes, F. (2017). Sharing economy: The establishment of organizational identity overtime, considering identify claims and legitimacy granting. In Ecirli, A. (Ed.), 13th International Conference on Social Sciences. (pp. 251). Vienna: EUSER - European Center for Science Education and Research.
3	Nunes, F. G. (2013). Melhorar os processos de melhoria nos hospitais europeus: uma explicação multinível baseada num quadro de referência de aprendizagem estratégica. In Sousa, P., Serranheira, F. e Sousa-Uva, A. (Ed.), Proceedings 3º Congresso Internacional de Qualidade em Saúde e Segurança do Doente. (pp. 79-80). Lisboa

- Talk

1	Oliveira, V. & Nunes, F. G. (2024). 20 years of non-profit (organisational) identity scholarship. ISTR Conference - Crisis After Crisis After : What About the Third Sector?.
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2	Oliveira, V. & Nunes, F. G. (2023). 20 years of non-profit (organizational) identity scholarship. 7th Annual ARNOVA-Asia Conference - The Roles of Nonprofit Organizations for Sustainable Civil Society.
3	Oliveira, V. & Nunes, F. G. (2023). 20 years of non-profit (organizational) identity scholarship. XVIII PhD Meeting - Building Bridges: Psychology in an interconnected, unequal and changing world.
4	Oliveira, V. & Nunes, F. G. (2023). 20 years of non-profit (organisational) identity scholarship. Action, Difference, and Change in Local Civil Society.
5	Oliveira, V. & Nunes, F. G. (2022). Leadership development under the lenses of organizational identity. An international non-profit perspective. Academy of Management Conference 2022 - Doctoral Development Consortium, Public and Non-Proft Division.
6	Oliveira, V. & Nunes, F. G. (2022). Leadership development under the lenses of organizational identity. An international non-profit perspective. Voluntary Sector and Volunteering Conference "Politics, Partnerships, and Power: Raising Questions for Civil Society" - New Researchers Stream.
7	Oliveira, V. & Nunes, F. G. (2022). Leadership development under the lenses of organizational identity. An international non-profit perspective. ARNOVA 51st Annual Conference "Scholarship, Practice, Community" - Doctoral Fellowship Program.
8	Oliveira, V. & Nunes, F. G. (2022). Organizational identity - an international non-profit perspective. Eden Doctoral Seminar in Case Studies in Business and Management Research.
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10	Wiig, S, Plessen, Burnett, S. & Nunes, F. G. (2013). Conceptualization of Qualiyy across Europe. International Forum for Quality and safety in the Healthcare.
11	Charles, K, Burnett, S., Robert, G. & Nunes, F. G. (2013). How hospital leaders balance external and external demandsin delivering quality improvement?. Health services Research Network Symposium.
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13	Nunes, F. G. & Fernandes, A. (2013). Melhorar os processos de melhoria nos hospitais europeus: uma explicação multinível baseada num quadro de referência de aprendizagem estratégica. 3rd Lisbon International Meeting on Quality and Patient Safety .
14	Romão, O. & Nunes, F. G. (2012). Ser ou não ser verde? A resposta está na gestão pela identidade organizacional. Vth GECAMB ? Conference on Environmental Management and Accounting.
15	Romão, O. & Nunes, F. G. (2012). Do verde para o ouro com a prata da casa: gestão pela Identidade Organizacional. VII Simpósio sobre Comportamento Organizacional.
16	Nunes, F. G., Martins, L. & Reto, L. (2012). Revisitando o modelo EVL de Hirschman: Evidência da Marinha de Guerra Portuguesa. VII Simpósio sobre Comportamento Organizacional.
17	Gomes, S., Fernandes, A. & Nunes, F. G. (2012). Estruturar para a Qualidade: um estudo piloto numa unidade de saude portuguesa. 2nd Lisbon International Meeting on Quality and Patient Safety.

18	Gomes, S., Fernandes, A., Martins, L. & Nunes, F. G. (2011). O projecto QUASER: A qualidade e seguranças nos hospitais da União Europeia. Conferência do Fórum de Excelência.
19	Gomes, S., Fernandes, A., Martins, L. & Nunes, F. G. (2011). A gestão da qualidade nos hospitais: A adopção e implementação de programas de qualidade. Conferência do Fórum de Excelência.
20	Nunes, F. G. (2009). Identidade e imagem das farmácias de hospital. Congresso Nacional de Farmácia de Hospital.
21	Romão, O. & Nunes, F. G. (2009). Antecedents of organizational environmental performance: a structuralist approach for organizational identity. 4th European Congress of Work and Organizational Psychology,.

• Other Publications

- Non-peer-reviewed papers

1	Nunes, F. G., Nascimento, G. & Espanha, R. (2020). Comunicação e organização em cuidados de saúde primários em contexto covid19: duas histórias. Cadernos de Saúde Societal – ISCTE-IUL. 1, 65-71
2	Lima, M. L., Martins, L., Camilo, C., Espanha, R., Fernandes, A., Nunes, F. G....Fernandes, A. (2020). Saúde Societal: Uma abordagem inclusiva do conhecimento em saúde. Cadernos de Saúde Societal. 1 (1), 7-37
3	Burnett, S., Fulop, N. , Aase, K., Anderson, J., Robert, Anderson-Gare, B....Nunes, F. G. (2013). The eight challenges facing hospitals in Europe. Health Service Journal . 123, 26-27

- Report

1	Nunes, F. G., Fernandes, A. & Gomes, S (2014). QUASER: The hospital guide .
2	Nunes, F. G., Fernandes, A. & Gomes, Sara (2014). QUASER: The guide for payers .
3	Nunes, F. G., Fernandes, A. & Gomes, S. (2012). QUASER WORK PACKAGE 5: Comparing A and B hospitals.
4	Nunes, F. G., Fernandes, A. & Gomes, S. (2012). QUASER WORK PACKAGE 4. COUNTRY REPORT.

Research Projects

Project Title	Role in Project	Partners	Period
Quality and safety in European Union hospitals: A research-based guide for implmeenting best practice and a framework for assessing performance	Researcher	BRU-Iscte, UCL (United Kingdom), (Sweden), UiS (Norway), EUR (Netherlands), Imperial (United Kingdom), (United Kingdom)	2010 - 2013

Academic Management Positions

Director (2025 - 2027)
Unit/Area: Master Degree in Health Services Management

Membro (Docente) (2022 - 2024)
Unit/Area: Plenário da Comissão Científica

Membro (Docente) (2022 - 2024)
Unit/Area: Comissão Científica

Director (2021 - 2023)
Unit/Area: Master Degree in Health Services Management

Membro (Docente) (2020 - 2022)
Unit/Area: Plenário da Comissão Científica

Membro (Docente) (2020 - 2022)
Unit/Area: Comissão Científica

Director (2019 - 2021)
Unit/Area: Master Degree in Health Services Management

Director (2012 - 2014)
Unit/Area: Department of Human Resources and Organizational Behavior

Director (2011 - 2013)
Unit/Area: [B54] Human Resources Management

Membro (Docente) (2010 - 2014)
Unit/Area: Plenário do Conselho Científico

Director (2010 - 2011)
Unit/Area: [B54] Human Resources Management

Membro (Docente) (2010 - 2014)
Unit/Area: Comissão Científica

Membro (Docente) (2010 - 2014)
Unit/Area: Plenário da Comissão Científica

Director (2010 - 2012)
Unit/Area: Department of Human Resources and Organizational Behavior

Presidente (2010 - 2014)
Unit/Area: Comissão Científica