

Muhammed Kürşad Özlen

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Google Scholar: <https://scholar.google.com.tr/citations?user=fzNNCd4AAAAJ&hl=tr>

Citations: 124

h-index: 5

i10-index: 1

Researchgate: https://www.researchgate.net/profile/Muhammed_Oezlen

SCOPUS ID: 55530893000

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EDUCATION

- 1999** **BSc**, Mathematics Education, Marmara University, Istanbul / Turkey
- 2009** **MSc**, Mathematics, Aegean University, Izmir / Turkey
Master Thesis: *Lorentz düzleminde kinematik geometrinin bilgisayar modellenmesi [Computer Modelling of Kinematic Geometry on Lorentz plane]*
- 2012** **Ph.D**, Management (MIS), International Burch University, Sarajevo / Bosnia and Herzegovina
PHD Thesis: *Assessing Knowledge Management Systems Adoption and Effectiveness in Individual Decision Making*

TEACHING EXPERIENCE

- 09.2009 – 08.2012** **Lecturer**, International Burch University, Sarajevo/Bosnia and Herzegovina
- 08.2012 – 02.2014** **Assist. Prof. Dr.**, International Burch University, Sarajevo/Bosnia and Herzegovina
- 02.2014 – 12.2016** **Assist. Prof. Dr.**, Pamukkale University, Denizli/Turkey
- 09.2016 – 12.2017** **Affiliate Professor**, CENTRUM Católica, Graduate School of Business, Pontificia Universidad Católica del Perú, Lima, Peru

ADMINISTRATIVE EXPERIENCE

08.2015 – 12.2016 **Head of College International Relations**, Pamukkale University, Denizli/Turkey

08.2015 – 12.2016 **Head of College Quality Unit**, Pamukkale University, Denizli/Turkey

RESEARCH INTERESTS

Operations/Supply Chain Management

Knowledge Management (KM)

Management Information Systems (MIS)

Problem Solving and Decision Making

COURSES TAUGHT

Undergraduate

Business Statistics

Prob. and Statistics for Engineers

Math for Economics

Financial Mathematics

Quantitative Methods for Business

Management Information Systems (MIS)

Production Management

Supply Chain Management

Introduction to Logistics Management

Electronic Commerce

Human Resources Management

Graduate

Supply Chain Management

Creative Problem Solving

Scientific Research Methods

Qualitative Research Methods

SUPERVISED GRADUATE WORKS

Ph. D. Thesis

Durmić, Nermina (2014). (Co-Supervisor). **Information Systems Project Success**, International Burch University, Sarajevo/Bosnia and Herzegovina.

Master Thesis

1. Sisic, Edin (2013). The Acceptance of Innovation in Bosnian Production Firms, International Burch University, Sarajevo/Bosnia and Herzegovina.

SKILLS & COMPETENCIES

Computer

Microsoft Office (Word, Excel, Access, Power Point), Windows Operating System, and Internet Applications

Methodology

SPSS and AMOS, Super Decisions and Expert Choices (AHP -Analytic Hierarchy Process), Zotero (Citation Management)

Language

Turkish (native), English (advanced)-YDS (OSYM English test) score: 88.75/100

SELECTED PUBLICATIONS

BOOKS & BOOK CHAPTERS

1. **Ozlen, K.** & Handzic, M. (2019). “A Contingency Perspective for Knowledge Management Solutions in Different Decision-Making Contexts”, in Jennex, M.E. (ed), *Effective Knowledge Management Systems in Modern Society*, 62-77, IGI Global, ISBN13: 9781522554271|ISBN10: 1522554270|EISBN13: 9781522554288|DOI: 10.4018/978-1-5225-5427-1.
2. **Özlen, M. K.** (2015). *Contemporary Supply Chain (Management) Issues*. Saarbrücken, Germany: LAP Lambert Academic Publishing (2015-04-01), ISBN-13: 978-3-659-69138-6, ISBN-10: 3659691380, EAN: 9783659691386.
3. **Ozlen K.** and Durmic N. (2015). “Supporting Business Managers with Knowledge Management”, in Bolisani E. and Handzic M (eds), *Advances in Knowledge Management: Celebrating Twenty Years of Research and Practice, Series: Knowledge Management and Organizational Learning*, Vol. 1, Springer, Germany. <http://www.springer.com/series/11850?detailsPage=titles>

4. Handzic, M. & **Ozlen, K.** (2012). “The Impact of KMS Sophistication on Decision Support in Varying Contexts”, in Raspecio A. and Burstein F (eds) *Fusing DSS into the Fabric of the Context*, Vol 8 (pp.349-357) IOS Press, Amsterdam, Netherlands.

ARTICLES

ISI WEB of SCIENCE INDEX

1. **Ozlen, K.**, & Handzic, M. (2014). An Empirical Test of a Contingency Model of KMS Effectiveness. *Knowledge Management Research & Practice (KMRP)*, 12(1), 1-11, doi:10.1057/kmrp.2012.34.

SCOPUS INDEX

1. Handzic, M., **Ozlen, K.** & Durmic, N. (2016). A Contingency Approach to Knowledge Management: Finding the Best Fit. *International Journal of Knowledge Management (IJKM)*, 12(1), 31-44.
2. Handzic, M. & **Ozlen, K.**, and Durmic, N. (2014). Improving Customer Relationship Management through Business Intelligence. *Journal of Information & Knowledge Management (JIKM)*, 13(2), 1450015 (9 pages), DOI: 10.1142/S0219649214500154
3. Handzic, M. & **Ozlen, K.** (2013). Knowledge Management Success in Clinical Service Environments. *Journal of Information & Knowledge Management (JIKM)*, 12(02), 1350011. doi:10.1142/S0219649213500111

INDEXED INTERNATIONAL ARTICLES

1. **Ozlen, M. K.** and Djedovic, I. (2017). Online Banking Acceptance: The Influence of Perceived System Security on Perceived System Quality. *International Journal of Accounting and Management Information Systems*, 16(1), 164-178.
2. **Ozlen, M. K.** (2015). Knowledge Sharing Behaviour of Bosnian Enterprises. *International Journal of Accounting and Management Information Systems*, 14(3), 575-590.

3. Mekić, E. and **Ozlen, M. K.** (2014). Acceptance of Smartphones by Users in BiH through Extended Technology Acceptance Model. *European Researcher*, 67(1-2), 136-149.
4. **Ozlen K.**, Handzic, M., and Durmic N. (2014). Empirical Study of KMS Impact on Decision Support. *Eurasian Journal of Business and Economics*, 7 (13), 133-144.
5. **Ozlen, M. K.** (2014). Successful Skill Transfer: Military Service Experience and Company Performance. *European Researcher*, 79(7-2), 1357-1366.
6. **Ozlen, K.** (2013). Comparison of the Adoption of Knowledge Management Systems among the Employees of a Turkish Municipality. *Journal of Community Positive Practices (JCPP)*, 13(1), 112-129.
7. **Ozlen, M. K.** and Handukic, I. (2013). Fashion Industry Supply Chain Issues: Zara (Azet France). *European Researcher*, 47(4-3), 999-1008.
8. **Ozlen, M. K.** and Arnaut, D. (2013). Career Decisions of University Students. *Journal of Community Positive Practices (JCPP)*, 13(2), 92-107.
9. **Ozlen, M. K.** (2012). Current Enterprise Resource Planning Snapshot in Bosnian Small and Medium Enterprises. *Journal of Community Positive Practices (JCPP)*, 12(3), 500-519.

PROCEEDINGS (ISI INDEX)

1. Handzic, M. and **Ozlen K.** (2011). Intellectual Capital in Universities: Faculty and Student Perceptions, 12th European Conference on Knowledge Management (ECKM), p: 408, University of Passau, Germany, 1-2 September 2011
2. Handzic M. & **Ozlen K.** (2012). "A Descriptive Analysis of KMS Success in Turkish Healthcare Organisations", in Cegarra J.G (ed), *Proceedings of the 13th European Conference on Knowledge Management (ECKM 2012)*, 6-7 September 2012, Polytechnic University of Cartagena, Spain, Vol. 1, pp. 441-449.

OTHER ACTIVITIES

A. Associate Editor for

1. Journal of Economics and Social Sciences (JECOSS) (January, 2013- January, 2016)
<http://jecoss.ibu.edu.ba/home/about.html>

B. Reviewing for

1. Journal of Economics and Social Sciences (JECOSS) – **PROQUEST** (Since January 2013, 6 Reviews)
2. Journal of Cleaner Production – **SSCI** (Since January 2013, 34 Reviews) *Outstanding Reviewer Award* achieved in 2017
3. Journal of Information and Knowledge Management – **SCOPUS** (Since January 2013, 2 Reviews)
4. The Service Industries Journal – **SSCI** (Since January 2013, 2 Reviews)
5. Journal of Fashion Marketing and Management – **SSCI** (Since September 2016, 2 Reviews)
6. Journal of Knowledge Management – **SSCI** (Since October 2016, 2 Reviews)
7. International Management Research Academy, London, United Kingdom, www.imraweb.org (Since January 2014, 2 Reviews)
8. Muğla Sıtkı Koçman Üniversitesi Ekonomi ve Yönetim Araştırmaları Dergisi (Since January 2013, 2 Reviews)
9. The African Journal of Business Management (Since January 2014, 5 Reviews)
10. The Electronic Journal of Knowledge Management (EJKM) (Since January 2016, 2 Reviews)
11. European Journal of Business and Economics (EJBE) (Since January 2016, 1 Review)

C. Committee Member

1. Organising Committee (Program Sessions Coordinator)-International Conference on Economic and Social Studies (ICESoS` 13, 10-11 May).
<http://icesos.ibu.edu.ba/home/organizers.html>
2. Scientific Committee-International Conference on Economic and Social Studies (ICESoS` 13, 10-11 May). <http://icesos.ibu.edu.ba/home/organizers.html>

3. Executive Committee (Vice Chairman)-International Symposium on Entrepreneurship and Career (1-3 November 2013)
<http://girisimcilik.mu.edu.tr/Sayfa.aspx?Dil=EN&Sayfa=30&Tip=S&MKod=32&STip=S>
4. Arbitration Committee-International Symposium on Entrepreneurship and Career (1-3 November 2013)
<http://girisimcilik.mu.edu.tr/Sayfa.aspx?Dil=EN&Sayfa=28&Tip=S&MKod=30&STip=S>
5. Publication Review Committee-International Conference on Economic and Social Studies (ICESoS` 14, 24-26 April). <http://icesos.ibu.edu.ba/home/organizers.html>

D. Groups and Societies

1. International Society on Multiple Criteria Decision Making (Since January 2015)
2. International Management Research Academy, London, United Kingdom (Since January 2015)

F. CERTIFICATES

1. ISO 9001:2008 Training certificate
2. ISO 9001:2008 Internal Auditor certificate