# Name: Gila Oren <br> Date: Nov 2022 <br> College of Management 

## CURRICULUM VITAE

## 1. Personal Details

Home Address: Soutin 26 Tel Aviv.
Cellular Phone: +972-54-5775034.
Electronic Address: gilaoren@colman.ac.il
Gender: Female
Marital Status: Married + 3 Children
Place of birth: Jerusalem, Israel

## 2. Higher Education

| Period of study | Name of institution, department, and host | Degree | Year of <br> completion |
| :--- | :--- | :--- | :--- |
| 1986-1989 | Hebrew University, Departments of Business <br> Administration and Sociology | BA | 1989 |
| 1990-1994 | Hebrew University, Department of Business | MA | 1994 |
| Administration, majored in Marketing | PhD | 2014 |  |
|  | The Ben-Gurion University of the Negev, <br> Guilford Glazer Faculty of Business and <br> Management. Advisor: Prof. Yaniv Poria |  |  |

## Other Education

## Period of study Name of institution

2007

2007
2014
2016

2018
2019
2019-2020

Yad-Vashem, The International School for Holocaust Studies

The Department of Justice
Tavistock Institute, Poland
Tavistock Institute, Leicester, U.K.

Tavistock, The Netherlands
Tavistock Institute, Larnaca, Cyprus
The Open University of Israel

## Diploma

Holocaust educator. A guiding authorization

Mediation Certification
Victims and perpetrators
The art of the Role of Tavistock

Europe in a globalized world
Looking back, moving forward
Certified Group Mediator

## 3. Academic Ranks and Tenure in Institutes of Higher Education

| Date | Institution and Department | Rank/Position |
| :--- | :--- | :--- |
| 2000-2018 | The College of Management Academic <br> Studies | Adjunct Teaching Lecturer |
| 2002-2005 | Ono Academic College, School of Business <br> Management | Adjunct Teaching Lecturer |
| 2005-Today | Ben-Gurion University, Guilford Glazer <br> Faculty of Business and Management | Adjunct Teaching Lecturer |
| 2018-Today | The College of Management Academic <br> Studies | Senior Teaching Lecturer |

## 4. Offices in Academic Administration

| Date | Institution | Position |
| :--- | :--- | :--- |
| May 2005 | The College of Management Academic <br> Studies | Initiation and academic <br> management- Innovation <br> and Creativity Conference |
| May 2009 | The College of Management Academic <br> Studies | Initiation and academic <br> management- Digital <br> Marketing Conference |
| Nov 2011 | Ben-Gurion University | Branding image committee |
| 2018 -2020 | The College of Management Academic <br> Studies | Board Member; Academic <br> staff representative |
| 2013 -Today | The College of Management Academic <br> Studies | Head of Marketing studies |
| 2020 | Yad Mordechai Museum | Board of Directors |
| 2022 | The College of Management Academic <br> Studies | Research Authority, Ethics <br> committee |

## 6. Participation in Scholarly Conferences

## a. Active Participation

## Date Name of Conference Place Subject of Lecture/Discussion Role

2008 Research and project day, Rishon The College of LeZion, Management Academic Israel Studies

Segmentation of visitors as a Presenter basis for the management of heritage sites

| 2008 | Tourism in The New Eastern Europe: Global Challenges - Regional Answers | Warsaw, Poland, | Personalizing and Customizing All-inclusive Heritage | Presenter |
| :---: | :---: | :---: | :---: | :---: |
| 2009 | Tourists Experiences: Meanings, Motivations, and Behaviours | The University of Central Lancashire, United Kingdom | Sought experience at (dark) heritage sites | Co-author of Presentor |
| 2009 | ATLAS annual conference, Experiencing Difference: Changing Tourism and Tourists' Experiences | University of Aalborg, Aalborg, Denmark | Developing tourist experiences a dark heritage sites | Co-author of Presentor |
| 2009 | The $7^{\text {th }}$ Annual Meeting of the Academic Forum of Tourism Researchers in Israel | Haifa <br> University, Israel | Interpretation at heritage sites: A Zionist perspective to global heritage. | Presenter |
| 2009 | Consumer Behaviour in Tourism Symposium | Free <br> University of Bozen, Brunico, Italy | Dark heritage sites $\neq$ Dark tourism: Tourists' perception vs. site classification as a practice for understanding tourism subgroups | Co-author of Presentor |
| 2010 | CIT 2010- International Congress on Tourism: Heritage and InnovationISCET | Porto, <br> Portugal | The role of interpretation as determines of willingness to pay for preservation- The case of Auschwitz- Birkenau | Co-author of Presentor |
| 2011 | Research and Projects Day, The College of Management Academic Studies | Rishon LeZion, Israel | The Interpretation at Auschwitz Concentration Camp and its impact on the willingness to pay for its preservation | Presenter |
| 2011 | The $9^{\text {th }}$ Annual Meeting of the Academic Forum of Tourism Researchers in Israel | Ono <br> Academic <br> College, <br> Israel | Designed Memory and its Marketing - A base for segmenting visitors to Holocaust sites | Presenter |
| 2011 | Advancing the social science of tourism | University of Surrey Guildford, United Kingdom | Switch on the lights- Is dark tourism really dark? Sought experiences at (dark) heritage sites | Co-author of Presentor |
| 2011 | Special Interest Tourism and Destination Management | Kathmandu, Nepal | The meanings of heritage and the willingness to pay for the preservation of dissonant heritage- The case of AuschwitzBirkenau | Co-author of Presentor |


| 2013 | The Annual Conference <br> of the Israeli Tourism <br> Researches Forum | Kinneret <br> College, | Tsrael | The emotional experience during <br> a visit to a heritage site.A case <br> study of Auschwitz-Birkenau |
| :--- | :--- | :--- | :--- | :--- |


| 2022 | Research and Projects <br> Day. College of <br> Management Academic Studies | Rishon LeZion, Israel | Imagined communities on social networks as a tool for change | Presenter |
| :---: | :---: | :---: | :---: | :---: |
| 2022 | International Association for Research in Economic Psychology (IAREP) | The School of Business and Law, University of Agder Kristiansand Norway | Digital: Subjective Holocaust Influence Level and Holocaust survivors' offspring financial thinking and attitude | Presenter |
| 2022 | Faces of Postmemory | Jagiellonian University in Krakow, University of Warsaw | Subjective Holocaust influence level of HSO . offering a new measurement | Presenter |
| 2022 | Holocaust Studies International eConference | Global Cente for Religious Research (GCRR), Ackerman Center for Holocaust Studies | Memory Faces on Facebook | Presenter |

## b. Organization of Conferences or Sessions

| Date | Name of <br> Conference | Place | Subject/Role of Conference, <br> Comments | Role |
| :--- | :--- | :--- | :--- | :--- |
| May 2009 | Branding on <br> multi-platforms | Rishon LeZion, Collaboration with Israeli TV <br> Israel | Organizer |  |

## 7. Research Grants

## a. Grants Awarded

| Role in <br> Research | Co-Researchers | Topic | Funded <br> by/Amount | Year |
| :--- | :--- | :--- | :--- | :--- |
| Research Design. <br> Collecting, <br> creating, |  <br> Poria, Y. | Sought experience - <br> Auschwitz concentration <br> camp | The College of <br> Management <br> analyzing data |  |

Research Design.
Collecting, creating, processing, and
analyzing data

The second generation in The College of
2021
online network space

Management
Academic Studies
8. Scholarships, Awards and Prizes

Outstanding lecturer $(2014,2020)$
Seeds of innovation / online course
Outstanding researcher (2022)

College of Management Academic Studies
College of Management Academic Studies
College of Management Academic Studies

## 9. Teaching

a. Courses Taught in Recent Years

| Year | Course Name | Type: Lecture/Seminar/Workshop/ <br> High Learn Course/Introduction | Degree | No. of <br> Students |
| :--- | :--- | :--- | :--- | :--- |

2007-Present | Advertising and |
| :--- |
| creativity |$\quad$ Lecture $\quad$ BA $60+$

2010-2021 New media- BGU Lecture BA 60+
2010-2021 Advertising and Lecture BA 60+ creativity- BGU
2014-Present Marketing Lecture BA 100+ fundamentals

2016-2018 Consumer behavior Lecture BA 60+
2016-2018 Marketing research Lecture BA 60+
2018-2020 Business strategy Lecture MBA 30+
2020-Present Marketing and Lecture MBA 30+ strategy
b. Supervision of Graduate Students

| Name of Student | Title of Thesis | Degree | Completion Date/ <br> in Progress | Students' <br> Achievements |
| :--- | :--- | :--- | :--- | :--- |
| Shira Barzel | You'll never walk <br> alone: Israeli | MA | 2018 | Currently a |
|  | basketball fans' <br> motivation and |  |  |  |
|  | team identification |  |  |  |
|  |  |  |  |  |

## 10. Miscellaneous

## Date Academic Entrepreneurship

2016 Initiating and establishing a non-academic curriculum that trains students with digital skills relevant to the marketing working industry

2017

2019

## Date

2007
2008
2008
2019
2019

2020

Initiating and managing thematic courses that combine several bodies of knowledge into one academic course. The initiative makes it possible to grasp the complexity and dynamism that characterizes today's market.

Updating the marketing curriculum for the Israeli Ministry of Education

## Heritage Bequeathing Involvement

A certified guide at Yad Vashem Memorial in Jerusalem, Israel
A guide for the New York delegation for the March of the Living in Poland Auschwitz seminar, Auschwitz State Museum, Poland
Auschwitz in the collective memory and abroad. Seminar, Poland

## Friends of Yad Vashem delegation- Vienna

 Poland
## 11. Professional Experience

| Date | Organization |
| :--- | :--- |
| 1989-1992 | Jerusalem Post Newspaper |
| 1992-2002 | Borosh Advertising Agency |

2000-2004

2002-2005

2007-2009

2004-2006

## Position

Advertising and Project Coordinator
Director of Planning and Research Department. Marketing, planning, and tactical consultation for the agency client

Director of research and planning for leading clients

Director of research and planning

Research manager.
Responsibilities include all daily traffic, data measurement, and analysis. Implementation of new traffic technologies; segments and panel basis work; launching new portal and developing models which combine marketing methods with technical data.

Research and Strategy Department. Responsible for Keshet's research projects' including daily rating data quantitative and qualitative analysis of broadcasted contents. Also, examining consumer behavior and the world's trends

## PUBLICATIONS

## A.Ph.D. Dissertation

The emotional experience during a visit to a heritage site: A case study of Auschwitz-Birkenau. The BenGurion University of the Negev. Guilford Glazer Faculty of Business and Management.
Advisor: Prof. Yaniv Poria.

## B. Articles in Refereed Journals

## Published

Oren, G., Biran, A., \& Poria, Y. (2010). "Dark Tourism" - The case of Auschwitz Concentration. Horizons in Geography, 75, 105-123.

Biran, A., Y. Poria, Y., \& Oren, G. (2011). Sought experiences at (dark) heritage sites. Annals of Tourism Research, 38(3), 820-841.
SJR: Q1 in Tourism, Lesuire and Hospitality Management; SJR 2020 2.16.
Oren, G., \& Shani, A. (2012). The Yad Vashem Holocaust Museum: Educational dark tourism in a futuristic form. Journal of Heritage Tourism, 7(3), 255-270.
SJR: Q2 in Tourism, Lesuire and Hospitality Management; SJR 2020 0.64.
Oren, G., \& Meidan, A. (2017). Self-evaluation of higher education colleges: The case of Israel. Journal of Modern Education Review, 7(1), 37-43.

Milman, A., \& Oren, G. (2018). In praise of hospitality: The role extended by religious hosts as drivers of satisfaction and loyalty. International Journal of Culture, Tourism and Hospitality Research, 12(3), 348-365.
SJR: Q2 in Tourism, Lesuire and Hospitality Management; SJR 2020 0.57.
Oren, G., Shani, A., \& Poria, Y. (2019). Mortality salience-shedding light on the dark experience. Journal of Heritage Tourism, 14, 5-6, 574-578.
SJR: Q2 in Tourism, Lesuire and Hospitality Management; SJR 2020 0.64.
Oren, G., Shani, A., \& Poria, Y. (2020). Dialectical emotions in a dark heritage site: A study at the Auschwitz Death Camp. Tourism Management, 82, 104194.
SJR: Q1 in Tourism, Lesuire and Hospitality Management; SJR 2020 3.33.
Oren, G., \& Shavit, T. (2020). The effect of the subjective Holocaust influence level on Holocaust survivors' offspring. Journal of Loss and Trauma. DOI: 10.1080/15325024.2020.1847921 SJR: Q2 in Social Sciences; SJR 2020 0.44.

Oren, G., Poria, Y., \& Reichel, A. (2021). The positive role of negative emotions in heritage-site visits: The case of Auschwitz Death Camp. Journal of Heritage Tourism, 1-16. SJR: Q2 in Tourism, Lesuire and Hospitality Management; SJR 2020 0.64.

Oren, G., \& Shavit, T. (2022). Subjective Holocaust Influence Level and Holocaust Survivors’ Offspring Financial Thinking and Attitude. Journal of Loss and Trauma, 1-13

SJR: Q2 in Social Sciences; SJR 2020 0.44.

## Research Pipline

Oren, G. Holocaust faces on facebook
Oren, G.; Manos, R. Career and work life among students and graduates
Oren, G.; Shavit, T. Happiness and daily life among the third generation
Oren, G.; Poria,Y. Virtual Tourism. VR tour of Auschwitz Birkenau
Oren,G.; Shani, A. Emotional labor among dark site workers, the case of Auschwitz Birkenau

## Theses student

Thesis subject
Medical resilience Together with Dr. G. Kashi
Happiness and sport among
Israeli Arabs

Entrepreneurship and holocaust memory

Online shopping
Post Covid Sport Race Perception and Satisfaction

Ahmad Hossam Zoabi

Together with Dr. B. Cohen Amit Rosi (Western Galilee Academic College)

Together with Prof. R. Manos
Together with Prof. R. Manos

## Student name

Tami Gurman

Lior Schorr

Beeri Shitrit

## C. Articles in Conference Proceedings

## Published

Oren, G., Biran, A., \& Poria, Y. (2008). Personalizing and customizing all-inclusive heritage. Tourism in the New Eastern Europe: Global challenges -Regional answers. Warsaw, Poland. (pp. 9395 in Abstract book).

Biran, A., Oren, G., \& Poria, Y. (2009). Developing tourist experiences at dark heritage sites. In ATLAS annual conference, Experiencing Difference: Changing Tourism and Tourists' Experiences, Book of Abstracts. University of Aalborg, Aalborg, Denmark.

Biran, A., Oren, G., \& Poria Y. (2009). Sought experience at (dark) heritage sites. Tourists' experiences: Meanings, motivations, and behaviors. University of Central Lancashire, Preston, United Kingdom (book of abstracts).

Biran, A., Poria Y., \& Oren, G. (2009). Dark heritage sites $\neq$ Dark tourism: Tourists. Perception vs. site classification as a practice for understanding tourism subgroups. In Consumer Behaviour in Tourism Symposium, Book of Abstracts. Free University of Bozen, Bruneck/ Brunico, South Tyrol, Italy.

Oren, G., Biran, A., \& Poria, Y. (2009). Interpretation at heritage sites: A zionist perspective to global heritage. The Annual Meeting of the $7^{\text {th }}$ Academic Forum of Tourism Researchers in Israel. Haifa (Abstract).

Biran, A., Poria Y., \& Oren, G. (2010). The role of interpretation as determines of willingness to pay for preservation- The Case of Auschwitz- Birkenau. In CIT 2010- International Congress on Tourism: Heritage and Innovation, Book of Abstracts. ISCET, Porto, Portugal.

Biran, A., Poria Y., \& Oren, G. (2011). Preferences towards the interpretation in educational dark (heritage) tourism - The Auschwitz- Birkenau Museum. Educational Travel - Expanding Horizons. Tallinn University, Tallinn, Estonia (5 pages - abstract).

Biran, A., Poria Y., \& Oren, G. (2011). Switch on the lights- Is dark tourism really dark? Sought experiences at (dark) heritage sites. Advancing the social science of tourism. Surrey, United Kingdom, University of Surrey, Guildford (15 pages paper).

Biran, A., Poria Y. \& Oren, G. (2011). The meanings of heritage and the willingness to pay for the preservation of dissonant heritage- The case of Auschwitz-Birkenau. Special Interest Tourism and Destination Management. Kathmandu, Nepal (12 pages paper).

Oren, G., Poria, Y., \& Biran, A. (2011). Designed memory and its marketing - A base for segmenting visitors to Holocaust Site. Research and Projects Day. The College of Management Academic, Rishon LeZion, Israel (Abstract, pp. 11-12).

Biran, A., Oren, G., \& Poria Y. (2012). Interpretation as determines of willingness to pay for preservation of dissonant heritage: The case of Auschwitz- Birkenau. The future of the past: Heritage and cultural in the 21 st century. Tiberius, Israel (10 pages - abstract).

## D. Other Publications

Oren, G. Meta-Theming: A Tool for Heritage Site Management. Opinion pieces about holocaust memory and consumer behavior for the press and media (YNET, Globes, and others). https://www.frh-europe.org/meta-theming-a-tool-for-heritage-site-management.

Oren, G. (2021). Memory as a brand. Our voive. The Organizationof Bergen-Belsen Survivors, Vol 20, p 13. https://bergenbelsen.org/wp-content/uploads/2022/01/\�\�\�\�\�\�\�\�\�\�-20

To Be published: A contribution to the Encyclopedia of Tourism:
Oren, G. (2022). Getto Tourism. Encyclopedia of Tourism. Jafari, J., Baretje, R., Buhalis, D., Cohen, E., Dann, G. M., Collison, F., ... \& Fletcher, J. (Eds.). Taylor \& Francis.

## E. Summary of My Research Activities and Future Plans

My main area of interest and research is the Holocaust memory and it's ripples that shape our identity as individuals and as a society. As time passes and we move away from the significant historical events, the weight of the ripples that shape heritage and memory intensifies. The expression of memory in heritage sites produces a complex and fascinating visiting experience related to the physical space and, at the same time, to the space of the visitor's identity and self-definition. Accordingly, one of the main themes in my work is the experience of heritage sites visitation and the effectiveness of the visit in terms of identity, formation, and memory. Nowdays I am also exploring the evolvement of virtual tourism and the experience it brings.

My research fields have evolved and changed over the years, integrating various bodies of knowledge that mirror my professional areas of interest and practice. My relatively late entrance into the academic world allowed me to become acquainted with many areas such as advertising, consumer behavior communication, and Holocaust and memory education.
All these are a source of inspiration for my areas of research.
My research deals with consumer behavior in the field of tourism and heritage. In addition, it focuses on the visitor's experience in heritage sites, including the emotional experience that visitors undergo. I also study the world of Heritage Marketing and its evolving nature in an increasingly competitive environment.
The research on heritage inheritance addresses the complexity that technology poses to heritage sites in general and dark sites in particular. My work also emphasizes the challenges that future generations of Holocaust survivors will face.
In addition, as Head of the Marketing Department in the Faculty of Business and due to my involvement in building practical curricula focusing on future students' employment, I engage in research amongst our students and graduates regarding their objectives, interests, and ongoing career development. Students' interests and the intention to offer the students an in-depth research experience expose me to additional areas such as e-commerce, sports, health resilience and more.

My research papers on the experience of visiting Auschwitz have been published in leading journals (listed below), were presented at several conferences, and have also become a vital lecture in guidance and education for guides leading groups to Poland. These studies revealed the importance of the visitor's perception of the displayed heritage and the emotional duality that characterizes the visitation experience.

Oren, G., Poria, Y., \& Reichel, A. (2021). The positive role of negative emotions in heritage-site visits: The case of Auschwitz Death Camp. Journal of Heritage Tourism, 1-16.

Oren, G., Shani, A., \& Poria, Y. (2020). Dialectical emotions in a dark heritage site: A study at the Auschwitz Death Camp. Tourism Management, 82, 104194.

Oren, G., Shani, A., \& Poria, Y. (2019). Mortality salience-shedding light on the dark experience. Journal of Heritage Tourism, 14, 5-6, 574-578.

It should be noted that findings regarding the tourist-visitor experience at heritage sites are of great importance and highly contribute to understanding consumer behavior (in this case, tourists) when exposed to difficult experiences. The questions arise about how much satisfaction can be inferred from an experience at "dark" heritage sites and how negative emotions can evolve into a positive memory.

In the context of the visitor site experience, it is noteworthy that tourism has experienced advanced technology in recent years, and concepts such as virtual tourism are frequently used as site promotors. The COVID 19 Pandemic naturally diverted virtual tourism from being a site promotion tool to
sometimes substitute for the site visit itself. For example, a virtual reality film of a visit to the AuschwitzBirkenau extermination camp was recently launched, presenting raw material for further research. Thus, the virtual visiting experience and its impact on historical issues like heritage and identity will be at the heart of a study that will take place soon in collaboration with "The Spirit Won" and Prof. Yaniv Poria of Ben-Gurion University.

Another central area of my research is the impact of the historical burden on the second generation of Holocaust survivors and the changes that have taken place in the second generation's perceptions of themselves over time. Two of my recently published articles (in collaboration with Shavit) indicate a subjective perception of the second generations and offer grounds for further research.

Oren, G., \& Shavit, T. (2022). Subjective Holocaust Influence Level and Holocaust Survivors’ Offspring Financial Thinking and Attitude. Journal of Loss and Trauma, 1-13

Oren, G., \& Shavit, T. (2020). The effect of the subjective Holocaust influence level on Holocaust survivors' offspring. Journal of Loss and Trauma. DOI: 10.1080/15325024.2020.1847921

My involvement in the second generation issue led me to examine the second generation Facebook groups through Anderson's point of view as imaginary communities. Anderson's approach, which generates in political science, is relevant for exploring community spaces. Following Facebook groups and second-generation organizations is interesting and important, certainly as the second generation now moves to the memory forefront. Facebook group research is qualitative and involves participant observation. The research findings have already been presented at a conference, and the paper is in the writing stages.
"History faces on Facebook" The 5th International Conference On History and Culture (Ankara, 2021).
"Offspring faces on Facebook" Digital Holocaust memory from the margins: Practices, Places, and Narratives. (Ben Gurion University, 2021).

In collaboration with Dr. Boaz Cohen from the Western Galilee Academic College, and together with a research student under my guidance, we have been exploring a groundbreaking course for two semesters that combines entrepreneurship studies, project-based teaching, and Holocaust memory. Various students worldwide attend this international course of the Western Galilee Academic College. The course and its research provide a unique and interesting opportunity to explore memory in a multidisciplinary representation. The idea of combining entrepreneurship with memory is innovative and exciting. Dr. Cohen and myself supervise the students and are confident that this project will soon produce an excellent research paper.

In addition, I am researching the career development patterns of students. Proximity to students allows me to study the development of their careers, what is essential to young people and what motivates them. In collaboration with the Career Development Offices and Prof. Roni Manos from the Faculty of Business Administration, we are working on developing ongoing research among the students and graduates that employ the services offered by the Career Development Offices on campus. The study will seek to refine the service and content provided by the Career Development Offices and likewise deepen and explore the areas of motivation, gender, and career in the disrupted employment arena experienced by young graduates.

To conclude, most of my research has dealt with the experience of visiting heritage sites, emphasizing Holocaust sites. Soon, I plan to expand my research and explore virtual space as a tourism platform. I plan to continue and examine the ripples of the Holocaust impact on the second generation. I will study the self-perception of the second generations, the dynamism and changes that take place in these self-
definitions, and the online tools that enable the formation of an imaginary community that seeks leadership and self-definition.

The students will continue to be a source of interest and academic curiosity for me, whether in deepening the research in the field of their careers or in the bodies of knowledge in which they will find interest and hence draw us into them.

