

Xinyuan (Roy) Zhao



Professor
School of Liberal Arts
Macau University of Science and Technology
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EDUCATION

Ph.D. in Hospitality Management 12/2006

School of Hospitality Management, Pennsylvania State University

Minors: Psychology and Statistics

Master of Management in Hospitality, with Honors 07/2001

Business School, Zhongshan (Sun Yat-Sen) University

Bachelor of Economics in Hospitality 07/1998

Business School, Zhongshan (Sun Yat-Sen) University

PROFESSIONAL EXPERIENCE

Professor 08/2022 present

School of Liberal Arts

Macau University of Science and Technology

Associate Professor with Tenure 06/2013 07/2022

Department of Hospitality and Service Management

School of Business, Sun Yat-Sen University

Program Coordinator Business Administration Division 03/2019 02/2021

Department of Management Science

National Natural Science Foundation of China

Visiting Scholar 07/2015 01/2016

School of Hotel and Tourism Management

Purdue University

Assistant Professor 05/2010 06/2013
Department of Hospitality and Service Management
School of Business, Sun Yat-Sen University

Associate Professor 01/2008 04/2010
School of Economics and Commerce
South China University of Technology

Post-Doctoral Scholar & Visiting Faculty 02 12/2009
School of Hotel and Restaurant Administration
Oklahoma State University

Associate Professor & Department Head in Hospitality Management 08/2006 01/2008
School of Tourism and Hospitality Management
South China University of Technology

Assistant Professor 07/2001 07/2002
School of Economics and Management, Guangzhou University

AWARDS & HONORS

- Highly Cited Scholar in China, Elsevier 2023
- Highly Cited Scholar in China, Elsevier 2022
- Highly Cited Scholar in China, Elsevier 2021
- National Teaching Award (Second Prize) 2018
- Guangdong Teaching Award (First Prize) 2018
- Outstanding Teaching Award (Second Prize), SYSBS 2016
- Best Reviewer Award, International Journal of Contemporary Hospitality Management 2017
- Best Paper Award, Journal of Hospitality & Tourism Management 2017
- Outstanding Research Award (Second Prize), SYSBS 2016
- Outstanding Reviewer Award, Journal of Hospitality and Tourism Research 2016
- Best Paper Award, China National Tourism Administration 2016
- Yadong Excellence Award, SYSBS 2014
- Outstanding Research Award (First Prize), SYSBS 2013
- Award for Outstanding Undergraduate Advisor, SYSU 2013
- Excellent Academic Performance, SYSU 2012
- Award for Outstanding Undergraduate Advisor, SYSBS 2012
- Award for Outstanding Undergraduate Advisor, SYSBS 2012

- Award for Teaching Excellence, South China University of Technology 2008
- Best Paper Award, the Inaugural Academy Conference of Guangdong Social Science, Guangzhou, China 2007
- The Award of Penn State Spring 2006 Tuition Grant-in-Aid (campus wide competition), Fellowship Office of Penn State Graduate School 2005
- Scholarship, Organizational Behavior Teaching Society 2005

RESEARCH GRANTS

- **Principal Investigator.** *Tourist experience management in the context of integrated culture & tourism.* Funded by National Natural Science Foundation of China, 2023-present, RMB 1,650,000 (approximately USD 226,000).
- **Principal Investigator.** *Moral dilemma and sense of gain in work-family conflict.* Funded by National Natural Science Foundation of China, 2021-present, RMB 500,000 (approximately USD 69,000).
- **Principal Investigator.** *The cross-level influential mechanisms of a flexible employee-organization relationship on the perspectives of job crafting and employee identifications.* Funded by National Natural Science Foundation of China, 2018-present, RMB 480,000 (approximately USD 68,500).
- **Principal Investigator.** *Moral judgement and ostracism in a role dilemma.* Funded by Natural Science Foundation of Guangdong Province, 2020-present, RMB 100,000 (approximately USD 15,000).
- **Principal Investigator.** *How does a flexible employment contributes to organizations and employees: A cross-level study on the perspectives of job crafting and employee identity.* Funded by Ministry of Education in China, 2018-present, RMB 100,000 (approximately USD 15,000).

Education, 2008-2013, RMB 70, 000 (approximately USD 11,200).

- **Principal Investigator.** *Work-family interface of migrant employees at Guangdong: On the perspective of self-regulation.* Founded by Guangdong Social Science Foundation, 2008-2013, RMB 20, 000 (approximately USD 3,200).
- **Principal Investigator.** *Work-family interface of migrant employees in business organizations at Guangzhou City.* Founded by Guangzhou Social Science Foundation, 2008-2013, RMB 5,000 (approximately USD 800).

REFEREED INTERNATIONAL JOURNAL PUBLICATIONS

<https://scholar.google.com/citations?user=ApZkPCUAAAAJ&hl=en>

<https://www.researchgate.net/profile/Xinyuan-Zhao-2>

- 1 Zhao, X., Wang, J., Mattila, A. S., Leong, A. M. W., Cui, Z., Sun, Z., Yang, C., and Chen, Y. (2023). Examining the cross-level mechanisms of the influence of supervisors' job crafting on frontline employees' engagement and performance, *International Journal of Contemporary Hospitality Management*, 1-23. <https://doi.org/10.1108/ijchm-08-2022-1028>
- 2 Yang, C., Chen, Y., Zhao, X. and Cui, Z. (2023). Career identity and organizational identification among professionals with on-demand work. *Personnel Review*, 52(3): 470-491. <https://doi.org/10.1108/PR-04-2019-0193>
- 3 Dong, Y., Zhao, X.
empowerment? The effect of differentiated empowering leadership on employee proactive service. *Journal of Hospitality & Tourism Research*, 47(7): 1187-1214. <https://doi.org/10.1177/10963480221074270>
- 4 Mo, S., Song, Y., Fang, Y., Wang, M., Shi, J., Jin, W., & Zhao, X. (2022). Performance goal orientation and unethical pro-organizational behavior: a moderated mediation model. *International Journal of Human Resource Management*, 1-33. <https://doi.org/10.1080/09585192.2022.2125819>
- 5 Zheng, C., Wu, J., & Zhao, X. (2022). How could hospitality employees survive? The individual costs, career decisions and autonomy support of furlough strategies in a crisis. *International Journal of Hospitality Management*, 106, 103279.
- 6 Yang, Y., Yan, X., Zhao, X., Mattila, A. S., Cui, Z., & Liu, Z. (2022). A two-wave longitudinal study on the impacts of job crafting and psychological resilience on emotional labor. *Journal of Hospitality and Tourism Management*, 52, 128-140.
- 7 Zhao, X., Wang, J., Law, R., & Fan, X. (2020). A meta-analytic model on the role of organizational support in work-family conflict and employee satisfaction,

- International Journal of Contemporary Hospitality Management*, 32(12): 3767-3786.
- 8 Zhao, X., Ghiselli, R., Wang, J., Law, R., Okumus, F., & Ma, J. (2020). A mixed-method review of work-family research in hospitality contexts. *Journal of Hospitality and Tourism Management*, 45: 213-225.
 - 9 Yang, C., Chen, Y., Zhao, X., & Mattila, A. S. (2020). Unfolding deconstructive effects of negative shocks on psychological contract violation, organizational cynicism, and turnover intention. *International Journal of Hospitality Management*, 89: 1-10.
 - 10 Yang, C., Chen, Y., Zhao, X., & Hua, N. (2020). Transformational leadership, proactive personality and service performance: The mediating role of organizational embeddedness. *International Journal of Contemporary Hospitality Management*, 32(1): 267-287.
 - 11 Zhao, X., Namasivayam, K., Beutell, N. J., Liu, J., & Wang, F. (2020). Chronic regulatory focus and work-family conflict among Chinese workers. *International Journal of Environmental Research and Public Health*, 17(12): 4526-4544.
 - 12 Hua, N., Hight, S., Wei, W., Ozturk, A. B., Zhao, X., Nusair, K., & DeFranco, A. (2019). The power of e-commerce: Does e-commerce enhance the impact of loyalty programs on hotel operating performance?. *International Journal of Contemporary Hospitality Management*, 31(4): 1906-1923.
 - 13 Law, R., Chan, I. C. C., & Zhao, X. (2019). Ranking hospitality and tourism journals. *Journal of Hospitality & Tourism Research*, 43(5): 754-761.
 - 14 Yang, C., Chen, Y., & Zhao, X. (2019). Emotional labor: Scale development and validation in the Chinese context. *Frontiers in Psychology*, 10: 2095-2110.
 - 15 Wong, I. A., Law, R., Zhao, X. (2018). Time-Variant Pleasure Travel Motivations and Behaviors. *Journal of Travel Research*, 57(4): 437-452.
 - 16 Okumus, F., Zhao, X., Niekerk, M., & Law, R. (2018). The importance of having a balanced rating index for ranking academic journals. *Journal of Hospitality & Tourism Research*, 42(7): 1170-1181.
 - 17 Shen, R., Li, M., Letho, X., & Zhao, X. (2018). Work or/and life? An exploratory study of respite experience of bed and breakfast innkeepers. *Journal of Hospitality & Tourism Research*, 42(1): 142-165.
 - 18 Li, J., Kim, W. G., & Zhao, X. (2017). Multilevel model of management support and casino employee turnover intention. *Tourism Management*, 59:193-204.
 - 19 Okumus, F., Bilgihan, A., Ozturk, A. B., & Zhao, X. (2017). Identifying and overcoming barriers to deployment of information technology projects in hotels. *Journal of Organizational Change Management*, 30(5): 744-766.

- 20 Wong, I. A., Law, R., Zhao, X. (2016). When and where to travel? A longitudinal multilevel investigation on destination choice and demand. *Journal of Travel Research*, 56(7): 868-880.
- 21 Zhao, X. (2016). Work-Family Studies in the Tourism and Hospitality Contexts. *International Journal of Contemporary Hospitality Management*, 28(11): 2422-2445.
- 22 Zhao, X., & Ghiselli, R. (2016). Hospitality job characteristics influence work family conflict and job stress. *International Journal of Contemporary Hospitality Management*, 28(2): 305-326.
- 23 Zhao, X., Ghiselli, R., Law, R., Ma, J. (2016). Motivating frontline employees: Role of job characteristics in work and life satisfaction. *Journal of Hospitality and Tourism Management*, 27: 27-38.
- 24 Dai, W., Mao, Z., Zhao, X., & Mattila, A. (2015). How does social capital influence the hospitality firm's financial performance? The moderating role of entrepreneurial activities. *International Journal of Hospitality Management*, 51: 42-55.
- 25 Peng, J., Zhao, X., & Mattila, A. (2015). Improving service management in budget hotels. *International Journal of Hospitality Management*, 49: 139-148.
- 26 Zhao, X., Wang, L., Guo, X., & Law, R. (2015). The influence of online reviews to online hotel booking intentions. *International Journal of Contemporary Hospitality Management*, 27(6):1343-1364. listed in **ESI Top 1%**
- 27 Fan, A., Mattila, A. S., & Zhao, X. (2015). How does social distance impact customer-cultural examination. *International Journal of Hospitality Management*, 47: 35-42.
- 28 Li, G., Law, R., Vu, H. Q., Rong, J., & Zhao, X. (2015). Identifying emerging hotel preference using emerging pattern mining technique. *Tourism Management*, 46: 311-321.

- 32 Zhao, X., Liu, Y., Bi, H., & Law R. (2014). Influence of coupons on online travel reservation service recovery. *Journal of Hospitality and Tourism Management* 21: 18-26.
- 33 Li, Y., Miao, L., Zhao, X., & Lehto, X. (2013). When family rooms become guest lounges: Work-family balance of B&B innkeepers. *International Journal of Hospitality Management*, 34: 138-149.
- 34 Zhao, X., & Mattila, A. S. (2013). Examining the spillover effect of frontline employees family conflict on their affective work attitudes and customer satisfaction. *International Journal of Hospitality Management*, 33: 310-315.
- 35 Zhao, X. & Namasivayam, K. (2012). The relationship of chronic regulatory focus to work family conflict and job satisfaction. *International Journal of Hospitality Management*, 31: 458-467.
- 36 Qu, H., & Zhao, X. (2012). Employees' work family conflict moderating life and job satisfaction. *Journal of Business Research*, 65: 22-28.
- 37 Zhao, X., Qu, H., & Ghiselli, R. (2011). Examining the relationship of work-family conflict to affective reaction, cognitive appraisal and life satisfaction. *International Journal of Hospitality Management*, 30: 46-54.
- 38 Harrison, M. M., Neff, N. L., Farr, J. L., Schwall, A. R., & Zhao, X. (2011). Predictors of individual level innovation at work: A meta-analysis. *Journal of Psychology of Aesthetics, Creativity, and the Arts*, 5: 90-105.
- 39 Zhao, X. & Namasivayam, K. (2009). Post-training self-efficacy, job-involvement, and training effectiveness in the hospitality industry. *Journal of Human Resources in Hospitality & Tourism*, 8: 137-152.
- 40 Zhao, X., Mattila, A. S., & Tao, L. S. E. (2008). The role of post-training self-efficacy in customers use of self service technologies. *International Journal of Service Industry Management*, 19: 492-505.
- 41 Namasivayam, K., & Zhao, X. (2007). An investigation of the moderating effects of organizational commitment on the relationships between work-family conflict and job satisfaction among hospitality employees in India. *Tourism Management*, 28: 1212-1223.
- 42 Namasivayam, K., Miao, L., & Zhao, X. (2007). An investigation of the relationships between compensation practices and firm performance in the US hotel industry. *International Journal of Hospitality Management*, 26: 574-587.
- 43 Namasivayam, K., Conklin, M. T., & Zhao, X. (2005). The influence of pretraining positive affect and training design on perceived training effectiveness. *Journal of Foodservice Business Research*, 8(2): 3-18.

- 44 Zhao, X., Zhan, J., & Namasivayam, K. (2004). Factors affecting training success in China. *Journal of Human Resources in Hospitality & Tourism*, 3(1): 89-105.

REFEREED CHINESE JOURNAL PUBLICATIONS

Searched in CNKI

- [1] , , , .
[J]. ,2022,34(07):255-267.DOI:10.14120/j.cnki.cn11-5057/f.2022.07.006.
- [2] , , , , .
[J]. ,2021,33(11):13-27.DOI:10.14120/j.cnki.cn11-5057/f.2021.11.006.
- [3] , , , , , , , .
254 [J].
,2021,35(05):774-781.DOI:10.16262/j.cnki.1000-8217.2021.05.020.
- [4] , , . -
[J]. ,2021,36(09):88-102.DOI:10.19765/j.cnki.1002-5006.2021.09.010.
- [5] , , , . [J].
,2021,24(06):117-126.DOI:10.19920/j.cnki.jmsc.2021.06.008.
- [6] , , , .
[J]. ,2021(03):50-57.DOI:10.16851/j.cnki.51-1728/g4.2021.03.006.
- [7] , , . ?
[J]. ,2021,33(04):12-23.DOI:10.14120/j.cnki.cn11-5057/f.2021.04.002.
- [8] , , . [J].
,2021(01):66-75.DOI:10.13541/j.cnki.chinade.2021.01.008.
- [9] , ,Melisa Santjoko, .
[J]. ,2020,32(09):193-204.DOI:10.14120/j.cnki.cn11-5057/f.2020.09.016.
- [10] , , , , , , , , .
[J]. ,2020,34(02):228-236.DOI:10.16262/j.cnki.1000-8217.2020.02.024.
- [11] , , , . ?
[J]. ,2019,36(02):118-133.DOI:10.16471/j.cnki.11-2822/c.2019.02.010.

- [12] , , . :
 [J]. ,2017(04):22-31.DOI:10.16471/j.cnki.11-2822/c.2017.04.005.
- [13] , . [J].
 ,2014,28(10):117-120.DOI:10.13956/j.ss.2014.10.057.
- [14] Fevzi Okumus, , .
 [J]. ,2013,8(03):30-42+183-199.
- [15] , . [J].
 ,2010,32(11):19-25.
- [16] , . [J]. ,2010(04):62-67.
- [17] , . [J].
 ,2010(03):148-149+188.DOI:10.19374/j.cnki.14-1145/f.2010.03.053.
- [18] , . [J].
 ,2010,26(02):52-54.DOI:10.16331/j.cnki.issn1002-736x.2010.02.036.
- [19] . [J].
 ,2007,27(S1):106-107.
- [20] , , , . [J].
 ,2001(04):39-43.
- [21] , , . [J]. ,
 2000(04):19-21.DOI:10.16323/j.cnki.lykx.2000.04.006.
- [22] , . [J]. ,2000(06):61-63+42.
- [23] , . , [J].
 ,2000(04):26-29.
- [24] , , , ?[J]. ,2000(02):27-28.DOI:10.16323/j.cnki.lykx.2000.02.008.
- [25] , . [J]. ,1999(06):71-73.
- [26] .APTA [J]. ,1999(06):69-71.
- [27] , , , , , , . [J].
 ,1999(06):5-8+72.
- [28] , . [J]. ,1999(04):27-30.
- [29] , . [J]. ,1999(03):20-23.

ACADEMIC SERVICE

- **Associate Editor:** *International Journal of Contemporary Hospitality Management* (SSCI/11.1/ Q1/2022);
- **Editorial Board:** *Journal of Hospitality & Tourism Research* (SSCI/4.2/Q2/2022);

Journal of Human Resources in Hospitality & Tourism;

- **Guest Editor:** Spec

International Journal of Contemporary Hospitality

Management;

- **Ad Hoc Reviewer:** *Journal of Occupational and Health Psychology; Annals of Tourism Research; Tourism Management; International Journal of Hospitality Management; Journal of Hospitality & Tourism Research; Cornell Hospitality Quarterly; Journal of Foodservice Business Research; Journal of Human Resources in Hospitality & Tourism; Journal of Hospitality Marketing and Management; Journal of Quality Assurance in Hospitality & Tourism; Journal of China Tourism Research.*