



Xinyuan (Roy) Zhao
 Professor, School of Liberal Arts
 Office: O906
 Email: xyzhao@must.edu.mo

Academic Qualifications

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

Working 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

- 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).
- **Principal Investigator.** *Employees multiple identities in a sharing economy: A cross-level study on the antecedents, consequences and mechanisms.* Funded by Natural Science Foundation of Guangdong Province, 2018-2021, RMB 100,000 (approximately USD 15,000).
- **Principal Investigator.** *Stakeholder equilibrium of a life friendly organizational culture.* Funded by Natural Science Foundation of Guangdong Province, 2015-2017, RMB 100,000 (approximately USD 15,000).
- **Principal Investigator.** *New-generation employees work-family expectations and family-friendly organizational culture.* Funded by National Natural Science Foundation of China, 2012-2014, RMB 185,000 (approximately USD 29,800).

- **Principal Investigator.** *Migrant employees work-family conflicts and coping strategies: An investigation at the Pearl River Delta.* Funded by Chinese Department of Education, 2008-2013, RMB 70,100 (approximately USD 11,200).7n 16f
- **Principal Investigator.** *Work-family interface of migrant employees at Guangdong: On the perspective of self*

- 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). Why do you feel stressed in a 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.
- 29 Zhao, X., Mattila, A. S., & Ngan, N. N. (2014). The impact of frontline employees work-family conflict on customer satisfaction: The mediating role of exhaustion and emotional displays. *Cornell Hospitality Quarterly*, 55(4): 422-432.
- 30 Zhao, X., Qu, H., & Liu, J. (2014). To Be Relaxed or Social? An Investigation into Family Conflicts and Their Leisure Intentions. *Cornell Hospitality Quarterly*, 55(4): 408-421.

- 31 Liu J., Qu H., Huang D., Chen G., Xiao Y., Zhao X., Liang Z. (2014). The role of social capital in encouraging residents' pro-environmental behaviors in community-based ecotourism. *Tourism Management* 41: 190-201.
- 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] , , , , .
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- [3] , , , , , , , .
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,2021,35(05):774-781.DOI:10.16262/j.cnki.1000-8217.2021.05.020.
- [4] , , .
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[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] , .

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*