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Assistant Professor

<u>Areas of Research Expertise</u>	<u>Areas of Teaching Expertise</u>
Organizational Behavior Leadership Hospitality Human Resource Management	F&B Cost Control F&B Operation Microeconomics Introduction to Accounting Introduction to Management

Qualifications

[Academic Qualifications]

- 2013 PhD / Human Resource Management / Macau University of Science and Technology
- 2006 Master of Science / Business Management / Zhejiang University
- 2004 Bachelor / Accounting / Zhongnan University of Economics and Law

[Professional Qualifications]

Certified Public Accountant of China (CICPA)

Publications

[Journal Articles]

1. **Zhu Y. N.**, Wang Y., Song B., Feng Q, Lin H., & Tang J. (2023). The Interactive Effects of Extrinsic and Intrinsic Motivations on Service Recovery Performance:

- the Mediating role of self-efficacy. *Tourism & Management Study*, 19(3), 7-22.
2. Luo P., Shi J. Q., **Zhu Y.N.** & Fang Y.R. (2020).
. *Acta Psychologica Sinica*, 52(1), 8-92.
 3. **Zhu Y.N.**, Hong F., & Yang C. Y. (2018). Inclusive leadership: review and direction for future research. *Journal of Macau University of Science and Technology*, 12(2), 21-27.
 4. **Zhu Y.N.**, Cheng Y. Y., & Liu Y.N. (2015). Employee voice behavior: review and direction for future research. *Journal of Macau University of Science and Technology*. 9(1), 107-116.
 5. **Zhu Y.N.** (2013). The Effects of Hong Kong Gambling Movie on Tourism Decision-Making of Macao Based on Social Representation Theory. *Tourism Forum*, 6(3), 20-29.
 6. **Zhu Y.N.** (2012). The study on the integration path of Macau's convention and exhibition industry and tourism industry. *Journal of Macau Economy*, 32, 30-43.
 7. **Zhu Y.N.**, & Yang C.Y. (2009). A Review of the Research of Green Hotel in Mainland China and the Choice of Hotels Development, *Macau Studies*, 53 ,2009.8,75-81.

[Conference Papers]

1. Sun L. Y., **Zhu Y. N.**, Li C, & Pan W. (2023). Employees Speak Up Because of Who They Are? A Multilevel Investigation of Voice Role Identity. The 83rd Annual Meeting of the Academy of Management, Boston, Massachusetts, USA
2. Yuanshu T., Chen S, & Zhu Y. N. (2022). Barriers to the development of the hotel industry of Macau during the Covid-19 pandemic. The 1st International Research Symposium on Management, Rajarata University, Sri Lanka.
3. Wang Y. R., **Zhu Y. N.**, & Tang J. (2021). The influence of inclusive leadership

a moderated mediating model. 2021

International Conference on Modern Education and Humanities Science

(ICMEHS 2021), Chang sha, Hunan Province, China. (to be cited as LEVEL 2)

4. **Zhu Y.N.**, Sun L. Y., & Cheng Wei (2019). Inclusive leadership, proactive personality and employee voice: a voice role identity perspective. The 79th Annual Meeting of the Academy of Management, Boston, Massachusetts, USA.
5. **Zhu Y.N.**(2012). The effects of Hong Kong gambling movie on destination image of Macau based on social representation theory. The International Conference on Trade, Tourism, Biological & Eco-systems, Thailand.
6. **Zhu Y. N.**(2012).The discussion of visual representation of gambling built by Hong Kong gaming movie and its impact on the perceptions of Macau as a potential tourist destination.The 3rd international conference on tourism and hospitality between China-Spain, China.
7. **Zhu Y. N.** (2009). The discussion of the Pan-PRD regional cooperation in tourism industry and the rethinking of the development of Macao's tourism industry. Paper presented at the meeting of the 3rd Asian-Pacific Region Tourism Conference and exhibition education and industry development international conference, Macau, China.

[Book Chapter]

1. **Zhu Y. N.**, Yang C. Y. & Hong F. (2018).
2017-2018 , Social Science of
Academy Press (China).
2. **Zhu Y.N.** (2017).
2016-2017 , Social Science of Academy Press
(China).

Membership of Academic and Professional Associations

Member - Academy of Management

Member- Certified Public Accountant of China (CICPA)

Member- International Association for Chinese Management Research (IACMR)