



[hbwu@must.edu.mo](mailto:hbwu@must.edu.mo)

**List from most current to the past. Use professional reference format.**

Wu, H., Wang, X. H., & Chen M., (accepted) Linking customer mistreatment to  
-efficacy perspective of autonomous and  
dependent helping. *International Journal of Contemporary Hospitality  
Management* (Impact factor = 9.321 SSCI Q1)

Lu, W., Liu, S., Wu. H\*., & Wu.K., (2022) To avoidance or approach: Unraveling  
mistreatment. *Journal of Hospitality and Tourism Management* (Impact factor  
= 5.959 SSCI Q2)

Chen, M., Wang, X.H., & Wu, H\*. (2022) Unravelling the Relationship Between  
Hindrane Stressors and Bootleg innovation: The Moderation Role of  
Organizational types. *Chinese Management Studies* (Impact factor = 2.351  
SSCI Q4)

Lu, W., Wu, H\*., Liu, S., & Sun, B. (2022) Render Good for Evil or Take an  
Eye for an Eye ? The Double-Edged Sword of Customer Mistreatment.  
*Journal of Business and Psychology* (Impact factor = 6.604 SSCI Q1)

Lu, W., Wu, H\*., Liu, S., & Pei J. (2022) Why customer mi

Wang, X.H., & Wu, H. (2018). Ideology of Reform for Public Hospitals. In *Diversity of Ideology from Inside China*. (pp. 135-153) edited by Check-Teck Foo. Singapore: Springer.

Chen, P., Li, Y., & Wu, H. (2023) Impacts of stress and well-being on organizations and societies: A global perspective. In *Cambridge Companion to Management: Organizational Stress and Well-being*. edited by Laurent Lapierre and Sir Cary Cooper. Cambridge: Cambridge University Press.

\* correspondent author

/ /

Best Submission with Practical Implications Award: 79<sup>th</sup> Annual Meeting of the Academy of Management 2019

Emerald Literati Award: 2020 High Commended Article of Journal of Managerial Psychology