



## Pan, Su-Ying

### Associate Professor

<u>Areas of Research Expertise</u>	<u>Areas of Teaching Expertise</u>
<ul style="list-style-type: none"><li>● Work-family issue</li><li>● Leadership</li></ul>	<ul style="list-style-type: none"><li>● Business Statistics</li><li>● Human Resource Management</li><li>● Introduction to Management</li></ul>

Updated: January, 2023

#### ACADEMIC QUALIFICATION

Ph.D.	Human Resource Management and Organizational Behavior / Business Administration / National Taiwan University of Science and Technology / Taiwan
Bachelor	Major in Social Work, Minor in Business Administration / Soochow University / Taiwan

#### PROFESSIONAL QUALIFICATION

2018 - present	Associate Professor / Faculty of Hospitality and Tourism Management/ Macau University of Science and Technology
2012 - 2018	Assistant Professor / Faculty of Hospitality and Tourism Management/ Macau University of Science and Technology

#### JOURNAL ARTICLES

- Pan, S. Y.** (In press). A Review of Multilevel Analysis in Hospitality Management. *International Journal of Contemporary Hospitality Management*. (SSCI)
- Wong, J. W. C. & **Pan, S. Y.\*** (2023). Different emotional and behavioral reactions to customer mistreatment among hotel employees: A multilevel moderated mediation model. *Journal of Hospitality and Tourism Management*, 54, p. 221-230. (SSCI)
- Pan, S. Y.,** & Li, Y.<sup>†</sup> (2022). Family supportive and singles-friendly: How an equally supportive

working environment impacts unmarried hotel employees. *International Journal of Contemporary Hospitality Management*, 34, p. 759-781. (SSCI)

- † Ph.D. student advisee

**Pan, S. Y.\***, Chuang, A. C., & Yeh, Y. J. (2021). Linking supervisor's and subordinate's negative work-family experience: The role of family supportive supervisor behavior. *Journal of Leadership and Organizational Studies*, 28, p. 1-14. (SSCI)

Yeh, Y. J. Y., Ma, T. N., **Pan, S. Y.**, Chuang, P. J., & Jhuang, Y. H. (2020). Assessing potential effects of daily cross-domain usage of information and communication technologies. *The Journal of Social Psychology*, 160, p. 465-478. (SSCI)

**Pan, S. Y.\***, & Yeh, Y. J. (2019). The crossover effect of work-family conflict among hotel employees. *International Journal of Contemporary Hospitality Management*. 31, p. 812-829. (SSCI)

**Pan, S. Y.\***, & Lin, K. J. (2018). Who suffers when supervisors are unhappy? The role of leader-member exchange and abusive supervision. *Journal of Business Ethics*, 151, 799-811. (SSCI, [Financial Times Top 50 journals](#))

**Pan, S. Y.** (2018). Do workaholic hotel supervisors provide family-supportive supervision? A role identity perspective. *International Journal of Hospitality Management*, 68, 59-67. (SSCI)

Lin, K. J., Ilies, R., Pluut, H., & **Pan, S. Y.** (2017). You are a helpful co-worker, but do you support your spouse? A resource-based work-family model of helping and support provision. *Organizational Behavior and Human Decision Processes*, 138, 45-58. (SSCI, [Financial Times Top 50 journals](#))

- Finalist for 2017 The Rosabeth Moss Kanter Award for Excellence in Work-Family Research)

**Pan, S. Y.\***, & Lin, K. J. (2015). Behavioral mechanism and boundary conditions of transformational process. *Journal of Managerial Psychology*, 30, 970-985. (SSCI)

**Pan, S. Y.**, & Yeh, Y. J. (2012) Impact of value congruence on work family conflict : The mediating effect of work-related support. *Journal of Social Psychology*, 152, 270-287. (SSCI)

Chi, N. W., & **Pan, S. Y.** (2012). A multilevel investigation of missing links between transformational leadership and task performance: The mediating roles of perceived person-job fit and person-organization fit. *Journal of Business and Psychology*, 27, 43-56. (SSCI)

Lu, K. M., **Pan, S. Y.\***, & Cheng, J. W. (2011). Examination of a perceived cost model of employees' negative feedback-seeking behavior. *The Journal of Psychology: Interdisciplinary and Applied*, 145, 573-594. (SSCI)

## **CONFERENCE PRESENTATIONS**

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- Lin, K. J., **Pan, S. Y.**, & Wang, A. F. (2021). Outsourcing self-regulation: Daily delegation as an antidote to the negative consequences of ego depletion. Paper will be presented at Annual Meeting of the Academy of Management, Virtual meeting.
- Pan, S. Y.**, Lin, K. J., & Xia, Y. (2020). Holding abusive managers in contempt: Why and when experienced abusive supervision motivates enacted interpersonal justice toward subordinate. Paper presented at Annual Meeting of the Academy of Management, Virtual meeting.
- *Selected for the Academy of Management Best Paper Proceedings (OB).*
- Lee, Y. P., Chang, S. E., Huang, L. M., & **Pan, S. Y.** (2019). A study in the relationship between employee engagement and organizational citizenship behavior: Exploring the cross-level moderating effect of group cohesion and regulatory focus. Paper presented at Taiwan Academy of Management Conference, Bali, Indonesia.
- Pan, S. Y.** (2018). The crossover effect of work-family conflict between supervisors and subordinates. Serve as a session chair. Paper presented at International Association for Chinese Management Research, Wuhan, China.
- Pan, S. Y.** (2017). Do workaholic hospitality supervisors provide family-supportive supervision? A role identity perspective. Serve as a session chair. Paper presented at the 10th Taiwan Academy of Management Conference, Fukuoka, Japan.
- Pan, S. Y.** & Lin, K. J. (2016). Who suffers when supervisors are unhappy? The roles of LMX and abusive supervision. Serve as a session chair. Paper presented at Annual Meeting of the Academy of Management, Anaheim, California, USA.
- Pan, S. Y.** (2014). The crossover effect of work-family conflict between supervisors and subordinates. Paper presented at International Conference on Business and Management. Taipei, Taiwan.
- *Winner of Best Paper Award*
- Pan, S. Y.** (2013). Multilevel investigation of subordinates' WFC: Crossover effect of supervisor's WFC and downward effect of top managers' support. Paper presented at Academy of Management Annual Meeting, Florida, USA.
- Pan, S. Y.\***, & Lin, K. J. (2012). Transformational leadership and subordinates' feedback-seeking behavior: How performance is enhanced and whether leader-member exchange matters. Paper presented at Asia Academy of Management Annual Meeting, Seoul, Korea.
- Yeh, Y. J., & **Pan, S. Y.** (2012). Positive affectivity, social support, and work family enrichment. Paper presented at Academy of Management Annual Meeting, Boston, USA.
- Pan, S. Y.**, Lu, K. M., & Wu, T. Y. (2011). The influence of uncertainty avoidance, collectivism and

information type on escalation of commitment. Paper presented at the 11<sup>th</sup> annual conference of Taiwan Psychology Association, Taichung, Taiwan.

Yeh, Y. J., **Pan, S. Y.**, & Ko, J. J. (2010). Impact of value congruence on work family conflict: The mediating effect of work-related support. Paper presented at Academy of Management Annual Meeting, Canada.

Lu, K. M., **Pan, S. Y.**, & Cheng, J. W. (2010). Exploring the supervisory antecedents and mechanisms of subordinate's negative feedback seeking behavior: The perceived cost and value perspective. Paper presented at Asia Academy of Management Annual Meeting, Macau, China.

Chi, N. W., & **Pan, S. Y.** (2010). A multilevel investigation of missing links between transformational leadership and task performance: The mediating role of perceived person-job fit and person-organization fit. Paper presented at Asia Academy of Management Annual Meeting, Macau, China.

## **RESEARCH GRANTS/PROJECTS**

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2019 – 2021    Outsourcing Self-regulation: A Within-individual Examination of Ego Depletion and Leadership Behavior. Macau University of Science and Technology Grant.

2016 – 2017    Do workaholic hotel managers provide family supportive supervision? A reasoned action perspective. Macau University of Science and Technology Grant.

2013 - 2014    An investigation of crossover effect from supervisors' work-family conflict to subordinates' work-family conflict among hospitality employees in Macau: An attribution perspective. Macau University of Science and Technology Grant.

## **PROFESSIONAL SERVICES**

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### ***Editorial Board Membership***

✚ International Journal of Contemporary Hospitality Management, since 2021

(Rank 28/226 in Management & 8/57 in Hospitality, Leisure, Sport & Tourism in 2021; Journal impact factor in 2021 is 9.321).

### ***Ad-Hoc Reviewer in General Management***

- Journal of Business Ethics (SSCI)
- International Journal of Human Resource Management (SSCI)
- Human Resource Management Journal (SSCI)
- Human Relations (SSCI)

- Applied Psychology: An International Review (SSCI)
- Asia Pacific Journal of Management (SSCI)
- European Journal of Work and Organizational Psychology (SSCI)
- Journal of Managerial Psychology (SSCI)
- Review of Managerial Science (SSCI)
- Stress and Health (SSCI)
- Current Psychology (SSCI)
- Organization and Management (TSSCI)
- Journal of Human Resource Management (TSSCI)
- NTU management review (TSSCI)
- Academy of Management Annual Meeting
- Asia Academy of Management Biennial Conference
- International Association for Chinese Management Research Biennial Meeting
- 2018, 2019, 2020, and 2021 Rosabeth Moss Kanter Award for Excellence in Work-Family Research committee held by Purdue University

**Ad-Hoc Reviewer in Hospitality and Tourism Management**

- Tourism Management (SSCI)
- International Journal of Hospitality Management (SSCI)
- International Journal of Contemporary Hospitality Management (SSCI)
- Journal of Hospitality & Tourism Research (SSCI)
- Tourism Management Perspectives (SSCI)

**UNIVERSITY SERVICES AND AWARDS**

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- ✚ Recipient of “Luso International Banking Limited (LIB) Academic Research Award” in 2022.
- Recipient of Outstanding Performance Award in Online Teaching, MUST, 2020.
- Reviewer of university research grant
- Reviewer of Journal of Macau University of Science and Technology
- Academic rank promotion committee member in Faculty of Hospitality and Tourism Management
- Graduate student admission committee member in Faculty of Hospitality and Tourism Management since 2022

- Teacher advisory committee member in Faculty of Hospitality and Tourism Management (from 2020 to 2022)
- Speaker of “Competencies in Research Design and Use” by Educational Development Centre, MUST, 2018.
- Speaker of “Training program in effective Ph.D/Doctoral supervision”, by School of Graduate Studies & Educational Development Centre, MUST, 2021.

## **PROFESSIONAL AFFILIATIONS**

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- Member of Academy of Management
- Member of Asia Academy of Management
- Member of International Association for Chinese Management Research

## **PERSONAL ACADEMIC WEBSITES**

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- Web of Science: <https://www.webofscience.com/wos/author/record/ABC-6554-2021>