

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 Business, Guangzhou University, Guangzhou, China

AWARDS & HONORS

- 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.** *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, 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

- 1 . Dong, Y., Zhao, X. (Roy), Yuan, Y., Dong, H., & Jiang, J. (2022, online). What's wrong with different empowerment? The effect of differentiated empowering leadership on employee proactive service. *Journal of Hospitality & Tourism Research*.
- 2 . 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.
- 3 . 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.

9. Zhao, X., Wang, J., Santjoko, M., & Lin, C. (2020). Cross-level studies on the impacts of paternalistic leadership on employee turnover intentions. *Management Review*, 32(9): 193-204.
10. 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.
11. Law, R., Chan, I. C. C., & Zhao, X. (2019). Ranking hospitality and tourism journals. *Journal of Hospitality & Tourism Research*, 43(5): 754-761.
12. Yang, C., Chen, Y., & Zhao, X. (2019). Emotional labor: Scale development and validation in the Chinese context. *Frontiers in Psychology*, 10: 2095-2110.
13. Wong, I. A., Law, R., Zhao, X. (2018). Time-Variant Pleasure Travel Motivations and Behaviors. *Journal of Travel Research*, 57(4): 437-452.
14. 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.
15. 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.
16. Li, J., Kim, W. G., & Zhao, X. (2017). Multilevel model of management support and casino employee turnover intention. *Tourism Management*, 59:193-204.
17. 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.
18. 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.
19. Zhao, X. (2016). Work-Family Studies in the Tourism and Hospitality Contexts. *International Journal of Contemporary Hospitality Management*, 28(11): 2422-2445.
20. Zhao, X., & Ghiselli, R. (2016). Why do you feel stressed in a “smile factory”? : Hospitality job characteristics influence work–family conflict and job stress. *International Journal of Contemporary Hospitality Management*, 28(2): 305-326.
21. 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.

22. 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.
23. Peng, J., Zhao, X., & Mattila, A. (2015). Improving service management in budget hotels. *International Journal of Hospitality Management*, 49: 139-148.
24. 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%**)
25. Fan, A., Mattila, A. S., & Zhao, X. (2015). How does social distance impact customers' complaint intentions? A cross-cultural examination. *International Journal of Hospitality Management*, 47: 35-42.
26. 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.
27. 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.
28. Zhao, X., Qu, H., & Liu, J. (2014). To Be Relaxed or Social? An Investigation into the Relationship Between Hospitality Employees' Work-Family Conflicts and Their Leisure Intentions. *Cornell Hospitality Quarterly*, 55(4): 408-421.
29. 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.
30. 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.
31. 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.
32. Zhao, X., & Mattila, A. S. (2013). Examining the spillover effect of frontline employees' work-family conflict on their affective work attitudes and customer satisfaction. *International Journal of Hospitality Management*, 33: 310-315.
33. 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.

34. Qu, H., & Zhao, X. (2012). Employees' work–family conflict moderating life and job satisfaction. *Journal of Business Research*, 65: 22-28.
35. 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.
36. 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.
37. 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.
38. 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.
39. 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.
40. 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.
41. 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.
42. Zhao, X., Zhan, J., & Namasivayam, K. (2004). Factors affecting training success in China. *Journal of Human Resources in Hospitality & Tourism*, 3(1): 89-105.

ACADEMIC SERVICE

- **Associate Editor:** *International Journal of Contemporary Hospitality Management*
Frontiers in Psychology – Organizational Psychology
- **Editorial Board:** *Journal of Hospitality & Tourism Research*
Journal of Human Resources in Hospitality & Tourism
- **Guest Editor:** Special Issue of “Ethical and Sustainable Practices in the Tourism and Hospitality Industry in China”, *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.