



Name : Xiaoman Zhou
Title : Lecturer
Office : O725
Tel. : 8796 1814
Email : xmzhou@must.edu.mo



Academic Qualifications

Master—Ph.D./Tourism Management/Jinan University
Joint Ph.D./Organization & Management/National University of Singapore
Bachelor of Management (Major)/Tourism Management/Huaqiao University
Bachelor of Arts (Minor)/Journalism & Communication/Huaqiao University

Teaching Areas

Consumer Behavior
Enterprise Resource Planning

Areas of Research Expertise

Organizational Behavior and Human Resource Management
Service Marketing

Working Experience

School of Liberal Arts, Macau University of Science and Technology
Lecturer
School of Geography and Tourism, Chongqing Normal University
Lecturer, Graduate Supervisor

Professional Society Membership

Academy of Management

Publications

Journal Articles

- Zhou, X.**, Zhao, L., Zhang, L., Liu, X.* (2026). Decoding the emotional needs of Gen Z employees: Unlocking the benefits of organizational emotional capability and workplace friendship. *International Journal of Contemporary Hospitality Management*, accepted (SSCI Q1 top, ABS 3*, ABDC_A)
- Chen, M., Li, S.*, **Zhou, X.**, Hu, C., Wang, Y. (2026). Guided by humans or technology? Tour mode effects on children' s long-term learning outcomes. *Tourism Management*, 115, 105394 (SSCI Q1 top, ABS 4*, ABDC_A*)



- Zhou, X.**, Wang, S., Zhao, X.* , Namasivayam, K. (2025). How do organizational emotion resources enhance Gen Z person-job fit in hotels? Insights from career adaptability and diversity management. *International Journal of Hospitality Management*, 126, 104095 (SSCI Q1 top, ABS 3*, ABDC_A*)
- Zhou, X.**, Chi, Christina, Wen, B.* (2025). Retaining generation Z employees in the hotel industry: A time-lag study. *International Journal of Contemporary Hospitality Management*, 37(1), 76-93 (SSCI Q1 top, ABS 3*, ABDC_A)
- Zhou, X.**, Zhang, S., Zhao, X.* , Namasivayam, K., Zheng, H. (2024). How mentors inspire affective commitment in newcomers: The roles of servant leadership, psychological capital, and feedback-seeking behavior. *International Journal of Hospitality Management*, 118(4), 103677 (SSCI Q1 top, ABS 3*, ABDC_A*)
- Zhou, X.**, Hu, Y.* , Li, Y., Wen, B. (2022). Why do hotel interns stay in the hospitality and tourism industry? An interactionist perspective of organizational socialization. *International Journal of Contemporary Hospitality Management*, 34(3), 1225-1245 (SSCI Q1 top, ABS 3*, ABDC_A)
- Li, Y., Peng, L., Ma, S., **Zhou, X.*** (2022). Beauty premium or beauty penalty in sharing accommodation situations based on lay theories. *International Journal of Contemporary Hospitality Management*, 34(3), 929-950 (SSCI Q1 top, ABS 3*, ABDC_A)
- Wen, B., **Zhou, X.***, Hu, Y., Zhang, X. (2020). Role stress and turnover intention of front-line hotel employees: The roles of burnout and service climate. *Frontiers in Psychology*, 11, 36 (SSCI Q2)
- Zhou, X.**, Wen, B. (2016). An empirical study about the impact of work-family conflict on female staff's career development in hotels. *Journal of Sustainable Development*, 9(5), 100-109.
- Hu, Z., Xin, P., **Zhou, X.*** (2025). Research on the construction and dissemination mechanism of rural homestay host culture. *Tourism Tribune*, 40(9), 69-81 (CSSCI core, AMI authoritative)
- Wen, B., **Zhou, X.**, Li, X.* (2023). Can discriminatory treatment motivate hotel employees? A cross-level analysis of psychological capital, leader-member exchange, and work engagement. *Tourism Tribune*, 38(4), 88-100 (CSSCI core, AMI authoritative)
- Zhang, J., **Zhou, X.**, Wang, L. (2023). Analysis of cultivated land use transformation from the perspective of farmers' livelihood. *Chinese Journal of Agricultural Resources and Regional Planning*, 44(5), 48-58 (CSCD core)
- Wang, Z., **Zhou, X.**, Fang, Z.* (2022). Resilience of urban tourism flow network structure under the impact of COVID-19 pandemic: A case of Chongqing. *Journal of Arid Land Resources and Environment*, 36(11), 148-157 (CSSCI core & CSCD core)
- Wen, B., Zhao, Y., **Zhou, X.*** (2020). The relationship between mentoring, perceived challenge-hindrance stress and psychological capital: The role of feedback-seeking behavior. *Tourism Science*, 34(3), 63-77 (CSSCI core)



- Zhou, X.**, Wen, B., Chen, X., Pan, L. (2019). An empirical study of the dynamic relationship among positive psychological capital, work engagement and job performance—Based on the perspective of mentoring relationship in the hotel industry. *Tourism Tribune*, 34(9), 57-69 (CSSCI core, AMI authoritative)
- Zhou, X.***, Ye, S., Li, J., Huang, Z. (2019). Upright or inclining? An empirical study of the impact of brand logo shapes on the consumer product evaluation. *Foreign Economics & Management*, 41(2), 84-98 (CSSCI core)
- Zhou, X.**, Wen, B., Chen, L. (2018). A dynamic research on hotel interns' retention under the perspective of organizational socialization—The moderating effect of career commitment. *Tourism Science*, 32(5), 81-95 (CSSCI core)
- Wang, X., **Zhou, X.**, Zhou, Y. (2018). A compatibility analysis of tourism education and vocational needs. *Journal of Hanjiang Normal University*, 38(2), 130-135.
- Wen, B., **Zhou, X.**, Wu, X. (2017). An empirical study of the relationship among positive psychological capital, work engagement and job performance in service industry. *Economic Survey*, 34(3), 93-98 (CSSCI core)

Conference Proceedings

- The 85th Annual Meeting of the Academy of Management (Denmark)
- The 84th Annual Meeting of the Academy of Management (USA-Chicago)
- The 83rd Annual Meeting of the Academy of Management (USA-Boston)
- The China Tourism Forum 2019 (USA-Philadelphia)
- The 18th International Asian Conference of the Academy of Human Resource Development (Vietnam)
- The 7th Biennial International Tourism Studies Association Conference (South Africa)
- The 29th Asia Pacific Tourism Association (APTA) Annual Conference (Macau)
- The 13th Chinese Academy of Management Annual Conference (Hangzhou)
- 2019 China Hotel Management Conference (Guangzhou)
- International Conference on Tourism and Retail Service Management (Tianjin)

Research Grants

- Principal Investigator**, 2024.08~2026.12, Humanities and Social Science Foundation of Ministry of Education of China, Work-family balance value of the new generation professional female under the kaleidoscope career perspective: construct, measurement, and mechanisms.
- Principal Investigator**, 2023.12~2024.12, Chongqing Federation of Social Sciences Foundation, A longitudinal research on work-family balance and fertility intention among professional women of the service industry.
- Principal Investigator**, 2023.08~2026.08, Educational Science Foundation of Chongqing, A research on the synergistic path of school-enterprise dual mentoring system for new



generation college students under the perspective of career construction.

Principal Investigator, 2022.07~2025.07, Science Foundation of Chongqing Municipal Education Commission, Mechanism of tourism-driven village in the Three Gorges reservoir area from the perspective of total relationship flow management.

Principal Investigator, 2021.10~2023.10, Foundation of Chongqing Normal University, A longitudinal research on organizational socialization of hotel newcomers from the interactionist perspective.

Co-researcher, 2023.09~2027.08, National Social Science Fund of China, Research on the driving mechanism and incentive policy of farm livelihood cropland ecological conservation behaviour in Southwest China.

Co-researcher, 2023.01~2024.12, Humanities and Social Science Foundation of Ministry of Education of China, Double edged sword effect of deviant innovations and countermeasures.

Co-researcher, 2022.12~2024.12, Culture and Tourism Key Project of Chongqing Federation of Social Sciences, Mechanism and optimization strategy of high-quality development of tourism industry under construction of Chengdu-Chongqing twin cities economic circle.

Co-researcher, 2022.05~2025.12, Humanities and Social Science Foundation Key Project of Chongqing Municipal Education Commission, Evolutionary mechanism of rural reconstruction and transformation in Chongqing.

Researcher, 2015.01~2018.12, National Natural Science Foundation of China, The dynamic relationship among positive psychological capital, work engagement and job performance of service personnel: A study based on the dyadic level.

Awards and Honors

2023 Best Instructor Award & Second prize of southwest region in the 13th National Red Tourism Creative Planning Competition for College Student

2023 Best Instructor Award & Second prize in the 2nd Chongqing College Student Video Design Competition

2023 First prize in the National Study Tour Curriculum Design Competition

2022 Best Instructor Award & First prize in the 12th National Red Tourism Creative Planning Competition for College Student

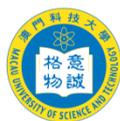
2022 Best Instructor Award & Second prize in the 1st Chongqing College Student Travel Route Creative Planning and Design Competition

2022 Best Instructor Award & Third prize in the Chengdu-Chongqing Twin Cities Economic Circle Rural Tourism Route Design Competition

2022 Outstanding Undergraduate Thesis Supervisor Award of Chongqing Normal University

2021 Outstanding Graduate Award of Jinan University (Ph.D.)

2020 Gold Award in the 6th China College Students Internet + Innovation and Entrepreneurship Competition, Guangdong Province, Jinan University



澳門科技大學
MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY



博雅學院
School of Liberal Arts

2019 Project Innovation Award in the 8th Winning in Guangzhou and Guangdong-Hong Kong-Macao Greater Bay Area Entrepreneurship Competition for College Students

2017, 2014, 2013 National Scholarship

2015 Outstanding Graduate Award of Huaqiao University (Bachelor)

Editorial and Academic Service

Ad hoc Reviewer

Academy of Management Annual Conference

International Journal of Hospitality Management (SSCI Q1)

International Journal of Contemporary Hospitality Management (SSCI Q1)

Humanities and Social Sciences Communications (SSCI Q1)

Acta Psychologica (SSCI Q2)

BMC Psychology (SSCI Q2)

Last Updated : 15.01.2026