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Academic Qualifications

- 12/2006 **Ph.D.in Hospitality Management**
School of Hospitality Management, Pennsylvania State University
Minors: Psychology and Statistics
- 07/2001 **Master of Management in Hospitality, with Honors**
Business School, Zhongshan (Sun Yat-Sen) University
- 07/1998 **Bachelor of Economics in Hospitality**
Business School, Zhongshan (Sun Yat-Sen) University

Teaching Areas

Business Ethics and Corporate Social Responsibility;
Brand Management;
Organizational Behavior;
Resort Management;
Consumer Behavior;
Strategy Management.

Areas of Research Expertise

Tourism & Hospitality Management;
Organizational Behavior and Human Resource Management;
Service Marketing and Management.

Working Experience

- 08/2022 – present *Professor*
School of Liberal Arts , Macau University of Science and Technology
- 06/2013– 07/2022 *Associate Professor with Tenure*
School of Business, Sun Yat-Sen University
- 03/2019 – 02/2021 *Program Coordinator – Business Administration Division*
Department of Management Science, National Natural Science Foundation of China
- 07/2015 – 01/2016 *Visiting Scholar*
School of Hotel and Tourism Management, Purdue University



- 05/2010-06/2013 *Assistant Professor*
School of Business, Sun Yat-Sen University
- 01/2008 – 04/2010 *Associate Professor*
School of Economics and Commerce, South China University of Technology
- 02–12/2009 *Post-Doctoral Scholar & Visiting Faculty*
School of Hotel and Restaurant Administration
Oklahoma State University
- 08/2006–01/2008 *Associate Professor & Department Head in Hospitality Management*
School of Tourism and Hospitality Management
South China University of Technology
- 07/2001– 07/2002 *Assistant Professor*
School of Economics and Management
Guangzhou University

Publications

REFEREED INTERNATIONAL JOURNAL PUBLICATIONS

<https://scholar.google.com/citations?user=ApZkPCUAAAAJ&hl=en>

<https://www.researchgate.net/profile/Xinyuan-Zhao-2>

- 1 . Zhou, L., Zhao, X., Liu, Y., Hua, N., & Wang, M. (In Press). How could corporate social responsibility alleviate social occupational stigma consciousness? *International Journal of Contemporary Hospitality Management*, 1–21. <https://doi.org/10.1108/IJCHM-01-2026-0139>
- 2 . Bai, J. Y., Yan, Y., Zhao, X., Zhou, X., & Leong, A. M. W. (on press). From inclusion to innovation: How inclusive experience drives creativity in migrant worker teams. *International Journal of Hospitality Management*, 140, 104808. <https://doi.org/https://doi.org/10.1016/j.ijhm.2026.104808>
- 3 . Kim, Y. R., Hua, N., DeFranco, A. L., Zhao, X., & Heo, J. (2026). The double-edged sword: IT's moderating role on the human capital-financial performance link in hotels. *Tourism Management*, 116, 105436. <https://doi.org/https://doi.org/10.1016/j.tourman.2026.105436>
- 4 . Tan, H., Zhang, Y., Zhao, X., Mattila, A. S., & Yang, H. (2026). A meta-analytic model of the influence of customer mistreatment on employees' work outcomes. *Journal of Business Research*, 206, 115960. <https://doi.org/https://doi.org/10.1016/j.jbusres.2025.115960>
- 5 . Hu, L., & Zhao, X. (2026). Spillover effects of side-hustle time pressure on cyberloafing within full-time jobs in the hospitality industry. *International Journal of Hospitality Management*, 138, 104746. <https://doi.org/https://doi.org/10.1016/j.ijhm.2026.104746>
- 6 . Chan, I. C. C., Chen, Z., Zhao, X., & Law, R. (2026). Effect of psychical environment on experience design and management. *International Journal of Contemporary Hospitality Management*, 38(5), 1453–1477. <https://doi.org/10.1108/IJCHM-08-2025-1152>
- 7 . Lin, B., Hua, N., & Zhao, X. (2026). Unlocking hotel employees' green advocacy: an environmental love-based framework for understanding green human resource management practices.



- International Journal of Contemporary Hospitality Management*, 38(7), 2305–2327.
<https://doi.org/10.1108/IJCHM-08-2025-1295>
- 8 . Heo, J., Zhang, T., Hua, N., & Zhao, X. (2026). Exploring the dual-aspect well-being of digital nomads in tourism and hospitality: A conceptual framework. *Journal of Smart Tourism*, 6(1), 3–16. <https://doi.org/10.1177/27652157251390605>
 - 9 . Huang, G., Yang, H., Shi, B., Zhao, X., & Li, L. (2026). Leader silence: Definition, measurement and relationships to emotional exhaustion. *European Journal of International Management*, 30(1). <https://doi.org/https://doi.org/10.1504/EJIM.2026.155583>
 - 10 . Zhao, X., Tan, H., Zhang, Y., Mattila, A. S., & Hua, N. (2025). Customer misbehavior in AI-enabled services. *International Journal of Contemporary Hospitality Management*, 37(12), 3965–3982. <https://doi.org/10.1108/IJCHM-04-2025-0520>
 - 11 . Luo, L., Zhao, X., Zhang, Y., So, K. K. F., & Hua, N. (2025). Crowding paradoxes in tourism: A meta-analysis of behavioral intentions, emotional responses, and boundary conditions. *Journal of Hospitality and Tourism Management*, 65, 101346. <https://doi.org/https://doi.org/10.1016/j.jhtm.2025.101346>
 - 12 . Yang, H., Zhao, X., Huang, G., Zhang, L., & Zhang, Y. (2025). The double-edged sword of leader-member exchange: when and why leader--member exchange promotes versus inhibits workplace deviant behavior. *Chinese Management Studies*, 19(6), 1785–1807. <https://doi.org/10.1108/CMS-11-2023-0597>
 - 13 . Chen, Y., Law, R. and Zhao, X. (2025). Digital well-being in hospitality: Epistemology, scope, aggregation, and specification. *International Journal of Contemporary Hospitality Management*, ahead-of-print (ahead-of-print). <https://doi-org.libezproxy.must.edu.mo/10.1108/IJCHM-05-2024-0785>
 - 14 . Yang, Y., Li, Y., Zhao, X., Law, R. and Song, H. (2025). Unraveling the mechanisms of AI system aversion among customer-contact employees: A perspective from advice response theory. *International Journal of Contemporary Hospitality Management*, ahead-of-print (ahead-of-print). <https://doi-org.libezproxy.must.edu.mo/10.1108/IJCHM-05-2024-0651>
 - 15 . Zhou, X., Wang, S. (Sure), Zhao, X. (Roy), & Namasivayam, K. (2025). How do organizational emotion resources enhance Gen Z person-job fit in hotels? Roles of career adaptability and diversity management. *International Journal of Hospitality Management*, 126, 104095. <https://doi.org/10.1016/j.ijhm.2025.104095>
 - 16 . Bai, J., Zhao, X., Huan, T.-C., & Leong, A. M. W. (2025). Overqualification in the socialization context: How being relatively qualified leads to leadership emergence. *International Journal of Contemporary Hospitality Management*, 37(3): 681-699. <https://doi.org/10.1108/IJCHM-03-2024-0367>
 - 17 . Cao, W., Chen, L., Tang, R., Zhao, X., Mattila, A. S., Liu, J., & Qin, Y. (2025). When customers become scapegoats: how negative gossip about organizational change can cause negative emotions and displaced aggression. *Personnel Review*, 54(1): 256-283. <https://doi.org/10.1108/PR-11-2023-0941>
 - 18 . Liu, J., Mai, H., Zhao, X., & Zhou, Z. (2024). Business tourism: A bibliometric visualization review (1994–2023). *Tourism Review*, 80(5), 989–1016. <https://doi.org/10.1108/TR-11-2023-0813>
 - 19 . Zhao, X., Wang, F., Mattila, A.S., Leong, A.M.W., Cui, Z., & Yang, H. (2024). The impact of customer misbehavior on frontline employees' work–family conflict and withdrawal behaviors.



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 - 23 . Yang, C., Chen, Y., Zhao, X., Miao, L., Leong, A. M. W., & Cui, Z. (2023). An Integrated Investigation Into the Impact of Workplace Shocks on Employee Turnover. *Cornell Hospitality Quarterly*, 65(2): 200-216. <https://doi.org/10.1177/19389655231214713>
 - 24 . Zhao, X., Wang, J., Mattila, A. S., Leong, A. M. W., Cui, Z., Sun, Z., Yang, C., and Chen, Y. (2023). Examining the cross-level mechanisms of the influence of supervisors' job crafting on frontline employees' engagement and performance, *International Journal of Contemporary Hospitality Management*, 35(12): 4428-4450.
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<https://doi.org/10.1108/PR-04-2019-0193>
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 - 29 . 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.
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 - 31 . 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.
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35. Law, R., Chan, I. C. C., & Zhao, X. (2019). Ranking hospitality and tourism journals. *Journal of Hospitality & Tourism Research*, 43(5): 754-761.
36. Wong, I. A., Law, R., Zhao, X. (2018). Time-Variant Pleasure Travel Motivations and Behaviors. *Journal of Travel Research*, 57(4): 437-452.
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41. 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.
42. Zhao, X. (2016). Work-Family Studies in the Tourism and Hospitality Contexts. *International Journal of Contemporary Hospitality Management*, 28(11): 2422-2445.
43. 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.
44. 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.
45. 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.
46. Peng, J., Zhao, X., & Mattila, A. (2015). Improving service management in budget hotels. *International Journal of Hospitality Management*, 49: 139-148.
47. 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%**)
48. 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.
49. 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.



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54. 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.
55. 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.
56. 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.
57. Qu, H., & Zhao, X. (2012). Employees' work-family conflict moderating life and job satisfaction. *Journal of Business Research*, 65: 22-28.
58. 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.
59. 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.
60. 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.
61. 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.
62. 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.
63. 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.



64. 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.
65. Zhao, X., Zhan, J., & Namasivayam, K. (2004). Factors affecting training success in China. *Journal of Human Resources in Hospitality & Tourism*, 3(1): 89-105.

REFEREED DOMESTIC JOURNAL PUBLICATIONS

Searched in CNKI

- [1] 徐心,保繼剛,張玉利,趙新元,孫九霞,杜運周,郭雋萬果,張怡佳,崔晨,朱屹,譚紅娟,徐虹,李輝,李朋波,霍丹奇,武守強,丁一,楊虹,李彬,張陽,劉子禎,周晨.凝聚智慧、砥礪前行：旅遊管理領域“十五五”發展戰略分析與思考[J].商業經濟與管理,2026,(1)4-39. DOI:10.14134/j.cnki.cn33-1336/f.2026.01.001.
- [2] 郭強,陳小蘭,趙新元.酒店官網和 OTA 管道博弈研究[J].中國管理科學, 2024, 32(1)242-250. DOI:10.16381/j.cnki.issn1003-207x.2021.1500.
- [3] 李朋波,陳濤,黃子欣,敖霞,高靜,趙新元.不合規任務對酒店員工退縮行為的影響機制：一個被調節的鏈式仲介模型[J].旅遊科學,2024,38(4)99-118. DOI:10.16323/j.cnki.lykx.2024.04.002.
- [4] 趙新元,孫早甯.何謂獲得？員工獲得感的內涵與來源探索[J].中國人力資源開發, 2023, 40(2), 87-95.
- [5] 楊煥,趙新元,黃桂,崔珍珍.(2023). 年長員工主觀年齡對利他行為的影響：控制感的仲介作用和組織支援的調節作用何謂獲得？[J]. 中國人力資源開發, 2023, 40(6), 90-104.
- [6] 楊春江,陳亞碩,趙新元,陳奧博.中國情境下一項關於工作嵌入效應的元分析研究[J].管理評論,2022, 34(07):255-267. DOI:10.14120/j.cnki.cn11-5057/f.2022.07.006.
- [7] 趙新元,田夢瑋.基於道德許可理論視角的企業社會責任對員工親社會行為的影響機制研究[J].南大商學評論,2021,(4)186-209.
- [8] 趙新元,吳剛,伍之昂,黃賓,王宇.從跟跑到並跑——中國工商管理研究國際影響力的回顧與展望[J].管理評論,2021,33(11):13-27. DOI:10.14120/j.cnki.cn11-5057/f.2021.11.006.
- [9] 張志學,趙曙明,施俊琦,秦昕,賀偉,趙新元,王宇,吳剛.數位經濟下組織管理研究的關鍵科學問題——第 254 期“雙清論壇”學術綜述[J].中國科學基金,2021,35(05):774-781. DOI:10.16262/j.cnki.1000-8217.2021.05.020.
- [10] 趙新元,王甲樂,范欣平.旅遊業一線員工工作-家庭衝突的前因後果模型——基於薈萃分析的結構方程模型[J].旅遊學刊,2021,36(09):88-102. DOI:10.19765/j.cnki.1002-5006.2021.09.010.
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Research Grants

- **Principal Investigator.** 2023-present, *Tourist experience management in the context of integrated culture & tourism*.Funded by National Natural Science Foundation of China, RMB 1,650,000 (approximately USD 226,000).
- **Principal Investigator.** 2021-present, *Moral dilemma and sense of gain in work-family conflict*.Funded by National Natural Science Foundation of China, RMB 500,000 (approximately USD 69,000).
- **Principal Investigator.** 2018-present, *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, , RMB 480,000



(approximately USD 68,500).

- **Principal Investigator.** 2020-present, *Moral judgement and ostracism in a role dilemma*. Funded by Natural Science Foundation of Guangdong Province, RMB 100,000 (approximately USD 15,000).
- **Principal Investigator.** 2018-present, *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, RMB 100,000 (approximately USD 15,000).
- **Principal Investigator.** 2018-2021, *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, RMB 100,000 (approximately USD 15,000).
- **Principal Investigator.** 2015-2017, *Stakeholder equilibrium of a life friendly organizational culture*. Funded by Natural Science Foundation of Guangdong Province, RMB 100,000 (approximately USD 15,000).
- **Principal Investigator.** 2012-2014, *New-generation employees' work-family expectations and family-friendly organizational culture*. Funded by National Natural Science Foundation of China, RMB 185,000 (approximately USD 29,800).
- **Principal Investigator.** 2008-2013, *Migrant employees' work-family conflicts and coping strategies: An investigation at the Pearl River Delta*. Funded by Chinese Department of Education, RMB 70, 000 (approximately USD 11,200).
- **Principal Investigator.** 2008-2013, *Work-family interface of migrant employees at Guangdong: On the perspective of self-regulation*. Funded by Guangdong Social Science Foundation, RMB 20, 000 (approximately USD 3,200).
- **Principal Investigator.** 2008-2013, *Work-family interface of migrant employees in business organizations at Guangzhou City*. Funded by Guangzhou Social Science Foundation, RMB 5,000 (approximately USD 800).

Awards and Honors

- 2024 World's Top 2% Scientists, Stanford University & Elsevier
- 2023 World's Top 2% Scientists, Stanford University & Elsevier
- 2023 Highly Cited Scholar in China, Elsevier
- 2022 Highly Cited Scholar in China, Elsevier
- 2021 Highly Cited Scholar in China, Elsevier
- 2018 National Teaching Award (Second Prize)
- 2018 Guangdong Teaching Award (First Prize)
- 2017 Best Reviewer Award, International Journal of Contemporary Hospitality Management
- 2017 Best Paper Award, Journal of Hospitality & Tourism Management
- 2016 Outstanding Teaching Award (Second Prize), SYSBS
- 2016 Outstanding Research Award (Second Prize), SYSBS
- 2016 Outstanding Reviewer Award, Journal of Hospitality and Tourism Research
- 2016 Best Paper Award, China National Tourism Administration
- 2014 Yadong Excellence Award, SYSBS
- 2013 Outstanding Research Award (First Prize), SYSBS
- 2013 Award for Outstanding Undergraduate Advisor, SYSU



- 2012 Excellent Academic Performance, SYSU
- 2012 Award for Outstanding Undergraduate Advisor, SYSBS
- 2012 Award for Outstanding Undergraduate Advisor, SYSBS
- 2008 Award for Teaching Excellence, South China University of Technology
- 2007 Best Paper Award, the Inaugural Academy Conference of Guangdong Social Science, Guangzhou, China
- 2005 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

Editorial and Academic Service

- **Editorial Board:**
 - International Journal of Contemporary Hospitality Management (SSCI/11.3/Q1/2025)
 - Journal of Hospitality Marketing & Management (SSCI/12.4/Q1/2025);
 - Journal of Hospitality & Tourism Research (SSCI/7.1/Q1/2025).
 - 《中國科學基金》;
 - 《旅遊學刊》.
- **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:** *Academy of Management Annual Conferences; Journal of Occupational and Health Psychology; Annals of Tourism Research; Tourism Management; International Journal of Contemporary Hospitality Management; Journal of Hospitality Marketing & Management; Journal of Hospitality & Tourism Research; International Journal of Hospitality Management; Cornell Hospitality Quarterly; Journal of China Tourism Research; Journal of Quality Assurance in Hospitality & Tourism; Journal of Foodservice Business Research; Journal of Human Resources in Hospitality & Tourism; Journal of Hospitality Marketing and Management.*

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