



Su-Ying Pan

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EDUCATION

PhD in Human Resource Management and Organizational Behavior	National Taiwan University of Science and Technology/Taiwan
BSc in Social work (major) and Business Administration (minor)	Soochow University / Taiwan

ACADEMIC EXPERIENCE

2023 - present	Associate Professor & Program Director of Graduate Studies/Faculty of Hospitality and Tourism Management/Macau University of Science and Technology
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

RESEARCH INTERESTS

Work-family issues; Leadership; Emotions

PUBLICATIONS

(Google Scholar citation count: 616; H-index:9; underline denotes the coauthor as MUST student at the start of the research project)

Pan, S. Y., Lin, Y. P. & Wong, J. W. C. (2025). The dark side of robot usage for hotel employees: An

- uncertainty management perspective. *Tourism Management*, 106, 104994. (SSCI, Q1)
- Pan, S. Y.**, Lin, K. J., McAllister, D. J., & Xia, Y*. (2024). Holding abusive managers in contempt: Why and when experienced abusive supervision motivates enacted interpersonal justice toward subordinates. *Journal of Business Ethics*, 192, p. 341-361. (SSCI, Q1, [Financial Times Top 50 journals](#))
- Pan, S. Y.** (2023). A Review of Multilevel Analysis in Hospitality Management. *International Journal of Contemporary Hospitality Management*, 0959-6119. (SSCI, Q1)
- 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, Q1)
- Pan, S. Y.**, & Li, Y. (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, Q1)
- † 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, Q1)
- 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, Q1)
- 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, Q1, [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

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 11th 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

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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. |

AWARDS AND HONOURS

- Recipient of “Luso International Banking Limited (LIB) Academic Research Award” in 2022.
- Recipient of Outstanding Performance Award in Online Teaching, MUST, 2020.

TEACHING EXPERIENCES

PhD Program

2023 – present Advanced Research Method

Master Program

2016 – present Human Resource Management for the International Tourism Industry

Undergraduate Program

2014 – present Human Resource Management

2021 – present Seminars by Managers from Tourism Industry

2013 – 2022 Business Statistics

2012 – 2013 Introduction to Tourism and Hospitality Business

2013 Introduction to Management

2012 Hotel Conference Operation

PROFESSIONAL SERVICES

Editorial Board Membership

- International Journal of Contemporary Hospitality Management, since 2021
(Rank 13/227 in Management & 6/58 in Hospitality, Leisure, Sport & Tourism in 2021;
Journal impact factor in 2022 is 11.1).
- International Journal of Tourism Research, since 2024
(Rank in 22/58 Hospitality, Leisure, Sport & Tourism in 2022; Journal impact factor in 2022 is
4.6)

Chair/Committee of the International Conference

- Program Chair of The 1st International Early-Career Researcher Conference in Hospitality and Tourism, 10-12, May, 2024, Macau.
- Scientific committee of The 3rd Global Congress of Special Interest Tourism & Hospitality, 10-12, November, 2023, Macau.

Ad-Hoc Reviewer in General Management

Journal of Business Ethics, Human Resource Management Journal, Journal of Occupational and Health Psychology, Journal of Business Research, Human Relations, International Journal of

Human Resource Management, British Journal of Management, Applied Psychology: An International Review, Asia Pacific Journal of Management, European Journal of Work and Organizational Psychology, Journal of Managerial Psychology, Review of Managerial Science, Stress and Health, Current Psychology, 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, International Journal of Hospitality Management, International Journal of Contemporary Hospitality Management, Journal of Hospitality Marketing and Management, Journal of Hospitality & Tourism Research, Tourism Management Perspectives, International Journal of Tourism Research.

UNIVERSITY SERVICES

- 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

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

PERSONAL ACADEMIC WEBSITES

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