

Jichul Jang, Ph.D. CHE.

Associate Professor
Department of Hospitality Management
College of Health and Human Sciences
Kansas State University
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EDUCATION

Ph.D. in Consumer Sciences 2013
Concentration in Hospitality Management
College of Education and Human Ecology
The Ohio State University, Columbus, OH, USA

Dissertation:

A multi-level examination of factors predicting employee engagement and its impact on customer outcomes in the restaurant industry

Chair: Prof. Jay Kandampully

Master of Science, Hospitality Management 2008
College of Merchandising, Hospitality and Tourism
University of North Texas, Denton, TX, USA

Thesis:

The impact of career motivation and polychronicity on job satisfaction and turnover intention among hotel industry employees

Chair: Prof. Richard F. Tas

Bachelor of Sciences in Hospitality Management and Physics (Dual Major) 2003
University of Suwon, Suwon, South Korea

ACADEMIC EXPERIENCE

The Director of Graduate Program	Department of Hospitality Management Kansas State University– Manhattan, KS, USA	2022- present
Associate Professor (Tenured)	Department of Hospitality Management Kansas State University– Manhattan, KS, USA	2019-present
Assistant Professor	Department of Hospitality Management Kansas State University– Manhattan, KS, USA	2013 - 2019
	HM 423 Facility Management HM 464 Revenue Management HM 482 Human Resource Management in the Hospitality Industry	

	HM 664 Advanced Hotel Operations with using the computer simulation, HOTS (Hotel Operation Tactics and Strategy) HM 815 Advanced Lodging Management (Online, Graduate-level) HM 890 Organizational Behaviors (Graduate-level) HM 975 Research and Theories in Hospitality Management (Graduate-level)	
Instructor & Teaching Assistant	Department of Consumer Sciences The Ohio State University – Columbus, OH, USA <i>Teaching</i> CONSCI 460 Personnel and Organizational Management CONSCI 310 Consumer Service & Satisfaction CONSCI 230 Introduction to Hospitality Management	2009 - 2012
Teaching Assistant	College of Merchandising, Hospitality and Tourism University of North Texas- Denton, TX, USA <i>Teaching Assistant</i> HMGT 1450 Principles of Nutrition HMGT 4250 Restaurant Operations	2006 - 2008

PROFESSIONAL EXPERIENCE

Room Sales Manager	Grand Hilton Hotel, Seoul, South Korea <ul style="list-style-type: none">• Performed related sales functions for all conventions, meeting, wedding receptions, banquet, and social events• Managed convention center contract creation• Created innovative sales promotions for major accounts• Trained and motivated new sales representatives	2005
Income Auditor	Sofitel Ambassador Seoul, South Korea <ul style="list-style-type: none">• Reviewed reservation for market segment review• Analyzed overall hotel performance and provide summary report with recommendation to improve long term strategies• Provided daily, weekly and monthly reporting• Managed all A/R and A/P functions• Prepared reports recommending accounting control improvements for review and implementation by general manager	2002-2005
Banquet hall server (Part-time)	Hotel Shila, Seoul, South Korea <ul style="list-style-type: none">• Performed normal restaurant tasks associated with breakfast, lunch and dinner shifts	2000-2002

AWARDS AND HONORS

- **Faculty Research Excellence Award** 2021
College of Health and Human Science, Kansas State University
- **Top 10 research for Capital Graduate Research Summit** (with graduate student) 2019
- **Best Presentation Award (with graduate students)**
4th Annual Southeast, Central, and South American Federation of ICHIRE
- **STR Market Competition** 2018
Undergraduate division_ Second place
- **Best Paper Award (with undergraduate students)**
The Korean American Hospitality & Tourism Educators & Industry Professionals Association, Las Vegas, NV.
- **Best Paper Award** 2018
83th International Tourism Conference, Incheon, South Korea
- **Best Paper Award (with a graduate student)** 2018
23th Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX
- **STR Market Competition** 2017
Undergraduate division_ Fifth place
- **STR Market Competition** 2016
Undergraduate division_ Fourth place
- **Best Paper Award (with a graduate student)** 2015
The Global Hospitality & Tourism Conference, Seoul, South Korea
- **Best Paper Award** 2015
8th International Conference on Service Management, Washington, DC
- **Big 12 Faculty Fellowship** 2015
Kansas State University, Manhattan, KS
- **Consumer Sciences Graduate Student Award** 2013
The Ohio State University, Columbus, OH
- **College of Education and Human Ecology Graduate Dissertation Fellowship** 2013
The Ohio State University, Columbus, OH
- **Graduate Student Travel Grant** 2010-13
The Ohio State University, Columbus, OH
- **Full Tuition Scholarship** 2009-12
The Ohio State University
- **Best Paper Award** 2010
15th Graduate Student Research Conference in Hospitality and Tourism, Washington, DC

- **Graduate Master Fellowship**
College of Merchandising Hospitality & Tourism
University of North Texas, Denton, TX

2006

RESEARCH

Research Interests:

- People analysis in Hospitality Industry
- A social network perspective on human resource management
- Eye-tracking studies in the hospitality industry
- Employee engagement and its impact on customer outcomes
- Emotional labor and emotional intelligence in the hospitality industry
- Servant leadership in the hospitality industry
- Employee personality (Polychronicity)
- Employee retention and turnover.

Refereed Journal Articles Published:

- Kim, M., **Jang, J.** (Accepted). I know you, you know me: The effects of customer empathy and employee self-disclosure on customer citizenship behavior, *Journal of Service Theory and Practice* [SSCI].
- Oh, H., & **Jang, J.** (Accepted). Service improvisation as a double-edge sword, *International Journal of Hospitality Management*. [SSCI].
- Lim, J., & **Jang, J.** (2022). Does photo presentation matter for increasing booking intention? *Journal of Hospitality Marketing & Management*, 31(8), 1009-1025.
- Kim, M., & **Jang, J.** (2022). The impact of employees' perceived customer citizenship behaviors on organizational citizenship behaviors: The mediating roles of employee customer-orientation attitude. *International Journal of Hospitality & Tourism Administration*, 1-26.
- Kang, J., & **Jang, J.** (2022). Frontline employees' emotional labor toward their co-workers: The mediating role of team member exchange, *International Journal of Hospitality Management* [SSCI], 102, 103130.
- Kim, M., & **Jang, J.** (2022). It is not just a break room, but our sanctuary: The effect of physical environment of employee break room on psychological well-being through work engagement. *Journal of Human Resources in Hospitality & Tourism*, 21(2), 175-196.
- Zhang, W., Roberts, K.R., **Jang, J.**, Durtschi, J. (2021). Why Do People Leave? A Study of Nonsupervisory Restaurant Employees' Polychronic Time Use Preference and Turnover Intention. *International Journal of Hospitality & Tourism Administration*, 22(1), 45-63.
- Sisson, A., Grisamore, A., **Jang, J.** (2021). Green practices with reusable drinkable at music and sporting events: A hospitality undergraduate student perspective. *Journal of Hospitality & Tourism Education*, 33(1), 1-13.

- **Jang, J.**, Jo, W., & Kim, J. (2020). Can employee workplace mindfulness counteract the indirect effects of customer incivility on proactive service performance through work engagement? A moderated mediation model. *Journal of Hospitality Marketing & Management [SSCI]*, 29(7), 812-829.
- Oh, H., & **Jang, J.** (2020). The role of team-member exchange: Restaurant servers' emotional intelligence, job performance and tip size. *Journal of Human Resources in Hospitality & Tourism*, 19(1), 43-61.
- Tao, C., **Jang, J.**, & Kwon, J. (2019). Understanding the role of emotional intelligence and work status in service sabotage: Developing and testing a three-way interaction model. *Journal of Hospitality and Tourism Management [SSCI]*, 41, 51-59.
- **Jang, J.**, Choi, J., Jeon, H., & Kang, J. (2019). Understanding U.S. travelers' motives to choose Airbnb: A comparison of business and leisure travelers. *International Journal of Tourism Science*, 19(3), 192-209.
- Kang, J., & **Jang, J.** (2019). Fostering service-oriented OCB through reducing role stressors: An examination of the role of social capital. *International Journal of Contemporary Hospitality Management [SSCI]*, 31(9), 3567-3582.
- Keiningham, T., He, Z., Hillebrand, B., **Jang, J.**, Suess, C., & Wu, L. (2019). Creating innovation that drives authenticity. *Journal of Service Management [SSCI]*, 30(3), 369-391.
- Kang, J., & **Jang, J.** (2019). What do employees perceive as a hindrance or challenge stressors in the hospitality industry? What role does hope play? *Journal of Human Resources in Hospitality & Tourism*, 18(3), 299-322.
- Lin, N., **Jang, J.**, & Roberts, K.R. (2018). Are employees with higher organization-based self-esteem less likely to quit? A moderated mediation model. *International Journal of Hospitality Management*. [SSCI], 73, 116-124.
- **Jang, J.**, & Kandampully, J. (2018). Reducing employee turnover intention through servant leadership in the restaurant context: A mediation study of affective organizational commitment. *International Journal of Hospitality & Tourism Administration*, 19(2), 125-141.
- Kang, J., & **Jang, J.**, & Jeong, C. (2018). Understanding museum visitor satisfaction and revisit intentions through mobile guide system: Moderating role of age in museum mobile guide adoption. *Asia Pacific Journal of Tourism Research [SSCI]*, 23(2), 95-108.
- **Jang, J.**, Seo, J., & Kwon, H. (2017). A multi-level approach of organizational citizenship behaviors in the hotel industry. *Journal of Tourism & Industry Research*, 37(4), 5-12.
- Kim, B., Lee, G., & **Jang, J.** (2017) Employee empowerment and its contextual determinants and outcome for service workers: A cross-national study, *Management Decision*. [SSCI], 55(5), 1022-1041.
- Sohail, S., & **Jang, J.** (2017). Understanding the relationships among internal marketing practices, job satisfaction, service quality and customer satisfaction: An empirical investigation of Saudi Arabia's service employees. *International Journal of Tourism Sciences*, 17(2), 67-85.
- Jeon, H., **Jang, J.**, & Barrett, E. (2017). Linking website interactivity and consumer behavioral intention in an online travel community: The mediating role of utilitarian value and online trust. *Journal of Quality Assurance in Hospitality & Tourism*, 18(2), 125-148.

- Park, S., **Jang, J.**, & Ok, C. (2016). Analyzing Twitter to explore perceptions of Asian restaurants. *Journal of Hospitality and Tourism Technology*. 7(4), 405-422.
- Yoon, D., **Jang, J.**, & Lee, J. (2016). Environmental management strategy and organizational citizenship behaviors in the hotel industry: The mediating role of organizational trust and commitment. *International Journal of Contemporary Hospitality Management* [SSCI], 28(8), 1577-1597.
- Choi, H., **Jang, J.**, & Kandampully, J. (2015). Application of the extended VBN theory to understand consumers' decisions about green hotels. *International Journal of Hospitality Management* [SSCI], 51, 87-95.
- **Jang, J.**, & George, R.T. (2012). Understanding the influence of polychronicity on job satisfaction and turnover intention: A study of non-supervisory hotel employees, *International Journal of Hospitality Management* [SSCI], 31,588-595.

Publication under Review

- Quan, W., **Jang, J.**, & Han, H. (Under first review). Traveler behaviors and safe destination choice after mitigation of COVID-19: Multi-level analysis. *Journal of Retailing and Consumer Services* [SSCI].
- **Jang, J.**, Kandampully, J & Kwon. H. (Under first review). How does a servant leader drive employee engagement? Testing a mediated moderation model. *International Journal of Hospitality Contemporary Management* [SSCI].
- Kim, M., & **Jang, J.** (Under third review). I know you, you know me: The effects of customer empathy and employee self-disclosure on customer citizenship behavior. *Journal of Service Theory and Practice* [SSCI].

Working Papers

- Kim, M., & **Jang, J.** (Final Stage). The effects of customer empathy and server disclosure on customer citizenship behavior.
- Lim, J., & **Jang, J.** (Final Stage). Does photo presentation matter for increasing booking intention in Airbnb?
- **Jang, J.**, Zhang, W., & Roberts, K. (Final Stage). Polychronicity and job performance in the restaurant context: A moderated mediation model including organizational identification and organizational tenure.
- **Jang, J.**, & Irvin, R. (Final Stage). Job crafting and organizational citizenship behavior: Believing in your creative ability to better your job and organization.
- Kang, J., & **Jang, J.** (Final Stage). The impact of demographic dissimilarity on service performance: A social network perspectives on communication network.
- **Jang, J.**, & Wu, Y. (Working Stage). Visual attention of Airbnb website: Insights from eye-tracking study.

- **Jang, J.**, Yoon, D., & Kwon, H. (Working Stage). Examining the relationship between restaurant employees' sleep and service sabotage behaviors: The negative spillover effect.
- **Jang, J.**, Yoon, D. (Working Stage). Is your supervisor abusive? Negative spillover effect from abusive supervision to home: Mindfulness as a coping strategy

Book Chapter

- **Jang, J.**, Kim, M., & Oh, H. (2020). *Hotel market analysis: The case of Beijing in China*. Routledge Companion to International Hospitality Management.
- **Jang, J.** (2013) "Cardinal Health" a case study in the book *Service Management in Health and Wellness Services*(ed) Kandampully, J., Kendall Hunt Publishing, USA.

Referred Conference Presentations & Proceedings:

- Lim, J., & **Jang, J.**, (2022). How to provide job candidates with positive interview experiences. Submitted for 28th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Anaheim/Orange County in Orange, California, Jan 6-7.
- Cho, M., & **Jang, J.** (2022). Determinants of (dis)satisfaction with the workplace of hospitality industry workers: What makes some stay on the job while others leave? Submitted for 28th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Anaheim/Orange County in Orange, California, Jan 6-7.
- Bauer, E., **Jang, J.**, Kitterlin, M., Vennum, A., & Teng-Vaughan, Y. (2022). Alcohol Use Disorder among Back of the House Food Service Workers – How do Workers Access Treatment? Submitted for 28th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Anaheim/Orange County in Orange, California, Jan 6-7.
- Bauer, E., Kitterlin, M., **Jang, J.**, Teng-Vaughan, Y., & Vennum, A. (2022). Legal or Illegal Substance Use in the Food Service Industry - Industry or Employee Issue? International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Washington D.C. Aug 3-6.
- Lee, S., **Jang, J.**, Kim, M., & Niehm, L. (2022). The Role of Volunteers in Sustainable Rural Community Development. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Washington D.C. Aug 3-6.
- **Jang, J.**, Choi, H., & Kwon, H (2021). Is polychronicity a double-edged sword? Evidence from hospitality employees. Submitted for West Federation CHRIE Conference, Feb 18-20.
- Lim, J., **Jang, J.** (2021). Be mindful of the work choices you use in job posting: Evidence from LinkedIn. 27th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Huston, TX, Jan 7-8.
- Lim, J., & **Jang, J.** (2020). How do you enhance booking intention? The format of photos matters. 26th Annual Graduate Education and Graduate Student Research Conference in Hospitality and

Tourism, Jan 8-9.

- Gimson, D., & **Jang, J.** (2020). Reducing organizational stress and job turnover intention of hourly hotel employees through employee wellness program. Accepted for THEREPS, Philadelphia, PA.
- Kimble, K., Casey, J., Fenton, A., & **Jang., J.** (2020). Human trafficking training in lodging operation. Accepted for THEREPS, Philadelphia, PA.
- Rasmussen, C., Dykes, M., & **Jang. J.** (2020). Effects of working remotely on work-life balances in the hospitality industry. Accepted for THEREPS, Philadelphia, PA.
- Kim, M., **Jang, J.**, Kim, H., & Gabel, S. (2020). Taking a break is not a guilty pleasure: Improving employee (Gen Y) well-being through work breaks using virtual reality. 25th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Jan 3-5.
- Kang, J., & **Jang, J.** (2020). Are you faking your feeling towards your co-workers from different background? Using social network perspectives. 25th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Las Vegas, Jan 3-5.
- Lee, S., Kim, M., **Jang, J.**, & Niehm, L. (2019). Volunteers' psychological ownership to strengthen community support. 38th Annual ISTTE Conference, Sailing from Vancouver, BC, Sep 21-25.
- **Jang, J.**, & Kwon. H. (2019). Are you engaged in unhealthy eating behavior to relieve work-related stress? A self-regulation perspective of employee labor process. 5th World Research Submit for Hospitality and Tourism. Orlando, Florida, Dec 13-16.
- Chen, X., **Jang. J.** (2019). The moderating role of Type A/B personality between job stress and work-family conflict among hotel employees. Tourism, Hospitality and Event Conference for Researchers, Educators, Practitioners and Students, Las Vegas, April 12-13.
- Kang, J., **Jang. J** (2019). Does racial diversity help or hurt for job performance? The importance of the informal communication network and avoidance network. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), New Orleans, Louisiana, July 24-26.
- Sisson, A., Grisamore, A., & **Jang, J.** (2019). Green practices with reusable drinkware at music events: A student perspective. **Best Presentation Award.** Southeast, Central & South American Federation Conference. March 1-2.
- Sission, A., & **Jang. J.** (2019). Impact of hospitality student organization involvement using psychosocial development and student involvement theory. Southeast, Central & South American Federation Conference. March 1-2.
- Kim, M., & **Jang. J.** (2019). Is customer citizenship behavior the secret sauce for fostering employee citizenship behavior toward customers? 24th Annual Graduate Education and Graduate

Student Research Conference in Hospitality and Tourism, Fort Worth, TX, Jan 3-5.

- Saiki, J., Clark, H., **Jang, J.** (2018). Do online reviews affect a hotel's RevPAR? It depends. **BEST PAPER AWARD** The Korean American Hospitality & Tourism Educators & Industry Professionals Association, Las Vegas, April 20-21.
- **Jang, J.**, & Kwon, J. (2018). Examining the relationship between restaurant employees' sleep quality and service sabotage behaviors: The negative spillover effect. **BEST PAPER AWARD**. 83th International Tourism Conference, Incheon, South Korea, Feb12-13.
- Oh, H., & **Jang, J.** (2018). Service improvisation as a double-edged sword. **BEST PAPER AWARD**. 23th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX, Jan 3-5.
- Kang, J., & **Jang, J.** (2018). Cultural diversity and team effectiveness: The mediating role of relationship conflict and the moderating role of leaders' advice network. 23th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Fort Worth, TX, Jan 3-5.
- Alcorn, M., & **Jang, J.** (2017). Enhancing emotional intelligence through guided viewing. Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.
- **Jang, J.**, & Kwon, H. (2017). The role of servant leadership and job crafting for promoting employee engagement in the hotel context. Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.
- **Jang, J.**, Kang, J., & Oh, H. (2017). Does LEED certification help the financial performance of hotels in the United States? Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.
- **Jang, J.**, Choi, J., Kang, J., & Jeon, H. (2017). Why do you select Airbnb over hotels? Academy of Global Hospitality and Tourism Conference, Cheongju, South Korea, May 26-28.
- Kang, J., & **Jang, J.** (2017). Deep acting and turnover intention in the hotel industry: Does mindfulness decrease emotional exhaustion? Submitted to The Korean American Hospitality & Tourism Educators & Industry Professionals Association, Las Vegas, April 21-22.
- Kwon, H., & **Jang, J.** (2017). The moderating effect of organizational culture on the organizational citizenship behavior and customer perceived service quality. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Tao, C., **Jang, J.**, & Kwon, J. (2017). How does service climate affect negative and positive outcomes of service encounters? The moderating effect of restaurant frontline employee's self-efficacy. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Oh, H., & **Jang, J.** (2017). From full-service restaurant servers' emotional intelligence to tip size:

- Mediating role of team-member exchange. 2nd Central Federation CHRIE Regional Conference, March 3-4.
- Zhang, W., & **Jang, J.** (2017). The influence of polychronic time use on team-member exchange relation and turnover intention: A study of non-supervisory restaurant employees. 2nd Central Federation CHRIE Regional Conference, March 3-4.
 - Alcorn, M., & **Jang, J.** (2017). Service work events and emotions: Affective event theory and restaurant employees. 2nd Central Federation CHRIE Regional Conference, March 3-4.
 - Zhang, W, Robert, K., & **Jang, J.** (2017). The influence of polychronicity time use on job satisfaction, work engagement, and turnover intention: A study of non-supervisory restaurant employees. 22th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Jan 5-7.
 - Kang, J., & **Jang, J.** (2017). Fake emotions towards co-workers and turnover intention in the hotel industry. 22th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Jan 5-7.
 - Oh, H., & **Jang, J.** (2017). Team-member exchange and its impact on customer-oriented attitude and work outcomes: An empirical study in the full service restaurants. 22th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, Jan 5-7.
 - Kang, J., & **Jang, J.** (2016). Linking role stressors to service-oriented OCB in the hotel industry. **BEST PAPER AWARD.** The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
 - **Jang, J.**, Kwon, H., & Yoon, D. (2016). The impact of physical environment on casino dealers' job satisfaction and performance. The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
 - Kang, J., & **Jang, J.** (2016). Enhancing teamwork through outdoor-based experiential training. The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
 - **Jang, J.**, & Kwon, H. (2016). The antecedents and consequence of service-oriented organizational citizenship behaviors in the restaurant industry. The Global Hospitality & Tourism Conference, Seoul, South Korea, May 20-23.
 - Lee, J., **Jang, J.**, & Kang, B. (2016). Development of a deserted place as a competitive tourism destination: The case study of Dokdo and East sea in South Korea. The Korean American Hospitality & Tourism Educators & Industry Professionals Association, Las Vegas, April 21-22.
 - Lin, N., **Jang, J.**, & Roberts, K.R. (2016). Effects of personal characteristics on employee organizational commitment and job related behaviors. International Council on Hotel,

Restaurant, and Institutional Education Conference (I-CHRIE), Dallas, TX, July 20-22.

- **Jang, J.**, Roberts, K., & Zhang, W. (2016). Polychronicity and job performance in the restaurant context: The mediating role of organizational identification and the moderating role of organizational tenure. International Tourism Conference, Andong, South Korea, Feb 18-20.
- Kim, W., & **Jang, J.** (2016). Effects of internationalization on financial performance in the restaurant industry: The moderating role of firm resources. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
- Kim, W., & **Jang, J.** (2016). The impact of online reviews on financial performance: The moderating role of brand reputation. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
- Tao, C., **Jang, J.**, & Kwon, J. (2016). Customer mistreatment and service sabotage: Assessing the mediating role of job stress and the moderating role of emotional intelligence. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
- Kang, J., & **Jang, J.** (2016). Use of smartphone applications by museum visitors: An extended technology acceptance model. 21th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Philadelphia, PA. January 7-9.
- **Jang, J.** & Kandampully, J. (2015). A multi-level investigation of relationships among servant leadership and customer services: A moderated mediated model of employee engagement and self-efficacy. **BEST PAPER AWARD.** 8th International Conference on Service Management, Washington, D.C. November 28-30.
- Kim, W., & **Jang, J.** (2015). Effects of corporate social responsibility on financial performance in the hospitality industry: The mediating role of customer satisfaction index (ACSI). 8th International Conference on Service Management, Washington, D.C. November 28-30.
- Jeon, H, Lee, J. & **Jang, J.** (2015). Importance of workplace friendship: A buffering effect on the relationship between emotional dissonance and burnout. 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8- 10.
- Park, S., **Jang, J.**, & Ok, C. (2015). Text mining and sentiment analysis with tweet data referring to Asian Restaurants. 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8-10.
- Jeon, H., Barrett, E., **Jang, J.**, & Lee, S. (2015). Investigating the relationship of corporate image, delight, and customer citizenship behavior. 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Tampa, FL, January 8-10.
- Lee, J., Weber, M., **Jang, J.**, & Crawford, A. (2014). Investigating Leader-Member Exchange

(LMX) as a moderator of the relationship between employees' perceived organizational injustice and service sabotage. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), San Diego, CA, July 30- August 1.

- **Jang, J.**, & Kwon, J. (2014). Improving emotional intelligence of undergraduate students majoring in hospitality management. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), San Diego, CA, July 30- August 1.
- Jeon, H., **Jang, J.**, & Barrett, E. (2014). Enhancing employee performance through customer participation behaviors: Exploring the moderating role of career stage. International Council on Hotel, Restaurant, and Institutional Education Conference (I CHRIE), San Diego, CA, July 30- August 1.
- Jeon, H., **Jang, J.**, & Lee, J. (2014). The influence of interactivity online travel service users' attitude. 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 3-5.
- Choi, H., **Jang, J.**, & Kandampully, J. (2014). Understanding hotel consumers' decision-making process toward a green hotel: Using Stern's value-belief-norm (VBN) theory. 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 3-5.
- Yoon, D., & **Jang, J.** (2014). Exploring the hotel manager perspective in the relationship between environment management and firm performance: The moderating effect of firm's environmental ethics. 19th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 3-5.
- **Jang, J.**, & Kandampully, J. (2013). An investigation of factors contributing to employee performance and positive electronic word-of-mouth intention: The role of emotional intelligence as a moderator. Second Annual Conference for Positive Marketing, New York, NY, January 14- 15.
- **Jang, J.**, & Kandampully, J. (2013). Promoting creativity of service employees using contextual factors in hotel industry: The mediating role of psychological empowerment. 18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA, January 3-5.
- **Jang, J.**, & Kandampully, J. (2013). LMX differentiation and unit-level performance and its impact on customer perceived service quality in the restaurant Industry: The moderating role of organizational justice climate. 18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA, January 3-5.
- Kim, S., **Jang, J.**, Choi, H., & Chung, J. (2012). An application of perceived justice with

regard to restaurant loyalty program evaluations. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Providence, Rhode Island, August 1-4.

- Choi, H., Kim, S., **Jang, J.**, & Kandampully, J. (2012). Measuring customer satisfaction in health service environment. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Providence, Rhode Island, August 1-4.
- George, R.T. & **Jang, J.** (2011). Ethical behavior and whistle-blowing: A hospitality student perspective. International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), Denver, Colorado, July 20-23.
- **Jang, J.** & George, R.T. (2011). The relationship of emotional intelligence to job stress, affective commitment, and turnover intention among restaurant employees, 16th Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, January 6-8.
- George, R.T. & **Jang, J.** (2010). Supervisors and empowerment: Student perceptions of the relationship, International Council on Hotel, Restaurant, and Institutional Education Conference (I-CHRIE), San Juan, Puerto Rico, July 28-31.
- **Jang, J.** & George, R.T. (2010). The effect of polychronicity on job satisfaction and related turnover intention, 9th Asia Pacific Forum for Graduate Students Research in Tourism, Beppu, Japan, July 9-11.
- **Jang, J.** & George, R.T. (2010). The impact of career motivation and polychronicity on job satisfaction and turnover intention among hotel industry employees. **BEST PAPER AWARD**, 15th Graduate Student Research Conference in Hospitality and Tourism, Washington, DC, January 7-9.

RESEARCH GRANTS

Proposal Funded (totaling \$607,899)

- Lee, S., **Jang, J.**, Kim, M., & Niehm, L. (2018). The impact of volunteers on sustainable rural community development. North Central Regional Center for Rural Development Small Grant Program. Funding: \$25,000 (Co-PI).
- Kwon, J., Roberts, K.R., **Jang, J.**, & Malek, K. (2018). Development of online MS in hospitality administration, sponsored by Kansas State University Global Campus, Funding: \$ 36,689.
- Robert, K.R., Kwon, J., **Jang, J.** (2017). A hybrid hospitality management degree completion program, sponsored by Kansas State University Global Campus, Funding: \$28,919.

- Kang, J., **Jang, J.**, & Kwon, J. (2017). Improving dining satisfaction of resident in a long-term care institution through co-creation menu. The Peine Excellence for Aging Initiative Funds, \$4,368.
- Oh, H., **Jang, J.**, & Roberts, K.R. (2017). Safe & healthy Sushi cooking class for elderly people. The Peine Excellence for Aging Initiative Funds, \$3,500.
- Kwon, J., **Jang, J.**, & Verbrugge, M (2015). 4-H military partnerships: 4-H/Navy youth development project: Development of operating guides for four types of Navy morale, welfare, and recreation (MWR) facilities: Fitness facilities, golf courses, motion picture theaters, and bowling centers. United States Department of Agriculture. Funding: \$500,000 (Co-PI).
- **Jang, J.** (2015). Seeking mentorship, initiating collaborations and establishing for research on online hotel decision making process using an eye-tracker method, Big 12 Faculty Fellowship, Kansas State University, Funding: \$2,323 (Principle Investigator).
- Kim, J., & **Jang, J.** (2015). Environmental and economic impacts made by the reduced maintenance needs for self-cleaning table cloths in the hotel restaurant context, Sponsored Research Overhead (SRO), College of Human Ecology, Kansas State University. Funding: \$4,600 (Co-PI).
- **Jang, J.**, & Kwon, J. (2014). Development and pilot-test of a short education module that is designed to enhance emotional intelligence of hospitality management undergraduate students. University Small Research Grant (USRG) Program, Kansas State University. Funding: \$2,500 (Principle Investigator)

Grant Submitted and Not Funded

- **Jang, J.**, & Kim, H. (2019). Enhancing workplace well-being through the physical environments of a staff break room: Applying Virtual Reality Technology. University Small Research Grant (USRG) Program, Kansas State University. \$4,285. (Not Funded)
- **Jang, J.**, & Alcorn, M. (2017). Increasing emotional intelligence for restaurant employees. Society for Hospitality and Foodservice Management Foundation, \$15,000 (Not Funded).
- Lee, S., Niehm, & **Jang, J.** (2017). Identifying cultural experiences with heritage festival for sustainable rural communities. North Central Regional Center for Rural Development, \$25,000 (Not Funded)
- **Jang, J.**, Hanson, J., & Roberts, K. (2015). Using Eye-Tracking to Understand Consumers' Healthy Food Choices in Casual-Dining Restaurants: The Role of Nutritional Knowledge and Health Motivation. Sponsored Research Overhead (SRO), College of Human Ecology, Kansas State University. Funding: \$4,550 (Not Funded).
- **Jang, J.**, & Kim, H. (2015). The Impact of Physical Environments on Casino Dealers' Job Satisfaction and Performance. Sponsored Research Overhead (SRO), College of Human Ecology, Kansas State University Funding: \$3,597 (Not Funded)
- Lee, J., **Jang, J.**, & Jang, S (2014). Purchasing eye-tracking for research. Academic Excellent Award, Office of the Provost and Senior Vice President, Kansas State University, Funding:

\$34,000 (Not Funded)

SERVICE

Department

- Chair, Search Committee for Academic advisor, 2022
- Committee member for Integrative Human Science Major, 2021
- Search committee member for Interim HM department head, 2020
- Search committee member for Professor of Practice (Olathe Campus), 2017
- Search committee member of HM Assistant/Association Professor, 2017
- Chair, Search committee for Professor of Practice (Olathe Campus), 2016
- Faculty advisor, ESD (Eta Sigma Delta) Honor Society, 2016-present
- Search committee member for HMD Assistant/ Associate Professor, 2014-2015
- Search committee member for HMD Interim Department Head, 2014
- Curriculum Committee Member (2015-present)

College and University

- Ph.D. coordinate committee, 2022- present
- Judge for Research and the State, 2021
- Faculty Advisory Council- Chair Elect, 2020-2021
- Judge for K-State Graduate Research, Arts and Discovery Forum, 2020
- Search committee member for Common Core Coordinator, and instructor, 2020
- Associate Dean, Michelle Toews 5 -year Performance Review Committee 2020
- Graduate Council Member, Representative of College of Health and Human Science, 2019- 2022
- Graduate Council Assessment and Review Committee member (2019-2022)
- HM Representative, College of Human Ecology, Faculty Affairs. Fall 2018-present
- Faculty advisor, Korean Student Association 2018- present
- HM Representative, College of Human Ecology, Social Media Committee Fall 2018-present
- Invited Guest Speaker, The GTA Professional Development Series, Spring 2018
- HM Representative, College of Human Ecology, Faculty Council Committee 2015-2018
- Member, 2025 Strategic Planning Review Committee 2015-2016

Graduate Student Committees

Committee Chair (Major professor)

- Myung Cho (Chair, 2022-present)
- Ericka Bauer (Chair, 2021-present)
- Juhwan Lim (Chair, 2019-present)
- Hyunghwa Oh (Co-chair, Ph.D. 2015- 2019)
Dissertation: *Antecedents and consequences of service improvisation in the restaurant context*
- Juhyun Kang (Co-chair, Ph.D. 2015- 2020)
Dissertation: *The impact of demographic dissimilarity on in-role and out-role service performance: A social network perspectives on communication network*
- Serguei Kouzmenko (MS, 2018-2019), non-thesis option
- Misun Kim (MS, 2018-2020)
Thesis: *Taking a break is not a guilty pleasure: Improving employees (Gen Y) well-being through work breaks using virtual reality*
- Tia Gamble (MS, 2018-2019)

Thesis: *Event management education and the meeting and event business competency standards: The perspectives from Alumni.*

- Ryan Irvin (MS, 2015-2017)

Thesis: *Job crafting and organizational citizenship behavior: Believing in your creative ability to better your job and organization*

Committee member

- Anthony Fink (MS)
- Boliang Li (MS)
- Wenhao Zhang (MS)
- Daniel Vegas (MS)

Outside Committee Chair

- Nathaniel Voss (Ph.D.)
- Michael Brunson (Ph.D.)
- Manaf Sellak (Ph.D.)
- Daniel Sullins (Ph.D.)

PROFESSIONAL RESPONSIBILITIES

- Best Paper Nomination Committee, *Journal of Hospitality Tourism & Research*, 2021.
- Guest editor, Sustainable Rural Tourism and Community Development, *Sustainability*, 2020-2021
- Treasurer, Central Federation Board (I-CHRIE), 2020-present
- Editorial Board Member, *Journal of Hospitality Tourism Management*, 2021-present
- Editorial Board Member, *Journal of Human Resources in Hospitality & Tourism*, 2019-present
- Editorial Board Member, *International Journal of Hospitality & Tourism Administration*, 2019-present
- Editorial Board Member, *Journal of Hospitality & Tourism Research*, 2019-present
- Editorial Board Member, *Journal of Hospitality and Tourism Technology*, 2016-present
- Reviewer for *Current Issues in Tourism* (2021-present)
- Reviewer for *Management Decision* (2021-present)
- Reviewer for *Current Psychology* (2021-present)
- Reviewer for *Journal of Hospitality & Tourism Research* (2020-present)
- Reviewer for *Cornell Hospitality Quarterly* (2019-present)
- Reviewer for *Journal of Hospitality Marketing & Management* (2019-present)
- Reviewer for *Journal of Quality Assurance in Hospitality & Tourism* (2018-present)
- Reviewer for *Journal of Hospitality & Tourism Education* (2018-present)
- Reviewer for *Annuals of Tourism Research* (2018-present)
- Review for *Information and Management* (2016-present)

- Reviewer for *International Journal of Contemporary Hospitality Management* (2015-present)
- Reviewer for *International Journal of Hospitality & Tourism Administration*. (2015- present)
- Reviewer for *International Journal of Hospitality Management* (2013-present)
- Reviewer, Asia Pacific Tourism Association (2019)
- Reviewer for Annual I-CHRIE conference (2019)
- Reviewer for Annual I-CHRIE conference (2018)
- Reviewer for the 3rd Annual Central Federation CHRIE Regional Conference (2018)
- Track chair, The Global Hospitality & Tourism Conference (2016)
- Paper review track chair (Management Session), 20th Asia Pacific Tourism Association (2014)
- Reviewer for conference paper. Annual Graduate Conference Education and Graduate Student Research Conference in Hospitality and Tourism (2013- present)
- Reviewer for the Eastern Academy of Management Meeting (2014)
- Reviewer for The Korean American Hospitality & Tourism Educators & Industry Professionals Association (2014-present)
- Member, International Council on Hotel, Restaurant, and Institutional Education (I-CHRIE) (2013-present)
- Member, The Korean American Hospitality & Tourism Educators & Industry Professionals Association (2014-present)