Oscar (Hengxuan) Chi, Ph.D.

Assistant Professor
Department of Tourism, Hospitality & Event Management (THEM)
College of Health and Human Performance

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EDUCATION

Ph.D., Business Administration   Aug 2017 – May 2021
  Concentration in Hospitality and Tourism Management
  Washington State University - Pullman, WA
  Dissertation Title: *Artificially Intelligent (AI) Social Robots in Service Delivery*
Master of Accounting   Aug 2015 – Jul 2017
  Washington State University - Pullman, WA
B.A. Hospitality Business Management   Aug 2011 – Dec 2013
  Washington State University - Pullman, WA
B.A. Business and Industrial Management   Sep 2005 – Jul 2009
  Tianjin Normal University - Tianjin, China

ACADEMIC EMPLOYMENTS

Assistant Professor   Aug 2021- present
Department of Tourism, Hospitality & Event Management
College of Health and Human Performance
University of Florida, Gainesville, FL

Instructor   Jul 2019 – Aug 2021
School of Hospitality Business Management
Carson College of Business
Washington State University, Pullman, WA

Teaching Assistant   Aug 2017 – Aug 2021
School of Hospitality Business Management
Carson College of Business
Washington State University, Pullman, WA

Department of Accounting, Department of Marketing   Jan 2017 – Jul 2017
Carson College of Business
Washington State University, Pullman, WA

Academic Success and Career Center
Washington State University, Pullman, WA

RESEARCH

Research Interests:

Information technology; technology acceptance; wellbeing and sustainability.

Refereed Journal Publications:

Chi, O.H., Asim, S. & Gursoy, D. Impact of the COVID-19 Pandemic on Management-Level Hotel Employees' Work Engagement, Burnout, Job Satisfaction and Turnover Intentions: Moderating Effects of Working-from-Home. *International Journal of Hospitality Management*. *(5-year **impact factor**: 7.780)*

Denton, D., **Chi, O.H**., & Gursoy, D. (in press). An examination of critical determinants of carbon offsetting behavior: The role of gender. *Journal of Sustainable Tourism. (2019 **impact factor**: 3.986)*

Chi, O.H., Jia, S., Li, Y., & Gursoy, D. (2021). Developing a formative scale to measure consumers' trust toward interaction with artificially intelligent (AI) social robots in service delivery. *Computers in Human Behavior, 118,* 106700. *(5-year **impact factor**: 5.696)*

Chi, O.H., Denton, D., & Gursoy, D. (2021). Interactive effects of message framing and information content on carbon offsetting behaviors. *Tourism Management, 83,* 104244–104244. *(5-year **impact factor**: 9.238)*

Ribeiro, M., Gursoy, D., & **Chi, O.H**. (2021). Customer Acceptance of Autonomous Vehicles in Tourism. *Journal of Travel Research. (5-year **impact factor**: 7.810)*

Chi, O.H., Gursoy, D., & Chi, C. G. (2020). Tourists' Attitudes towards the Use of Artificially Intelligent (AI) Devices in Tourism Service Delivery: Moderating Role of Service Value Seeking. *Journal of Travel Research. (5-year **impact factor**: 7.810)*

Chi, O.H. & Chi, C. G. (2020). Reminiscing Other People's Memories: Conceptualizing and Measuring Vicarious Nostalgia Evoked by Heritage Tourism. *Journal of Travel Research. (5-year **impact factor**: 7.810)*

Denton, G, **Chi, O.H.** & Gursoy, D. (2020). An examination of the gap between carbon offsetting attitudes and behaviors: Role of knowledge, credibility, and trust. *International Journal of Hospitality Management, 90,* 102608. *(5-year **impact factor**: 7.780)*

Gursoy, D., Chi, C. G. & **Chi, O.H**. (2020). Effects of COVID 19 pandemic on restaurant and hotel customers' sentiments towards dining out, traveling to a destination and staying at hotels. *Journal of Hospitality, 3* (1), 1-17.

Chi, O.H., Denton, G. & Gursoy, D. (2020). Artificially intelligent device use in service delivery: A systematic review, synthesis and research agenda. *Journal of Hospitality Marketing & Management,* 1-30. *(2019 **impact factor**: 4.489)*

Chi, C. G., **Chi, O.H**. & Ouyang, Z. (2020). Wellness hotel: Conceptualization, scale development and validation. *International Journal of Hospitality Management, 89,* 102404. *(5-year **impact factor**: 7.780)*

Lin, H., **Chi, O.H**. & Gursoy, D. (2019). Antecedents of customers' acceptance of artificially intelligent robotic device use in hospitality services. *Journal of Hospitality Marketing & Management, 29*(5), 1–20. *(2019 **impact factor**: 4.489)*

Gursoy, D., **Chi, O.H**., Lu, L. & Nunkoo, R. (2019). Consumers acceptance of artificially intelligent (AI) device use in service delivery. *International Journal of Information Management*, 49, 157–169. *(5-year **impact factor**: 8.690)*

Ai, J., **Chi, O.H**., & Ouyang, Z. (2019). Categorizing peer-to-peer review site features and examining their impacts on room sales. *Journal of Hospitality Marketing & Management*, *28*(7), 862–881. *(2019 **impact factor**: 4.489)*

Gursoy, D., Zhang, Z.Z., & **Chi, O.H**. (2019). Determinants of locals' heritage resource protection and conservation responsibility behaviors. *International Journal of Contemporary Hospitality Management*, 31(6), 2339–2357. *(5-year **impact factor**: 6.226)*

Zhang, W., Zhao, J. & **Chi, H**. (2010). Hybrid evaluating model for human resource based on genetic algorithm. *Journal of Tianjin Polytechnic University,* 29(6), 85–88.

Book Chapter:

Chi, O.H. & Chi, C. G. (2021), Antecedents of tourism vicarious nostalgia: Conceptual model, systematic review, and research agenda. Tourism Change and the Global South book.

Manuscripts Under Review:

Caliskan, U., Gursoy, D., Ozer, O. & **Chi, O.H.** Impacts of tourism on locals' happiness, quality of life and life satisfaction. The moderating role of place attachment. Submit to *Tourism Management Perspective.*

CONFERENCE AND PRESENTATION

- Presentation "Understand customers' trust toward service robots" in the 1st NorthEast Chapter of the Travel & Tourism Research Association (NETTRA) Conference

- Presentation "Measure Customers' Trust toward AI Robots in Tourism Services" in the 26th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism

- Presentation "Defining Wellness Hotel and Measuring the Level of Wellness Provided by Hotel Services: Scale Development and Validation" in the 25th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism

- Presentation "Tourists' Attitudes Toward the Acceptance of AI Service Devices Cross Different Service Contexts" in the 25th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism

- Poster presentation "Customers' Acceptance of AI Service Devices in Different Service Settings"

in 2020 WSU GPSA Research Expo

- Poster presentation "Measuring Vicarious Nostalgia Evoked by Heritage Tourism" in the 24th Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism

- Poster presentation "Vicarious Nostalgia during Heritage Tourism" in 2019 WSU GPSA Research Expo

TEACHING EXPERIENCE

Assistant Professor
Department of Tourism, Hospitality & Event Management
College of Health and Human Performance
University of Florida, Gainesville, FL
- HFT 4442 Artificial Intelligence Revolutions and Applications

Instructor
School of Hospitality Business Management
Carson College of Business
Washington State University, Pullman, WA
- HBM 235 Travel, Society and Business
- HBM 491 Operational Analysis
- HBM 495 Case Study and Research

Guest Lecturer
- HBM 592 Current Issues in Travel and Tourism
  Guest lectured on the topic of service technology and AI.

Teaching Assistant
School of Hospitality Business Management
Carson College of Business
Washington State University, Pullman, WA
- FIN 325 Introduction to Financial Management
- HBM 491 Operational Analysis
- HBM 581 Current Issues in Travel and Tourism
- HBM 495 Case Study and Research
- I-BUS 435 International Tourism

Accounting Department, Marketing Department
Carson College of Business
Washington State University, Pullman, WA
- ACCTG 230 Introduction to Financial Accounting
- MKTG 368 Marketing Research

INDUSTRY WORKING EXPERIENCE

Apartment Coordinator   Aug 2016 – Dec 2017
WSU Housing Service, Washington State University, Pullman, WA

Event Coordinator   Mar 2014 – Dec 2014
Nan Hai USA Co. Inc, Kirkland, WA

Project Manager   Aug 2009 – Jun 2011
Tianjin Leadar Binhai Investment Company,
Tianjin Leadar Group Co., Ltd., Tianjin, China

Hotel Accountant (Intern)   Aug 2008 – May 2009
Tianjin Jiuhe International Villa Co., Ltd, Tianjin, China

Accountant (Intern)   Mar 2006 – May 2008
Tianjin Steady Industry Development Co., Ltd, Tianjin, China

SERVICE

Co-advisor of Undergraduate Honor Thesis   2019 – 2021
Carson College of Business
Washington State University, Pullman, WA
- The thesis received the 'pass with distinction' honor

Reviewer
- Journal of Hospitality Marketing & Management
- Journal of Hospitality and Tourism Management
- AIS Transactions on Human-Computer Interaction
- International Journal of Information Management
- Information Technology & People
- Information & Management
- ICHRIE
- Psychology Research and Behavior Management
- African Journal of Business Management
- European Journal of Marketing
- Journal of Hospitality and Tourism Technology
- International Journal of Environmental Research and Public Health
- Journal of Service Management
- Advances in Applied Sociology

HONORS/ AWARDS

- Outstanding Student Research Award   2020-2021
- Travel Award, GPSA, Washington State University   2018-2020
- Magna Cum Laude, Washington State University   2013
- Hospitality Business Management Scholarship, Washington State University   2013

- President's Honor Roll, Washington State University   2012
- Tianjin Normal University Scholarship, Tianjin Normal University   2005 - 2008

SKILLS

Statistical Analysis:
- Proficient in SPSS, Mplus, Qualtrics, SmartPLS and SAS
- Familiar in R and STATA

Programming:
- Proficient in Python, and VBA