

Refereed Journal Publications (and ** indicate collaboration with master and doctoral students, respectively; SSCI: Social Science Indexed Journals; IL: Rosen Collge Indicative List):*

1. **Hua, N.**, DeFranco, A., & Abbot, J. (in press). "Management fees and hotel performance in the U.S." *Tourism Management*. **SSCI. IL. Impact Factor: 6.012.**
2. **Hua, N.** (in press). "Do Information Technology (IT) Capabilities Improve Hotel Competitiveness?" *Journal of Hospitality and Tourism Technology*. **SSCI.**
3. **Hua, N.**, Huang, Y., & Medeiros, M.* (in press). "The Moderating Effect of Operator Type: The Impact of IT Expenditures on Hotels' Operating Performance." *International Journal of Contemporary Hospitality Management*. **SSCI. IL. Impact Factor: 3.957.**
4. **Hua, N.**, Zhang, T., & Li, B. (in press). "Crime Research in Hospitality and Tourism." *International Journal of Contemporary Hospitality Management*. **SSCI. IL. Impact Factor: 3.957.**
5. **Hua, N.** (in press). "Human Capital and Hotel Operating Performance." *Journal of Hospitality Financial Management*.
6. Yang, C., Chen, Y., Zhao, X., & **Hua, N.** (2020). "Transformational Leadership, Proactive Personality and Service Performance: The Mediating Role of Organizational Embeddedness." Accepted. *International Journal of Contemporary Hospitality Management*. 32(1), 267-287. **SSCI. IL. Impact Factor: 3.957.**
7. Wei, W., Zhang, L., & **Hua, N.** (2019). "Error Management in Service Security Breaches." *Journal of Services Marketing*. 33(7), 783-797. **SSCI. Impact Factor: 2.421.**
8. **Hua, N.**, Hight, K., Wei, W., Ozturk, A., Zhao, X., Nusair, K., & DeFranco, A. (2019). "The Power of E-commerce: Does E-commerce Enhance the Impact of Loyalty Programs on Hotel Operating Performance?" *International Journal of Contemporary Hospitality Management*. 31(4), 1906-1923. **SSCI. IL. Impact Factor: 3.957.**
9. Zhang, T., Wei, W., Fu, X., **Hua, N.**, & Wang, Y. (2019). "Exploring the Roles of Technology, People, and Organization in Building a Tourism Destination Experience: Insights from the 2nd USA-China Tourism Research Summit and Industry Dialogue." *Journal of Destination Marketing and Management*. 12, 130-135. **SSCI. Impact Factor: 3.800.**
10. **Hua, N.**, Wei, W., Wang, D., & DeFranco, A. (2018). "Do Loyalty Programs Really Matter for Hotel Operational and Financial Performance?" *International Journal of Contemporary Hospitality Management*. **SSCI. IL. Impact Factor: 3.957.**

11. **Hua, N.**, Mejia, C., & Wei, W. (2018). "A New Age of Acquisitions in Hospitality & Tourism: The Bidding War to Acquire Starwood." *Journal of Hospitality & Tourism Cases*.
12. Zhang, L., Wei, W., & **Hua, N.** (2018). "Impact of Data Breach Locality and Error Management on Attitude and Engagement." *International Journal of Hospitality Management*. **SSCI. IL. Impact Factor: 4.465.**
13. Torres, E., Wei, W., **Hua, N.**, & Chen, P. (2018). "Customer Emotions Minute by Minute: How Guests Experience Different Emotions within the Same Service Environment." *International Journal of Hospitality Management*. **SSCI. IL. Impact Factor: 4.465.**
14. Guchait, P., Zhao, X., Madera, J., **Hua, N.** & Okumus, F. (2018). "Can Error Management Culture Increase Work Engagement in Hotels? The Moderating Role of Gender." *Service Business*. **SSCI. Impact Factor: 2.293**
15. Guchait, P., Qin, Y., **Hua, N.** & Wang, X. (2017). "Impact of Error Management Culture on Organizational performance, Management-team Performance and Creativity in the Hospitality Industry." *International Journal of Hospitality & Tourism Administration*. **IL.**
16. DeFranco, A., Morison, C., & **Hua, N.** (2017). "Moderating the Impact of e-Commerce Expenses on Financial Performance in US Upper Upscale Hotels: The Role of Property Size." *Tourism Economics*. **SSCI. IL. Impact Factor: 1.098.**
17. Wei, W., **Hua, N.**, Fu, X., & Guchait, P. (2017). The impacts of hotels' error management culture on customer engagement behaviors (CEBs). *International Journal of Contemporary Hospitality Management*, 29(12), 3119-3137. **SSCI. IL. Impact Factor: 3.957.**
18. Torres, E. N., Wei, W., & **Hua, N.** (2017). Towards understanding the effects of time and emotions on the vacation experience. *Tourism Review*, 72(4), 357-374.
19. **Hua, N.**, & Yang, Y. (2017). "Systematic effects of crime on hotel operating performance." *Tourism Management*, 60, 257-269. **SSCI. IL. Impact Factor: 6.012.**
20. Wei, W., Torres, E., & **Hua, N.** (2017). Do self-service technologies matter in improving consumer commitment? *The Bottomline*, 31(4), 29-31.
21. Mejia, C., **Hua, N.**, Wei, W., Fu, X., & Wang, Y. (2017). "The Promise of the 2016 USA-China Tourism Year: Strategies to Boost Tourism Exchange." *Journal of Destination Marketing & Management*. **SSCI. Impact Factor: 3.800**
22. **Hua, N.**, O'Neill, J, Nusair, K., Dipendra, S. & DeFranco, A. (2017). "Does Paying a Higher Royalty Fee Command a Higher RevPAR? Evidence from the Hotel Industry in the United

- States.” *International Journal of Contemporary Hospitality Management*. **SSCI. IL. Impact Factor: 3.957.**
23. Wei, W., Lu, Y., & **Hua, N.** (2017). “Attendees’ User Experience of Social Media Technology during the Multiphase Participation in Conventions: A Consumptive Values Approach.” *Event Management*. 21(3), 347-364. **IL.**
24. Ozturk, A. B., Bilgihan, A., Salehi-Esfahani*, S., & **Hua, N.** (2017). “Understanding the mobile payment technology acceptance based on valence theory: A case of restaurant transactions.” *International Journal of Contemporary Hospitality Management*. **SSCI. IL. Impact Factor: 3.957.**
25. Wei, W., Torres, E. & **Hua, N.** (2017). “The Power of Self-Service Technologies in Creating Transcendent Service Experiences: The Paradox of Extrinsic Attributes.” *International Journal of Contemporary Hospitality Management*. 29(6), 1599-1618. **SSCI. IL. Impact Factor: 3.957.**
26. **Hua, N.** (2016). “E-commerce performance in hospitality and tourism.” *International Journal of Contemporary Hospitality Management*. 28(9), 2052-2079. **SSCI. IL. Impact Factor: 3.957.**
27. Nusair, K., Butt, I., **Hua, N.**, & Ozturk, A., (2016). “A Theoretical Framework of EWOM A THEORETICAL FRAMEWORK OF eWOM against the Backdrop of Social Networking Websites.” *Journal of Travel and Tourism Marketing*. **SSCI. IL. Impact Factor: 2.988.**
28. Morosan, C., **Hua, N.** & DeFranco, A. (2016). “Structural Effects of e-Commerce Expenses on the Financial Performance in American Upper Midscale Hotels.” *Tourism Analysis*. **IL.**
29. Ozturk, A., Nusair, K., Okumus, F., & **Hua, N.** (2016). “The Role of Utilitarian and Hedonic Values on Users' Continued Usage Intention in a Mobile Hotel Booking Environment.” *International Journal of Hospitality Management*. 57, 106-115. **SSCI. IL. Impact Factor: 4.465.**
30. **Hua, N.**, Dalbor, M. C., Lee, S., & Guchait, P. (2016). “An Empirical Framework to Predict Idiosyncratic Risk in a Time of Crisis: Evidence from the Restaurant Industry.” *International Journal of Contemporary Hospitality Management*. 28(1), 156-176. **SSCI. IL. SSCI. IL. Impact Factor: 3.957.**
31. Wei, W., Torres, E. & **Hua, N.** (2016). “Improving Consumer Commitment through the Integration of Self-Service Technologies: A Transcendent Consumer Experience Perspective.” *International Journal of Hospitality Management*. 59, 105-115. **SSCI. IL. Impact Factor:**

4.465.

32. **Hua, N.**, Morison, C., & DeFranco, A. (2015). "The Other Side of Technology Adoption: Examining the Relationships between E-Commerce Expenses and Hotel Performance." *International Journal of Hospitality Management*. 45, 109-120. **SSCI. IL. Impact Factor: 4.465.**
33. Youn, H., **Hua, N.**, & Lee, S. (2015). "Does Size Matter? Corporate Social Responsibility in the Restaurant Industry." *International Journal of Hospitality Management*. 51, 127-134. **SSCI. IL. Impact Factor: 4.465**
34. **Hua, N.** (2014). "Benchmarking Firm Capabilities to Turn Undesirable Financial Performance around in the U.S. Restaurant Industry." *Journal of Foodservice Business Research*. 17(5), 390-409. **IL.**
35. Dalbor, M. C., **Hua, N.** & Andrew, W. (2014). "Factors that impact unsystematic risk in the U.S restaurant industry." *Journal of Hospitality Financial Management*. 22(2). **(Top Five Most Downloaded Article of the Year in 2015).**
36. **Hua, N.** & Lee, S. (2014). "Benchmarking Firm Capabilities for Sustained Financial Performance in the U.S. Restaurant Industry." *International Journal of Hospitality Management*. 36, 137-144. **SSCI. IL. Impact Factor: 4.465.**
37. Guchait, P., Hamilton, K. & **Hua, N.** (2014). "Personality Predictors of Team Taskwork Understanding and Transactive Memory Systems in Service Management Teams." *International Journal of Contemporary Hospitality Management*. 26(3), 401-425. **SSCI. IL. Impact Factor: 3.957.**
38. *Hong, C., Singh, D. & **Hua, N.** (2013). "The Relationship between the Degree of Internationalization and Financial Performance: A Simultaneous Analysis and Perspective." Accepted. *Journal of Hospitality Financial Management*. **(Best Graduate Student Paper Award at the AHFME symposium of 2013, Top 4 most downloaded article of the year in 2013)**
39. **Hua, N.** & Dalbor, M. (2013). "Evidence of Franchising on Outperformance in the Restaurant Industry: A Long Term Analysis and Perspective." *International Journal of Contemporary Hospitality Management*. 25(5), 723-739. **SSCI. IL. Impact Factor: 3.957.**
40. **Hua, N.**, Xiao, Q & **Yost, E. (2013). "An Empirical Framework of Financial Characteristics and Outperformance in Troubled Economic Times: Evidence from the Restaurant Industry."

International Journal of Contemporary Hospitality Management. 25(6), 945-964. **SSCI. IL. Impact Factor: 3.957.**

41. **Hua, N.** (2013). "A Theoretical Framework of the Impact of Price Transparency on Pricing in the Lodging Industry." *Journal of Hospitality Financial Management*. 20(2), Article 5.
42. Chen, P., **Hua, N.** & Wang, Y. (2013). "Mediating Perceived Travel Constraints: The Role of Destination Image." *Journal of Travel & Tourism Marketing*. 30, 201-221. **SSCI. IL. Impact Factor: 2.988.**
43. Xiao, Q., Zhang Qiu, H., Pine, R. & **Hua, N.** (2013). "Government Policies on the Chinese Hotel Industry and its Implications on the Future Development of State-Owned Hotels in China." Accepted. *Journal of China Tourism Research*.
44. **Hua, N.**, Nusair, K. & Upneja, A. (2012). "Financial Characteristics and Outperformance: Evidence of a Contemporary Framework from the U.S. Lodging Industry." *International Journal of Contemporary Hospitality Management*. 24(4), 574-593. **SSCI. IL. Impact Factor: 3.957.**
45. Oak, S., **Hua, N.** & Dalbor, M. (2012). "Why Do Restaurant Firms Initiate Dividends?" *Journal of Hospitality Financial Management*. 20(1), Article 3. Available at: <http://scholarworks.umass.edu/jhfm/vol20/iss1/3>
46. **Hua, N.** & Upneja, A. (2011). "Do Investors Reward Restaurant Firms that Go Abroad?" *International Journal of Contemporary Hospitality Management*. 23(2), 74-188. **SSCI. IL. Impact Factor: 3.957.**
47. Chen, P., Okumus, F., **Hua, N.**, & Nusair, K. (2011). "Developing Effective Communication Strategies for the Spanish and Haitian-Creole-Speaking Workforce in Hotel Companies." *Worldwide Hospitality and Tourism Themes*. 3(4), 335-353.
48. Nusair, K. & **Hua, N.** (2010). "Comparative Assessment of Structural Equation Modeling and Multiple Regression Research Methodologies: E-commerce Context." *Tourism Management*. 31(3), 314-324. **SSCI. IL. Impact Factor: 6.012.**
49. Upneja, A., **Hua, N.**, Dalbor, M. & Repetti, T. (2010). "Increased Interest Expense and Management's Expense Preference Behavior of Publicly-traded Restaurant Firms." *Journal of Services Research*. 10(1), 69-84.
50. Upneja, A., Dalbor, M. & **Hua, N.** (2010). "Sequential impact of general interest rate changes on the interest expense of publicly traded lodging firms." *Journal of Foodservice Business*

Research. 13(1), 37-41. **IL**.

51. Nusair, K., **Hua, N.** & **Xu, L. (2010). "A Conceptual Framework of Relationship Commitment: E-Travel Agencies." *Journal of Hospitality and Tourism Technology*. 1(2), 106-120. **SSCI. (Best Paper of the Year Award in 2010)**.
52. **Hua, N.** & Upneja, A. (2010). "Can We See the Intangibles? Valuation of Intangible Assets for Publicly Traded Hotel Firms in the United States." *International Journal of Revenue Management*. 4(3/4), 306-326.
53. Shani, A., Chen, P., Wang, Y. & **Hua, N.** (2010). "Testing the Impact of a Promotional Video on Destination Image Change: Application of Peoples Republic of China as a Tourism Destination." *International Journal of Tourism Research*. 12(2), 116-133. **SSCI. IL. Impact Factor: 2.278.**
54. **Hua, N.**, Mattila, S. A. & O'Neill, J. (2009). "More Marketing Expenditures, Better Hotel Financial Performance?" *The Tourism Tribune*. 24(3), 82-89. (**China SSCI**, ranked number one in hospitality and tourism research in China)
55. Jackson, L. A. & **Hua, N.** (2009). "Corporate Social Responsibility and Financial Performance: A Snapshot from the Lodging and Gaming Industries." *Journal of Hospitality Financial Management*. 17(1), Article 4.
56. **Hua, N.**, & *Templeton, A., J. (2008). "Forces Driving the Growth of the Restaurant Industry in the US." *International Journal of Contemporary Hospitality Management*. 22(1), 56-68. **SSCI. IL. Impact Factor: 3.957**
(Note: This paper should be counted as a solo paper in essence. Ms. Templeton was a first-year master student under my guidance. To provide her with incentive to start learning basic research skills, I offered her a second authorship in this paper.)
57. **Hua, N.**, Denizci, B., Mattila, S. A. & Upneja, A. (2008). "Marketing Outlays: Important Intangible Assets in the Hospitality Industry?" *Journal of Quality Assurance in Hospitality and Tourism*. 8(4), 61-76.
58. **Hua, N.** & Upneja, A. (2007). "Going International? Important Factors Executives Should Consider!" *International Journal of Contemporary Hospitality Management*. 19(7), 537-545. **SSCI. IL. Impact Factor: 3.957.**
59. Upneja, A. & **Hua, N.** (2006). "Value Relevance of Equity, Earnings and Capital Structure in the Restaurant Industry." *Advances in Hospitality and Leisure*. 2, 159-178.