

## **Jie (Jenny) Tian**

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### **PERSONAL PROFILE**

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### **EDUCATION**

*PhD in Business Administration*

Marshall School of Business, University of Southern California (USC), USA, 2008

*M.Phil. in Business Administration*

Dept. of Management, The Chinese University of Hong Kong (CUHK), 2001

*Master of Economics, major in International Finance*

Shanghai University of Finance and Economics, China, 1996

*Bachelor of Economics, major in International Finance*

Shanghai University of Finance and Economics, China, 1993

### **WORK**

2014 – Present    Senior Lecturer  
Program Director, BBA in Hotel & Tourism Management  
The School of Hotel & Tourism Management (SHTM), CUHK

2008 – 2014      Assistant Professor  
SHTM, CUHK

2006-2007       Graduate Assistant (part-time)  
Lloyd Greif Center for Entrepreneurial Studies  
Marshall School of Business, USC

Curriculum Vitae - Jenny Tian

- 2004-2005      Teaching Assistant (part-time)  
Dept. of Management & Organization, Marshall School of Business, USC
- 1999-2001      Teaching Assistant (part-time)  
Dept. of Management, CUHK
- 1997-1998      Research Assistant  
Dept. of Public & Social Administration  
City University of Hong Kong
- Worked on two research projects related to human resource management

## **TEACHING EXPERIENCE**

*Courses taught (all taught in English):*

- Management of Hospitality Business (undergraduate)
- Hospitality Strategic Management (undergraduate)
- Hospitality and Tourism Strategic Management (Graduate)
- Hospitality Organizational Behavior (undergraduate)
- Human Resources Strategy for Hospitality Business (undergraduate and graduate)
- Advanced Seminar in Management Theory (graduate)

*Executive-in-Residence courses (served as faculty coordinator):*

- UNWTO and Destination Development
- Hospitality Property Merger & Acquisition

*Graduate student supervision:*

- Served as faculty advisor to four exchange Master students from Mainland China.
- Served as External Examiner for six graduate students of National Dong Hwa University, Taiwan, over the past four years.
- Served as an internal member on the dissertation committee of a PhD student who graduated in August 2015.
- Co-Advisor to a PhD student who graduated in April 2015.

## **RESEARCH AND PUBLICATIONS**

*Research areas:*

- Corporate Governance, Succession Planning, Executive Selection, Top Management Team / Board of Directors Effectiveness, Executive Effects on Acquisition Performance

*Journal articles:*

Tian, J., & Wang, S. 2014. Signaling service quality via website e-CRM features: More gains for smaller and lesser-known hotels, *Journal of Hospitality and Tourism Research* (SSCI. impact factor = 1.125 in 2013). DOI: 10.1177/1096348014525634.

Tian, J., Haleblian, J., Rajagopalan, N. 2011. The effects of board human and social capital on investor reactions to new CEO selection. *Strategic Management Journal*, 32(7): 731-747. (SSCI. impact factor = 2.993 in 2013).

Wang, S., Tian, J., Wang, M., & Hwang, J. 2011. Risk perception and e-purchase intention: Implications for online CRM, *Journal of e-Business*, 13 (2): 281-302. (TSSCI)

Tian, J., & Lau, C. 2001. Board composition, leadership structure and performance in Chinese shareholding companies. *Asia Pacific Journal of Management*, 18(2): 245-263. (SSCI. impact factor = 2.742 in 2013).

*Conference papers:*

Tian, J., Wang, S., Lin, S. & Tse, E. C. 2014. Performance consequences of hiring outsiders with prior CEO experience and the moderating roles of the board and the TMT. Paper presented at the *2014 Academy of Management Conference*. August 1-5, Philadelphia, Pennsylvania, USA.

Tian, J., Lin, S., Wang, S. & Tse, E. 2013. A contingency model of executive effect in hospitality companies: When do CEOs' work experience and external ties matter for firm performance? Presented at *the ICHRIE Summer Conference*, August 2013. St. Louis, Missouri, USA.

Tian, J., Wang, S. & Tse, E. 2013. Does e-CRM matter? Effects of e-mail and website quality on hotels' customer-rated and financial performance. Presented at *the ICHRIE Summer Conference*, August 2013. St. Louis, Missouri, USA.

Tian, J. & Wang, S. 2013. The effects of e-CRM quality on online customer ratings and organizational financial performance. Presented at *the 4th POMS-HK International Conference*, Hong Kong, 4-6 January.

Tian, J. & Wang, S. 2011. TMT firm-specific experience, power and organizational performance: Evidence from hospitality companies. Presented at *the 6th Annual London Business Research Conference*, July 2011.

Wang, S. & Tian, J. 2011. Stock market reaction to IT outsourcing announcements by Fortune 1000 companies: An empirical study. Presented at *the 2nd POMS-HK International Conference*, Hong Kong, January 2011.

Chen, H., Wang, S. & Tian, J. 2009. IT outsourcing success in healthcare industry: Build your capabilities on multiple fronts within the institutional framework. Presented at *The 9th International Conference on Electronic Business*, Macau, November 30-December 4.

Tian, J. and Tse, E. 2010. Ethical decision and sources of ethical belief: An exploratory study of Asian hospitality students. Presented at *the Annual ICHRIE Summer Conference*, San Juan, Puerto Rico (USA), 28-31 July.

Tian, J., Rajagopalan, N. & Haleblian, J. 2007. Performance consequences of CEO selection: Does board experience matter? Presented at *the 2007 Annual Meeting of the Academy of Management*, Philadelphia.

Tian, J. & Wang, S. 2004. Managerial turnover in Chinese companies: A test of agency and institutional perspectives, presented at *the Annual Conference of the Academy of Management*, New Orleans, August.

Tian, J. 2003. Top management team heterogeneity and corporate entrepreneurship: A contingency model, presented at *the Annual Conference of the Association for Chinese Management Educators*, Seattle, August.

Tian, J. 2000. Board composition, leadership structure, and performance in Chinese emerging shareholding companies, presented at *the 2nd Asian Academy of Management (AAOM) Conference*, National University of Singapore, Singapore. December.

## **SERVICE AND ADMINISTRATION EXPERIENCE**

### *Committee memberships:*

- Program Committee, BBA in Hotel & Tourism Management (Director)
- BAF Committee on Undergraduate Academic Advising
- BAF Committee on Undergraduate Studies in Business
- Integrated BBA (IBBA) Program Committee
- BAF Committee on Teaching & Learning Quality
- SHTM Staff-Student Consultation Committee
- BAF Library Committee

### *Academic advising:*

- Level II Academic Advisor, SHTM
- Faculty Advisor, The *Eta Sigma Delta* (ESD) International Hospitality Management Honor Society, CUHK Chapter.

## **OTHER RESEARCH ACTIVITIES**

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Reviewer for the *Academy of Management Journal*, *Strategic Management Journal*, *Journal of Management Studies*, *British Journal of Management*, *Organization Studies*, *Asia Pacific Journal of Management*, and *Journal of Hospitality and Tourism Research*.

Served as Session Chair (Analytics) at *the 4th POMS-HK International Conference*, Hong Kong, 4-6 January.

## **PROFESSIONAL AFFILIATION**

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Member of the Academy of Management (AOM)

Member of the Society for Human Resource Management (SHRM)

Member of the Council for Hotel, Restaurant, and Institutional Education (CHRIE)

## **AWARDS AND CERTIFICATES**

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Faculty of Business Administration Teaching Award, CUHK

- 2009-10, 2011-12, 2012-13, 2013-14

Certificate for the Maintenance of AACSB Accreditation Seminar, May 2013 & 2015

Outstanding Reviewer Award, BPS Division, the Academy of Management, 2004