



NEWSLETTER

27 Mar 2024

ISSUE 104

RESEARCH FOCUS

PUBLICATION

1 RESEARCH PAPERS THAT RANKED ABS3 OR ABOVE

- Dong, Y., Hu, N., Ji, Y., Ni, C. & **Xie, J.** (2024), The Impact of Government Outsourcing Contracts on High-tech Vendors: An Empirical Study, *Journal of Management Information Systems* Forthcoming. (FT50, ABS4)
- **Miao L., Yang F. X.,** Im J., Zhang Q. (2024), Flexwork and flextravel: A theoretical perspective on the blurring work–travel boundaries, *Annals of Tourism Research*, Forthcoming (ABS4)
- **Haitao Yu,** (2024). Sense of Place and Sustainable Development: The Case of a Tibetan Luxury Enterprise, *Organization & Environment* (ABS3) <https://doi.org/10.1177/10860266231226143>
- Tang, H., Liu, Y., **Loi, R., Chow, C.W.C.,** & Jiang, N. (In press). Role ambiguity and work alienation during COVID-19 pandemic: The perspective of occupational disidentification. *Journal of Management Psychology*. (ABS3) <https://doi.org/10.1108/JMP-01-2023-0040>
- Yu, Z. Y., Zhang, Z. L., **Law, R.,** & Zhang, Z. Q. (2024). Resonance of Review Behavior: Will People Follow in Their Friends' Footsteps? *Journal of Interactive Marketing*. (ABS3) <https://doi.org/10.1177/10949968231219973>



- **Wong, I. A., Xiao, Y., Lin, Z. W., Sun, D. N., Huang, J. W., & Liu, M.** (2024). Smart hotels but not necessarily smart decisions: the smartness paradox. *International Journal of Contemporary Hospitality Management*. (ABS3) <https://doi.org/10.1108/ijchm-06-2023-0832>
- **Chen, X. X., Chen, J. J., & Xiao, J.** (2024). Do social ties between two signatory auditors affect audit quality and firm value? *Accounting and Business Research*. (ABS3) <https://doi.org/10.1080/00014788.2024.2306531>
- **Hong, J., Leung, T., & Snell, R. S.** (2024). Transitioning from CSR to CSV in a foreign subsidiary in China through temporal decoupling. *Journal of International Management*, 30(1), Article 101082. (ABS3) <https://doi.org/10.1016/j.intman.2023.101082>

Source: According to indexed dates, records are generated from Web of Science (WoS), Scopus, and the FBA full-time academic staff webpage as of 22 March 2024 and are listed in no particular order.

2 OTHER PUBLICATION

- **Henry Chun Kwok LEI, “Queda da Evergrande pode levar a precauções acrescidas em Macau” [Ponto Final] 2024-01-30 P09**

The bankruptcy of Evergrande will impact the enthusiasm of Macao residents to invest in real estate in China, and Macao investors will become more cautious and conservative when making decisions.

For details: <https://pontofinal-macau.com/2024/01/30/queda-da-evergrande-pode-levar-a-precaucoes-acrescidas-em-macau/>

- **Davis Ka Chio FONG, “淡旺季收入波幅收窄 一月賭收193億 二月料破200億” [澳門日報] 2024-02-02 A10 經濟**

The gaming revenue of 19.3 billion recorded in January this year can be attributed mainly to the increased investment in non-gaming elements by gaming operators. They organised various activities to attract tourists to Macao, leading to further increase in gaming revenue on top of the good performance in the fourth quarter last year.

For details: http://macaodaily.com/html/2024-02/02/content_1732766.htm

- **Matthew Ting Chi LIU, “學者：慎選受歡迎代理品牌進社區” [澳門日報] 2024-02-05 A10 經濟 學者分析**

Matthew LIU, discusses business strategies for a local real estate company that also provides mall management services.

For details: http://macaodaily.com/html/2024-02/05/content_1733417.htm

- **Glenn James MCCARTNEY, “Estratégia de diversificação económica alinhada com indicadores-chave de desempenho” [Plataforma] 2024-02-15 P18-19**

At a conference, Glenn McCartney, presented his research about the key performance indicators of Macao and its goals for diversification.

For details: <https://www.plataformamedia.com/2024/02/08/estrategia-de-diversificacao-economica-alinhada-com-indicadores-chave-de-desempenho/>

- **Davis Ka Chio FONG, “氹行人專區細味舊城街角” [澳門日報] 2024-02-19 A03**

Davis FONG, says that thanks to the planning and preparations of the government and the support of local businesses and residents, the temporary pedestrian zone in Taipa Village has experienced smooth operation and attracted many tourists to explore the alleys and lanes in the area. He points out that if the government intends to implement similar initiatives in other areas in Macao, they could consider setting up a temporary pedestrian zone around Rua da Felicidade or A-Ma Temple, as these locations share similar conditions to Taipa Village.

For details: http://macaodaily.com/html/2024-02/19/content_1735964.htm

- **Matthew Ting Chi LIU, “學者：合作提高品牌定位知名度” [澳門日報] 2024-02-19 A10 澳聞**

Matthew LIU, discusses business strategies for Veng Lei Laboratory, a local shop that sells joss paper and incense sticks.

For details: http://macaodaily.com/html/2024-02/19/content_1735939.htm

- **Glenn James MCCARTNEY, “Cape Verde casino integrated resort development – in conversation with the local community” [Macau Business] Opinion Feb 2024**

This article, co-authored by Glenn McCartney, and a UM student, discusses the impact of the development of integrated resorts in Cape Verde on various industries in Macao.

For details: <https://www.macaubusiness.com/opinion-cape-verde-casino-integrated-resort-development-in-conversation-with-the-local-community/>

- **Matthew Ting Chi LIU, “孫子兵法營銷商戰 虛實篇” [澳門日報] 2024-02-25 A11 經濟 多元面面觀**

Matthew LIU, discusses marketing and business management by quoting Sun Tzu's Art of War.

For details: http://macaodaily.com/html/2024-02/25/content_1737187.htm

- **Matthew Ting Chi LIU, “學者：加強宣傳 增私人訂製市場” [澳門日報] 2024-02-26 A14 經濟 學者分析**

Matthew LIU, discusses business strategies for a Japanese jewellery shop in Macao

For details: http://macaodaily.com/html/2024-02/26/content_1737360.htm

- **Henry Chun Kwok LEI, “Special Report – Is immigration the solution for low birth rate?” [Macau Business] 2024-02-24**

The article discuss immigration and the low birth rate in Macao.

For details: <https://www.macaubusiness.com/special-report-is-immigration-the-solution-for-low-birth-rate/>

- **Matthew Ting Chi LIU, “學者：加入網上商城 建品牌網店” [澳門日報] 2024-03-04 A14 經濟學者分析**

Matthew LIU, discusses business strategies for a kids' boutique in Macao.

For details: http://macaodaily.com/html/2024-03/04/content_1739041.htm

- **Matthew Ting Chi LIU, “學者：加強批發 自建物流團隊” [澳門日報] 2024-03-11 A14 經濟**

Matthew LIU, discusses business strategies for a fresh seafood store in Macao.

For details: http://macaodaily.com/html/2024-03/11/content_1740726.htm

- **Matthew Ting Chi LIU, “持續務實推動澳門演唱會經濟好處多” [澳門日報] 2024-03-13 C09 蓮花廣場**

Matthew LIU, discusses the benefits of promoting the ‘concert economy’ in Macao.

For details: http://macaodaily.com/html/2024-03/13/content_1741169.htm

- **Glenn James MCCARTNEY, “Towards a nightlife tourism strategy for Macau” [Macau Business] Mar issue**

Glenn McCartney, discusses the economic benefits of a nightlife tourism strategy for Macao in this article.

For details: <https://www.macaubusiness.com/opinion-towards-a-nightlife-tourism-strategy-for-macao/>

- **Matthew Ting Chi LIU, “孫子兵法營銷商戰 軍爭篇” [澳門日報] 2024-03-17 A11 經濟 多元面面觀**

Matthew LIU, discusses marketing and business management by quoting Sun Tzu’s Art of War.

For details: http://macaodaily.com/html/2024-03/17/content_1742164.htm

- **Matthew Ting Chi LIU, “學者：加強合作 附加服務增收” [澳門日報] 2024-03-18 A10 經濟 學者分析**

Matthew LIU, discusses business strategies for a shared office company in Macao.

For details: http://macaodaily.com/html/2024-03/18/content_1742386.htm

STORY OF THE ISSUE

1 HIGH QUALITY RESEARCH OUTPUT

FBA encourages and supports high quality research. Our colleagues continue to publish their research in leading journals. We would like to share with you the following works of our researchers who recently published ABS4*, ABS4, FT50, UTD articles.

Prof. Qian WANG (王茜教授), Assistant Professor in the Department of Accounting and Information Management, published an article titled "Vendor Selection in the Wake of Data Breaches: A Longitudinal Study" accepted by the Journal of Operations Management (UTD; FT-50; ABS 4*). This article was co-authored with **Jiang S.Y., Ngai, W.T. Eric, and Huo, B.F.**, with Qian Wang as the first author. The Journal of Operations Management is among the top leading journals in the ISI Operations Research and Management Science category.

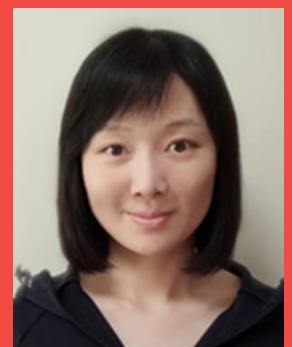
Paper abstract:

With the increasing digitization and networking of medical data and personal health information, information security has become a critical factor in vendor selection. However, limited understanding exists regarding how information security influences vendor selection. Drawing from the attention-based view (ABV), this study examines the potential impact of data breaches on hospitals' selection of electronic medical record system (EMRS) vendors. To test our hypotheses, we compile a unique dataset spanning 12 years of observations from US hospitals. Utilizing a coarsened exact matching (CEM) technique combined with a difference-in-differences (DiD) approach, our study shows that hospitals tend to replace their EMRS vendors after experiencing data breaches. Moreover, breached hospitals tend to prioritize information security in such a vendor replacement process by switching to star vendors and migrating towards a single-sourcing configuration. Further post-hoc analyses reveal that these impacts of data breaches are mitigated as the relationship between breached hospitals and vendors matures or when hospitals belong to large healthcare systems. Additionally, we find that the effects of data breaches are contingent on the scale of the breach and are short-term in nature. This research underscores the significance of information security as a crucial consideration in vendor selection for both academia and practitioners.

For details: <https://doi.org/10.1002/joom.1294>



Journal of Operations
Management



Prof. Qian WANG



Journal of Econometrics



International Economic Review



Prof. Jun YU

Prof. Jun YU (余俊教授), Dean and Chair Professor of Finance and Economics, published an article entitled “Robust testing for explosive behavior with strongly dependent errors” in collaboration with **Prof. Yiu Lim LUI** and **Prof. Peter C. B. PHILLIPS**, in Journal of Econometrics (ABS4) and another article entitled “A Panel Clustering Approach to Analyzing Bubble Behavior” in collaboration with **Prof. Yanbo LIU** and **Prof. Peter C. B. PHILLIPS**, in International Economic Review (ABS4).

Robust testing for explosive behavior with strongly dependent errors’s abstract:

A heteroskedasticity-autocorrelation robust (HAR) test statistic is proposed to test for the presence of explosive roots in financial or real asset prices when the equation errors are strongly dependent. Limit theory for the test statistic is developed and extended to heteroskedastic models. The new test has stable size properties unlike conventional test statistics that typically lead to size distortion and inconsistency in the presence of strongly dependent equation errors. The new procedure can be used to consistently time-stamp the origination and termination of an explosive episode under similar conditions of long memory errors. Simulations are conducted to assess the finite sample performance of the proposed test and estimators. An empirical application to the S&P 500 index highlights the usefulness of the proposed procedures in practical work.

For details: <https://doi.org/10.1016/j.jeconom.2023.105626>

A Panel Clustering Approach to Analyzing Bubble Behavior’s abstract:

This study provides new mechanisms for identifying and estimating explosive bubbles in mixed-root panel autoregressions with a latent group structure. A postclustering approach is employed that combines k-means clustering with right-tailed panel-data testing. Uniform consistency of the k-means algorithm is established. Pivotal null limit distributions of the tests are introduced. A new method is proposed to consistently estimate the number of groups. Monte Carlo simulations show that the proposed methods perform well in finite samples; and empirical applications of the proposed methods identify bubbles in the U.S. and Chinese housing markets and the U.S. stock market.

For details: <https://doi.org/10.1111/iere.12647>

Prof. Alex Sili ZHOU (周思力教授), Associate Professor in the Department of Finance and Business Economics, published an article entitled “Who leads and who follows? The cross-border peer effect in investment by Chinese and US firms” in collaboration with **Prof. Warren B. BAILEY**, **Prof. Xiaping CAO**, and **Prof. Zhenyi YANG**, in Journal of International Economics (ABS4).

Paper abstract:

We document a cross-border peer effect in corporate investment across two key economies, China and the US. Results show that investment by individual Chinese firms lags US peers without feedback in the other direction. This association is stronger for Chinese firms in manufacturing, with innovative US peers, once China joined WTO, or targeted by anti-dumping investigations or measures as reported to the WTO. These findings are robust to diagnostic tests and alternative specifications. Furthermore, Chinese firms respond to domestic competition by learning from US peers. Our findings illustrate how peer competition induced by foreign trade and international institutions affects corporate decision-making in China’s rapidly-growing economy.

For details: <https://doi.org/10.1016/j.jinteco.2023.103875>



Journal of International Economics



Prof. Alex Sili ZHOU

MEET OUR DBA/EMBA STUDENTS

The Doctor of Business Administration (DBA) programme and the Executive Master of Business Administration (EMBA) programme are executive degree programmes that aim to assist middle to senior business executives to strengthen their entrepreneurial and managerial capabilities. This section is dedicated to introduce outstanding students from these two programmes and share their stories with you.

1 STUDENT SHARING

Teaching and Learning

【澳大DBA傑出學員】陳日鈴博士：“人類命運共同體”的踐行者

陳日鈴博士，澳門大學工商管理博士(DBA)，福建寧德人，萬信達控股董事長、廣州市花都區政協第十屆常委、《中國最美的地方排行榜》全球多語種版本發行人、《CCTV感動中國年度人物》系列叢書出版人、“北回歸線上的足跡”項目發起人。

陳日鈴博士從製造業起家，緊跟國家戰略佈局和時代發展，所創辦企業業務不斷拓展，逐步涵蓋製造、環保、檢測、文旅、三舊改造等多行業。他以新時代企業家形象積極主動承擔社會責任，堅持盡己所能讓世界“讀懂中國”、瞭解中國。主動出資宣傳美麗中國、打造北回歸線生態旅遊帶、先後踏足南極北極、積極參與“一帶一路”建設，矢志踐行“人類命運共同體”理念，為中外經貿合作和人文交流貢獻力量。

美麗中國，感動中國

一路走來，隨著陳日鈴博士事業蒸蒸日上，回饋社會、宣傳中國成為他踐行社會責任的神聖使命。為了讓世界瞭解一個真實的中國，他找到《中國國家地理》雜誌，傾注了大量人力、物力和財力，發起了《中國最美的地方排行榜》外文版的編撰工作。

《中國最美的地方排行榜》是《中國國家地理》雜誌社聯合全國31家權威媒體權威評選和網上投票，評出了中國最美的山、最美的湖、最長的海岸線等17類共114個地方，以全新視角展示了華夏大地地大物博的人文風貌，向世界展現了中國廣袤而壯美的山河。

2006年，陳日鈴博士發起了《中國最美的地方排行榜》多語種版本的翻譯，將中文版升級為11種語言版本，向世界多個國家和地區推廣。2008年北京奧運會，《中國最美的地方排行榜》多語種版本成為外國友人最好的旅遊指南。2010年，他再次重磅推出《中國最美的地方·亞運專輯》，捐獻給亞組委，作為別開生面的迎賓禮物。也正是因為這套書，讓世界把視角輻射到那些寂寂無聞卻又美妙絕倫的風景，據貴州織金縣當地旅遊局資料顯示：前往織金洞旅遊的遊客，有70%以上是因為看了《中國最美的地方排行榜》這本書的緣故。同年，陳日鈴博士攜手CCTV《感動中國》組委會，參與主編《感動中國》系列圖書，將感動事蹟用文字記錄，傳承中華文明，傳遞美好品質。至今，他已參與主編發行《感動中國年度人物》（2010-2019）和《感動中國十年》。該系列叢書走進了機關、校園、圖書館，成為博傳中華美德，弘揚社會正能量的精神食糧。

地球衛士，愛護地球

2013年，隨著“一帶一路”倡議的提出，習近平主席宣導人類命運共同體（A Community with a Shared Future for Mankind）理念，旨在追求本國發展的同時兼顧他國合理關切，促進各國共同發展。人類只有一個地球，各國共處一個世界，面對世界經濟的複雜形勢和全球性問題，任何國家都不可能獨善其身。陳日鈴博士對這一重大理念有著切身深刻的理解，2009年，他足跡遍佈地球南、北兩極。那一年，他從“玄奘之路”到“珠穆朗瑪峰”、從北極到南極，全身心地融入世界，回歸自然、回歸歷史、回歸心靈，他一直透過沿途的風景尋找背後意義，也更加深切感受到維護地球共同家園、共謀人類發展的重要性。

從北極和南極考察歸來，他給自己的微信命名為“地球衛士”。與此同時，他決定做點什麼。2010年2月，他率先在企業內部完成自我“碳中和”，成為中國民營經濟第一家自願實現“碳中和”的企業。他關注低碳經濟，由傳統製造產品輸出向技術服務供給邁進，攜手世界檢測巨頭之一的德國TUVNORD集團，成立了萬德檢測。這標誌著萬信達企業擴張業務領域，正式進軍協力廠商檢測行業，從此在輕工業品檢測、土壤修復、環境監測上做出積極貢獻。另一方面，他關注綠色發展，執著地要在中國960萬平方公里的土地上開闢一個最美的徒步線路，或可以媲美世界十大徒步線路。在尋找美、發現美的旅行和探索中，他將足跡移向至“北回歸線”。北回歸線帶自然景觀優美，人文歷史文化豐富，二者的沉澱巧妙聯合在一起，具有獨特的魅力。2013年，他發起“北回歸線上的足跡”專案，在擔任廣東省生態學會北回歸線專業委員會副主任和秘書長，以及前後擔任的一系列社會職務中，為振興美麗鄉村持續發光發熱。

從最初的製造業起步，到後來的多領域發展，他始終把環境保護和社會責任放在第一位。他說：心靈在仁愛中行走、在天意中休息、在真理的地軸上旋轉，所努力和奉獻的一切，無不是為了美好的地球，為了可持續發展。

服務世界，服務未來

2013年，中國向全世界發出“一帶一路”倡議，打通的不僅是互聯互通之“路”，也宣示著合作共贏之“道”。2017年，陳日鈴博士從中國倡議走向國際實踐，為“一帶一路”揚帆起航。他在緬甸設立工廠，為鄰國帶去就業機會，此舉同樣也是踐行“人類命運共同體”理念的舉措。地球是一個圓，過去，中國曾因為我們的鄰居日韓帶來工業化的發展，如今，我們也可以為不發達國家和地區帶去同樣的機會。

2023年，世界走出了新冠疫情的大流行，但疫情帶來的巨大影響仍然顯著。經濟復蘇動力不足，供應鏈受到干擾、產業結構調整、勞動力分化等諸多因素疊加，使得世界經濟大範圍內的不確定性進一步增加。經濟何時回暖？成了很多人懸在心上卻沒有答案的問題。很多企業迫切尋求別的出路，走出去成了很多人不得不為之的首要選擇。

同年1月19日，國務院批復同意設立中國—印尼經貿創新發展示範園區，並原則同意示範園區建設總體方案，標誌著中印尼“兩國雙園”正式落地。印尼資源稟賦獨佔優勢，是中國的重要鄰國與合作夥伴，尤其是印尼官方不僅多次表示對“一帶一路”倡議的支持，而且印尼的“全球海洋支點”構想較早與“一帶一路”倡議形成戰略對接。中國和印尼，一衣帶水，比鄰而居，雙方建立了全面戰略夥伴關係。

當下的中國已經具備全球領先的工業能力，但隨著經濟的發展，人力成本、國際市場佈局等也為中國經濟發展帶來了一定的挑戰。走出去、實現優勢互補，已成為中國製造業的重要選項，也是踐行「人類命運共同體」理念落地的方式。同時，為了讓學生們能夠更好地準備迎接後疫情時代所帶來的挑戰和機遇，澳大DBA學位課程安排了豐富多樣的海內外高端講座和參訪。這不僅拓展了學生的國際化視野，還讓他們更好地把握後疫情時代的商機，為日後發展做好充分準備。

陳日鈴博士憑借多年的國際化經驗和在澳大DBA學位課程的學習心得，再次展現出堅定維護國家政策的信心和決心。他認真領會國家戰略後，結合實際情況，給自己制定了兩印戰略——也就是——為培育新興市場「一帶一路」的層面，十年內在印尼和印度，創造500萬個就業崗位。從產業互動、協同發展、技術協調、管理勢能多方面實現突破，為打通外沿貿易保護壁壘、平衡世界經濟體系服務，從而加持製造業實現新一輪提質增量的發展。

目前，東南亞國家是世界上發展最快的經濟體之一，也是全球人口增長最快的地區之一。東南亞市場具備獨特的優勢，其中最顯著的是其人口規模、經濟總量、消費能力、科技水準以及人口結構等因素所帶來的優勢。人是第一生產力，擁有年輕的人口，對東南亞未來生產力和消費力來說，是個利好信號。未來十年，共建“一帶一路”，攜手合作發展，做強做大20億人口的東南亞市場，一起共赴未來指日可待。

現如今，“一帶一路”朋友圈越擴越大，全球超過四分之三的國家參與，充分證明“一帶一路”倡議惠民生、利天下，順潮流、得民心。英國知名歷史學家彼得·弗蘭科潘在《絲綢之路：一部全新的世界史》一書中預言，絲綢之路曾經塑造了過去的世界，甚至塑造了當今的世界，也將塑造未來的世界。“一帶一路”，是一條大“道”。大道之行，天下為公；大道不孤，眾行致遠。在這一倡議中，澳門作為中國的一個特別行政區，在“一帶一路”中扮演著重要的角色。澳門是中華文化與葡語文化的交匯點，也是中國與葡語系國家經貿合作的重要橋樑。作為一個自由港口和國際金融中心，澳門具有開放的經濟環境和豐富的多元文化資源。因此，澳門在“一帶一路”中的特殊地位不僅體現了其經濟發展的潛力和機遇，也為全球合作提供了新的契機。縱觀一路拼博傾力奉獻，從現代化企業經營者到企業“碳中和”交易的先行者；從投身地球環保事業的“地球衛士”到助力全球抗疫行動的“口罩衛士”；從漫長的環保“玄奘之路”到海拔之巔“珠穆朗瑪峰”；從南極的穿越到北極的跋涉；從《中國最美麗的地方》出品人到《感動中國》年度人物系列叢書執行主編；從“一帶一路”倡議的傳播者到“人類命運共同體”理念的踐行者……陳日鈴博士一直在路上。他用心靈和行動追隨著時代的發展，不畏艱難開拓進取，孜孜不倦勇往直前；他把中國推向世界，把世界帶回中國；他是散發著時代光彩的企業家，也是走在當代前沿的夢想家；他為理想描繪出現實畫卷，全力守護人類地球村的美好福祉。

Dr. Riling CHEN, admitted to the Doctor of Business Administration (DBA) Programme of the Faculty of Business Administration (FBA) of the University of Macau (UM) in 2019. He is currently the Chairman of “萬信達控股”. He mentioned that the DBA programme at the University of Macau has arranged a rich variety of high-level lectures and visits both domestically and internationally. This not only broadens students' international perspectives but also enables them to seize business opportunities in the post-pandemic era and be fully prepared for future development.



Dr. Riling CHEN,
FBA, DBA 2019 intake



Group Photo of DBA Students and Prof. Maggie FU
(middle of front row)

NEWS

1 PROF. HAU LEUNG LEE GIVES TALK AT UM ON SUPPLY CHAIN RENAISSANCE

Teaching and Learning

Business Engagement

The University of Macau (UM) held a Doctor honoris causa Lecture today (25 March). **Prof. Hau Leung LEE (李效良教授)**, honorary doctor of UM and world-renowned expert in logistics and supply chain management, gave a talk titled 'Supply Chain Renaissance' to discuss the great challenges and opportunities the COVID-19 outbreak has brought to global supply chain management. The talk was well attended by UM students and faculty, as well as industry practitioners and prominent members of the community.

Speaking at the event, **Prof. Jun YU (余俊教授)**, dean of UM's Faculty of Business Administration, said that Prof Lee is known as the 'Father of Modern Supply Chain' in the academic community. His insights gained from his groundbreaking research and extensive experiences in business consultancy over the past four decades have shaped the theory and practice of modern supply chain management and revolutionised the business models and practices of e-commerce around the world.

During the talk, Prof LEE reviewed the significant impact of the COVID-19 pandemic on the global supply chain, as well as the escalation of global trade frictions and technological advancements. These factors have led to the emergence of new supply chain designs, enhanced management controls for resilience, and innovative business models. He presented various case studies, including the Freight Logistics Optimization Works (FLOW) initiative of the United States, the agile supply chain mechanism of Jingdong Logistics, and the flexible on-demand supply chain created by fashion company SHEIN through digitisation and internetisation, and drew on the characteristics of supply chains during the Renaissance in the 15th to 17th centuries to provide an overview of the development of global supply chain management.

Prof. LEE also engaged with the audience in the Q&A and discussion session, which was moderated by **Prof. Janny LEUNG (梁美兒教授)**, college master of UM's Choi Kai Yau College.

For more details, please visit:

<https://fba.um.edu.mo/logistics-expert-lee-hau-leung-gives-talk-at-um-on-supply-chain-renaissance/>



Prof. Hau Leung LEE, honorary doctor of UM, gave a talk titled 'Supply Chain Renaissance'



Souvenir presentation



The talk was well attended by UM students and faculty, as well as industry practitioners and prominent members of the community



Student seized the opportunity to raise questions

2 DELEGATION OF NOVA SCHOOL OF BUSINESS AND ECONOMICS VISITED FBA

Business Engagement

A delegation led by **Prof. Pedro Oliveira**, Dean of Nova School of Business and Economics Portugal (Nova SBE), visited FBA on 15 March 2024. They were warmly received by **Prof. Jun YU**(余俊教授), **Prof. Amy SO** (蘇小恩教授), **Prof. Jacky HONG** (洪福來教授), **Prof. Zhuo QIAO** (喬卓教授), and **Mr. Calvin VONG** (黃冠昇先生). Followed by an exchange meeting to reinforce and enhance the collaboration in undergraduate student exchange and potential academic research between the two institutions.



Group photo



Group photo

3 PROFESSORS AND STUDENTS FROM THE DEPARTMENT OF INTEGRATED RESORT AND TOURISM MANAGEMENT WERE INVITED TO TAKE PART IN "THE VENETIAN MACAO - HOTEL EXPERIENCE DAY".

Teaching and Learning

Business Engagement

Led by **Prof. Amy SO** (蘇小恩教授), Associate Professor and **Prof. Soey LEI** (李雪瑩教授), Assistant Professor along with the senior students of the Integrated Resort and Tourism Management program, were extended an invitation to attend "The Venetian Macao - Hotel Experience Day" on 28 February 2024.

The expert team at The Venetian Macao curated an extensive program of activities for the students that encompassed an overview of the company's corporate culture, a hands-on role-playing session in front desk operations, a visit to the VIP Lounge, a tour of the luxurious suites, and a session with the company's emerging talents who shared insights into their professional journeys.

In addition, **Ms. Connie CHIO**, Vice President of The Venetian Macao, had an in-depth interaction with the students, sharing her extensive knowledge of the hotel industry and offering her insightful guidance to the younger generation. **Mr. Travis TSE**, Associate Director of Front Office at The Venetian Macao, also contributed his expertise in the hospitality field and provided the students with valuable strategies for managing Front Office operations.

This event afforded students an enriched comprehension of the hotel industry, equipping them with concrete insights into career prospects and professional growth trajectories within the industry. It offered pragmatic information and direction to university students who are about to graduate and enter the job market.



Ms. Connie CHIO, Vice President of The Venetian Macao, had an in-depth interaction with the students

UPCOMING EVENT



FBA SEMINAR SERIES - 104

Service Technology: Sculpting Hospitality Interactions and Future Experiences

Prof. Lu LU
 Associate Professor, Arthur F. McGonigle Research Fellow
 Temple University

Date: 28 March 2024 (Thursday)
 Time: 10:30 am to 12:00 pm
 Venue: E22-G015
 Host: Prof. Huiling HUANG, Assistant Professor in Integrated Resort and Tourism Management

Abstract

Hospitality thrives on creating micro-experiences through service interactions. In recent years, service technology has paved the way to become a new actor in the hospitality service environment, shaping consumption experiences, and perceptions and behavior of both consumers and employees. Unpacking the micro-dynamics of service interactions, hospitality research provides critical insights into future business strategies that address emerging needs and challenges. This seminar presents a series of research projects diversifying our understanding of how the integration of service technology (e.g., self-service technology and AI robots) and tech-enabled strategies (i.e., gamification) transform conventional service interactions, offering fresh perspectives on consumer behavior and the future of hybrid intelligence through human-technology collaboration. These insights aim to cultivate effective strategies, fostering innovation and positive experiences in the ever-evolving landscape of hospitality interactions, driven technology-enabled service actors.

Speaker

Lu Lu is a tenured Associate Professor and Arthur F. McGonigle Research Fellow in the School of Sport, Tourism and Hospitality Management at Temple University. Her research primarily focuses on service interactions and marketing and food & beverage decision-making. Much of Lu's research examines technology-enabled service interactions (e.g., self-service technology and AI robots), dining behavior, and food/wine purchases. Lu serves as Associate Editor of the *Journal of Hospitality & Tourism Research* and the *Journal of Hospitality and Tourism Technology* and serves on the editorial board of numerous prestigious hospitality and tourism journals. Lu's research has won multiple awards and often appears in leading journals, including the *International Journal of Hospitality Management*, *Journal of Hospitality & Tourism Research*, *International Journal of Contemporary Hospitality Management*, *Tourism Management*, *Journal of Hospitality Marketing & Management*, *Cornell Hospitality Quarterly*, *Journal of Business Research*, and more.

All are welcome!

1 FBA Seminar Series 104

- Title: Service Technology: Sculpting Hospitality Interactions and Future Experiences
- Speaker: Prof. Lu LU
- Date: 28 March 2024 (Thursday)
- Time: 10:30 am to 12:00 pm
- Venue: E22-G015
- Host: Prof. Huiling HUANG, Assistant Professor in Integrated Resort and Tourism Management

All academic staff, students, and interested parties are welcome to join!

For more details, please visit:

<https://fba.um.edu.mo/fba-seminar-series-104/>

2 FBA SEMINAR SERIES 108

- Topic: What happens after employees engage in voice behavior?
- Speakers: Prof. Chak Fu LAM, Associate Professor of Management, City University of Hong Kong
- Date: 09 April 2024 (Tuesday)
- Time: 10:30 am to 12:00 pm
- Venue: E22-G015
- Host: Prof. Kraivin CHINTAKANANDA, Assistant Professor of Management

All academic staff, students, and interested parties are welcome to join!

For more details, please visit:

<https://fba.um.edu.mo/fba-seminar-series-108/>



FBA SEMINAR SERIES - 108

What happens after employees engage in voice behavior?

Prof. Chak Fu LAM
 Associate Professor of Management, City University of Hong Kong

Date: 09 April 2024 (Tuesday)
 Time: 10:30 am to 12:00 pm
 Venue: E22-G015
 Host: Prof. Kraivin CHINTAKANANDA, Assistant Professor of Management

Abstract

What happens after employees engage in voice behavior, defined as upward communication of suggestions or concerns intended to benefit the work unit or the organization? I answer this question by studying three inter-related areas: 1) communication tactics that enhance endorsement (defined as leaders' acceptance and implementation of employees' suggestions or concerns); 2) when and why endorsement would fail to motivate future voice behavior; and 3) the development of voice habit and its consequences on the voicing employees. I will present several published and ongoing research that seeks to expand our knowledge on post-voice outcomes in organizations.

Speaker

Prof. Chak Fu LAM is an Associate Professor of Management at City University of Hong Kong. His research examines employee voice behavior, including why employees speak up, how leaders respond to employee voice, and what sustains employee voice over time. His research has appeared in *Academy of Management Annals*, *Academy of Management Review*, *Journal of Applied Psychology*, *Journal of Management*, *Journal of Organizational Behavior*, *Personnel Psychology*, and *Organizational Behavior and Human Decision Processes*. He received his doctorate in Management and Organization from the University of Michigan. He serves as an Associate Editor at *Academy of Management Review* and on the editorial boards of *Journal of Applied Psychology* and *Journal of Organizational Behavior*. He was awarded as one of five Best Editorial Reviewer for his service at *Journal of Applied Psychology* in 2021.

All are welcome!