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Assistant Professor

Dept. of Restaurant, Hotel and Institutional Management

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EDUCATION

Ph.D.	Hospitality Management and Dietetics, 2012. Kansas State University, Manhattan, KS.
MBA	Restaurant, Hotel and Institutional Management, 2005. Fu-Jen Catholic University; New Taipei, Taiwan
BS	Applied Life Science, Specialization in Food and Beverage Management, 2001. Fu-Jen Catholic University; New Taipei, Taiwan

PROFESSIONAL DEVELOPMENT

02/2016 to Present	Assistant Professor at Fu Jen Catholic University, New Taipei, Taiwan.
02/2013 to 01/2016	Assistant Professor at De-Lin Institute of Technology, New Taipei, Taiwan.
02/2008 to 05/2011	Graduate Research Assistant at Kansas State University, Manhattan, KS.
02/2006 to 07/2007	Adjunct Instructor at Shih Chien University, Taipei, Taiwan.
08/2005 to 01/2008	Adjunct Instructor at JinWen University of Science and Technology
08/2001 to 07/2003	Teaching Assistant at Fu Jen University, New Taipei, TW.

RESEARCH INTERESTS

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- ❖ Behavior Management
 - ❖ Person-environment Fit
 - ❖ Employee Customer-Oriented Behavior
 - ❖ Senior Care Foodservice

PUBLICATIONS

Journal Refereed Paper

- Hsu, S. W., Chang, H. H., **Yen, W. S.**, & Chang, H. (2017). Can work stress influence job performance of employees in the hotels? Exploring mediating effects of work satisfaction, organization commitment and moderating effects of work values. *Sun Yat –Sen Management Review*. (Under Review)
- Hsu, S. W., **Yen, W. S.***, Chang, H. H., & Chang, H. (2017). Employees' work value in the lodging industry: Its moderating effect on work pressure, work attitude and job performance. *Journal of Human Resource Management* (under 2nd revision).
- Hsu, S. W., **Yen, W. S.***, Huang, S. Y., Lin, Y. C. (2017). Would motivation activate employees' innovation performance in the hotels? Mediating effects of knowledge sharing and moderating effects of personality trait on motivation and innovation performance. *Commerce & Management Quarterly*, 18(3), 281-313.
- Hsu, S. W., **Yen, W. S.**, Cheng, S. S., Lin, Y. C. (2017). · A Study of Motivation and Innovation Performance in Five-Star Hotels - Knowledge Sharing as a Mediator. *Journal of Business Administration*, 112(1), 1-28. DOI: 10.3966/102596272016120111001
- Hsu, S. W., **Yen, W. S.**, Jhong, M. R., & Hsu, C. C. (2016). A study of market orientation, organizational learning and organizational innovation in international tourist hotels – Organizational climate as a moderator. *Journal of Sport, Leisure and Hospitality Research*, 11(2), 85-107.
- Hsu, S. W., **Yen, W. S.**, & Hsu, C. C. (2016). A Study of Organizational Learning, Job Satisfaction and Organizational Commitment in International Tourist Hotels in Taiwan: Psychological Safety Climate as a Moderator. (*Journal of Kao-Tech University - Humanities and Social Sciences*, 2(1), 17-35.
- Hsu, S. W., **Yen, W. S.**, Chen, B. H., & Hsu, C. C. (2015). A study of organizational learning and organizational commitment in five-star hotels - job satisfaction as a mediator, *Commerce and Management Quarterly*, 16(3), 427-457 °
- Roberts, K., Kwon, J., Shanklin, C., Liu, P., & **Yen, W. S.** (2011). Food safety practices lacking in independent ethnic restaurants. *Journal of Culinary Science and Technology*, 9, 1-16. doi: 10.1080/15428052.2011.549041
- Kwon, J., Roberts, K. R., Shanklin, C. W., Liu, P., & **Yen, W. S. F.** (2010). Food safety training need assessment for independent ethnic restaurants: Review of

health inspection data in Kansas. *Food Protection Trends*, 30, 412-421.

Kwon, J., Roberts, K. R., Shanklin, C. W., Liu, P., & **Yen, W. S. F.** (2009). Food Safety Training Need Assessment for Independent Ethnic Restaurants: Review of Health Inspection Data in Kansas. *Journal of Food Protection*, 71/(A), 38.

Conference Paper

Hsu, S. W., **Yen, W. S.*** & Lin, Y. C. (2017). *Will hotel employees' knowledge sharing enhance their innovation performance? Effects of knowledge share, innovation performance and personality trait of employees in five-star international tourist hotels*. 15th ApaCHRIE Conference - The Future of Hospitality and Tourism: Opportunities & Challenges, May 31st – June 3rd, 2017, Bali: Indonesia.

Chen, W. J. & **Yen, W. S.** (2016). *The effects of Starbucks service quality*. 2016 International Conference for Hospitality Management and Culinary Innovation, June 4, 2016, New Taipei: Taiwan.

Yen, W. S.* (2016). *How international tourist employees' perception of job involvement affect their job satisfaction and organizational commitment*. 2016 International Conference for Hospitality Management and Culinary Innovation, June 4, 2016, New Taipei: Taiwan.

Chung, P. H., Chen, W. J. & **Yen, W. S.** (2016). *A study on patent analysis of Taiwan and China tableware- A case of the pot*. International Conference on Hospitality, Tourism and Leisure, May 6-7, 2016, New Taipei: Taiwan.

Yen, W. S.* Zhan, G. Y., & Zheng, Y. M. (2015). *The effect of personality traits, job satisfaction and job performance among restaurant staff*. 2015 Conference of Leisure, Hospitality Management and Educational Practice, April 24th, New Taipei: Taiwan

Yen, W. S.* Yang, S. T., Lin, Z. Y., Huang, S. Y., & Wang, L. Y. (2015). *The effect of service quality, customer satisfaction, loyalty and purchase intention – A case study of Starbucks*. 2015 Leisure, Hospitality and Educational Practice Conference, April 24th, New Taipei: Taiwan.

Yen, W. S. & Chen, W. J. (2014). *The effects of demand-ability fit and job performance among food service employees in continuing care retirement communicates*. 2014 International Conference on Hospitality Management and

Industry Development, June 7th, New Taipei: Taiwan.

Yen, W. S. & Chen, W. J. (2014). *The effects of person-organization fit, job involvement and organizational commitment among foodservice employees in continuing care retirement communities*. 2014 International Conference on Hospitality Management and Industry Development, June 7th, New Taipei: Taiwan.

Yen, W. S. & Chen, W. J. (2014). *The effect of person-job fit among foodservice employees in continuing care retirement communities*. 2014 International Conference on Hospitality Management and Industry Development, June 7th, New Taipei: Taiwan.

Chen, W. J. & **Yen, W. S.** (2014). *The study of customers' personal characteristics, image, and satisfaction*. 2014 International Conference of Sports, Leisure and Hospitality Management, May 15th – 17th, 2014, Taipei: Taiwan.

Chen, W. J. & **Yen, W. S.** (2014). *The study of customer life style, coffee consuming motivation, and purchasing intention*. 2014 International Conference on Hospitality Management and Industry Development, June 7th, New Taipei: Taiwan.

Chen, W. J. & **Yen, W. S.** (2014). *Factors affecting China's consumers' willingness to stay at green hotels*, International Conference of Sports, Leisure and Hospitality Management, May 15th – 17th, 2014, Taipei: Taiwan.

Yen, W. S., Ok, C., Chen, W. J. (2014). *The Impact of Work Engagement on Foodservice Employees' Organizational Commitment: The Moderating Role of LMX*, International Conference of Sports, Leisure and Hospitality Management, May 15th – 17th, 2014, Taipei: Taiwan.

Chen, W. J. & **Yen, W. S.** (2013). *The study of green marketing and consumers' accommodation behavior in the hospitality industry*. 2013 International Conference of Tourism, Hospitality and Service Industry. Dec. 6th, 2013, New Taipei City: Taiwan.

Hsu, S. W., Chen, B. H., & **Yen, W. S.** (2013). *The study of organizational learning, job satisfaction and organizational commitment among employees in international tourist hotels*. 2013 Conference of Hospitality and Tourism Development. New Taipei: Taiwan.

Yen, W. S. & Hsu, S. W. (2013). *The moderating effect of leader-member exchange associate with person-environment fit and turnover intention*. 2013 International Conference on Tourism, Hospitality and Leisure-Sustainable Development

Innovation and Education, April 19-20, 2013, Taichung, Taiwan.

Yen, W. S. & Ok, C. (2012). *Effects of leader-member exchange in relationships between value congruencies and work outcomes in continuing care retirement communities*. 17th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 5-7, 2012, Auburn, AL.

Yen, W. S. & Ok, C. (2011). *Effects of person-fit and person-job fit on work attitudes and organizational citizenship behaviors of foodservice employees in the continuing care retirement communities*. 16th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, 6-8 January, 2011, Houston, TX.

Kwon, J., Roberts, K.R., Shanklin, C.W., Liu, P., & **Yen, W. S. F.** (2009). *Food safety training need assessment for independent ethnic restaurants: Review of health inspection data in Kansas*. Abstract accepted for an oral presentation at International Association for Food Protection Annual Meeting 2009. Grapevine, TX.

Grant Activities

■ Principal Investigator

- **Yen, W. S.**, (2017). Person-Environment Fit: Organizational Desired Attitudes and Behaviors among Hospitality Employee. (106-2410-H-030-085). Funding: 500,000 NTD
- **Yen, W. S.**, & Ok, C. (2009). The Effect of Customer Orientation of Service Employees on Job Satisfaction, Commitment & Organizational Citizenship Behaviors in Continuing Care Retirement Communities. Perry C. & Virginia Peine Excellence for Aging Initiative. Funding: 4,227 USD
- **Yen, W. S.**, & Ok, C. (2008). Foodservice Employees' Job Satisfaction and Dissatisfaction in Continuing Care Retirement Communities. Perry C. & Virginia Peine Excellence for Aging Initiative. Funding: 3,180 USD

■ Co-Investigator

- Su, C. J. & **Yen, W. S.** (2017). Measuring Adolescent Influence Behavior with Parents in Eastern Europe: Alternative Approaches of Testing Comparability and Societal/Cultural Differences of the Quaternion Model in Family Travel Decisions. (106-2410-H-030-072-) Funding: 635,000 NTD

- Su, C. J. & **Yen, W. S.** (2017). The product redesign for resort business: Long-stay market targeting and marketing strategy planning. Ministry of Science and Technology, R.O.C. (106-2622-H-030-001-CC3). Funding: 44,900 NTD
- Grant Activities (As a team member)
 - Roberts, K. R., Sauer, K. S. (2009). An Exploration of Food Safety Barriers in the Continuing Care Retirement Communities. KSU Faculty Development Award and Small Research Grant.

Patents

- Chung, P. H., Chen, W. J., & **Yen, W. S.**, Stepped Saucer , Utility Model M509603 , 2015/10/01 - 2025/05/28 。
- Chung, P. H., Chen, W. J., Lee, J. J., & **Yen, W. S.**, Modified Switchable Chopstick-Spoon, Utility Model M479083 號 , 2014/06/01 - 2023/12/30 。
- Chung, P. H., Chen, W. J., **Yen, W. S.**, & W. W. Liu. Switchable Chopstick-Spoon , Utility Model M 502410, 2015/06/11 – 2025/02/10 。
- Liu, W. W., Yeh, Z. H., Chen, W. J., & **Yen, W. S.**, Glassware Construct, Utility Model M 502389, 2015/06/11 – 2025/02/09 。