hbwu@must.edu.mo

List from most current to the past. Use professional reference format.

Wu, H., Wang, X. H., & Chen M., (accepted) Linking customer mistreatment to -efficacy perspective of autonomous and dependent helping. *International Journal of Contemporary Hospitality Management* (Impact factor = 9.321 SSCI Q1)

Lu, W., Liu, S., Wu. H*., & Wu.K., (2022) To avoidance or approach: Unraveling

mistreatment. *Journal of Hospitality and Tourism Management* (Impact factor = 5.959 SSCI Q2)

- Lu, W., Wu, H*., Liu, S., & Sun, B. (2022) Render Good for Evil or Take an Eye for an Eye ? The Double-Edged Sword of Customer Mistreatment. *Journal of Business and Psychology* (Impact factor = 6.604 SSCI Q1)
- Lu, W., Wu, H*., Liu, S., & Pei J. (2022) Why customer mi

- Wang, X.H., & Wu, H. (2018). Ideology of Reform for Public Hospitals. In *Diversity* of Ideology from Inside China. (pp. 135-153) edited by Check-Teck Foo. Singapore: Springer.
- Chen, P., Li, Y., & Wu, H. (2023) Impacts of stress and well-being on organizations and societies: A global perspective. In *Cambridge Companion to Management: Organizational Stress and Well-being*. edited by Laurent Lapierre and Sir Cary Cooper. Cambridge: Cambridge University Press.

* correspondent author

/ /

Best Submission with Practical Implications Award: 79th Annual Meeting of the Academy of Management 2019

Emerald Literati Award: 2020 High Commended Article of Journal of Managerial Psychology