

Jamie M. Chen

(Other Name Used: Mei Chen)

E-mail: jamie.chen@ndsu.edu

Academic Appointments

- 2022.08- **Assistant Professor of Practice in Marketing**
2021.08-2022.05 **Lecturer**
 Dep. of Management and Marketing, College of Business, NDSU
- 2020.08-2021.07 **Associate Professor of Service Management** (work remotely)
 Norwegian School of Hotel Management, University of Stavanger
- 2018.06-2020.05 **Post-doctoral Researcher**
 Italian National Research Council & Sun Yat-sen University
- 2012.08-2014.07 **Lecturer**
 School of Management, Xiamen University TTK College

Education

- 2014.08-2018.06 **PhD in Regional Economics**
 School of Business and Economics, VU Amsterdam, The Netherlands
- 2016.01-2016.11 **Visiting Scholar**
 College of Agriculture & Life Sciences, Texas A&M University, USA
- 2008.08-2011.06 **Master's in Management** (*summa cum laude*, top 3%)
 Beijing International Studies University, China
- 2003.08-2007.06 **Bachelor's in Management**, Harbin University of Commerce, China

Teaching and Research Interests

Digital Marketing, Service Management, International Business

Teaching Experiences

- 2021- Instructor, College of Business, NDSU
 Consumer Behavior, International Business, International Marketing
- 2020-2021 Instructor, Norwegian School of Hotel Management, University of Stavanger
 Introduction to Big Data and Smart Service Management
- 2012-2014 Instructor, School of Management, Xiamen University TTK College
 World Geography, Tourism Economics, Cruise Economics
 Cruise Practice Management, Tourism English, Business English

Publications (ABDC list, IF: Impact Factor)

- [1] Liu, J., Zou, S., & **Chen, J. M.** (2022). [Which public attraction gets \(and gets more\) government funding? The effects of internal and external factors.](#) *Journal of Travel Research* (A*, IF=10.98).

- [2] Song, C., **Chen, J. M.**, Nijkamp, P., & Li, X. (2022). [Outward FDI in China's hotel industry: An inward FDI perspective](#). *Journal of Hospitality and Tourism Management*, 52, 228-240. (A, IF=5.96).
- [3] Liu, J., **Chen, J. M.**, Petrick, J. F., & Nijkamp, P. (2022). [Threshold effect of tourism density on urban livability: A modeling study on Chinese cities](#). *Annals of Regional Science* (B, IF=2.65).
- [4] Song, H., **Chen, J. M.**, & Zeng, T. (2021). [Modeling golfers' revisit intention: An application of the theory of reasoned action](#). *Journal of Hospitality & Tourism Research* (A, IF=5.16).
- [5] Song, H., **Chen, J. M.**, & Chen, Y. (2021). [Mediating and moderating effects in golf tourism: Evidence from Hainan Island](#). *Tourism Economics* (A, IF=4.44), 27(3), 510-526.
- [6] **Chen, J. M.**, Petrick, J. F., MacKay, K., & Nijkamp, P. (2020). [Decision-making in cruise operations management: A double-hurdle approach](#). *Research in Transportation Business & Management* (IF=2.74), 37, 100524.
- [7] **Chen, J. M.**, De Groot, J., Petrick, J. F., Lu, T., & Nijkamp, P. (2020). [Travelers' willingness to pay and perceived value of time in ridesharing: An Experiment](#). *Current Issue in Tourism* (A, IF=7.43), 23(23), 2972-2985.
- [8] Song, C., Shi, S., **Chen, J. M.**, Nijkamp, P., & Li, X. (2020). [The influence of emigration on outward foreign direct investment](#). *Journal of Travel Research* (A*, IF=10.98), 59(4), 631-641.
- [9] Song, C., Shi, S., **Chen, J. M.**, & Li, X. (2020). [Does inward FDI affect outward FDI in China?](#). *Tourism Economics* (A, IF=4.44), 26(2), 344-349.
- [10] **Chen, J. M.**, Petrick, J. F., Papathanassis, A. A., & Li, X. (2019). [A meta-analysis of the direct economic impacts of cruise on port communities](#). *Tourism Management Perspective* (A, IF=6.59), 31, 209-218.
- [11] **Chen, J. M.**, & Nijkamp, P. (2018). [Itinerary planning: Modelling cruise lines' lengths of stay in ports](#). *International Journal of Hospitality Management* (A*, IF=9.24), 73, 55-63.
- [12] **Chen, J. M.**, Lijesen, M. G., & Nijkamp, P. (2017). [Interpretation of cruise industry in a two-sided market context](#). *Maritime Policy & Management* (B, IF=3.78, finalist annual best paper), 44(6), 790-801.
- [13] **Chen, J. M.**, Neuts, B., Nijkamp, P., & Liu, J. (2016). [Demand determinants of cruise tourists in competitive markets: Motivation, preference and intention](#). *Tourism Economics* (A, IF=4.44), 22(2), 227-253.
- [14] **Chen, J. M.**, Zhang, J., & Nijkamp, P. (2016). [A regional analysis of willingness-to-pay in Asian cruise markets](#). *Tourism Economics* (A, IF=4.44), 22(4), 809-824.
- [15] Neuts, B., **Chen, J. M.**, & Nijkamp, P. (2016). [Assessing customer value in segmented cruise markets](#). *Academy of Marketing Studies Journal* (B, IF=0.50), 20(3), 1-13.

Industry Experiences

- 2011-2012 **Guest relations manager**, COSTA Cruise, Italy
Duties consisted of organizing social events and maintaining guest relationships in the European and Asian cruise markets
- 2009-2010 **Management trainee**, DFDS Seaways, Denmark
Duties consisted of handling boarding service, duty-free shopping, dining reservation, excursion booking, and complaints of international passengers
- 2007-2008 **International tour operator**, TUI Group, China
Duties consisted of designing itineraries, organizing events, providing individuals and groups travel services, and communicating with agents in the European, North American, and other global markets

University Services

- 2015-2017 **Social committee chair**, VU School of Business and Economics
Duties consisted of organizing monthly social events and receptions for both faculty members and graduate students.
- 2012-2013 **Faculty delegate**, Xiamen University TKK College
Duties consisted of attending students' extracurricular activities, supervising student employees, and facilitating social events for faculty members.

Selective Seminars and Conference Presentations

- 2022 "Twitter for crisis communication: Knowledge from Yellowstone closing." SICSS, NDSU
- 2022 "Female visitors' behavioral intention to the Shanghai comics exhibition: An application of cognitive appraisal theory" CS/D&CB Biennial Conference, NDSU
- 2020 "Modeling service management." University of Stavanger, Norway
- 2018 "Social media data analytics." Isenberg School of Management, University of Massachusetts Amherst, USA
- 2018 "Data analytics in service management." Sun Yat-sen University, China
- 2017 "Beyond survey: Official data, meta-analysis, and social media big data." Ted Rogers Schools of Management, Ryerson University, Canada
- 2016 "Modeling cruise itinerary planning using social media data." *56th European Regional Science Association Annual Conference (ERSA)*, Austria
- 2016 "Modeling cruise lines' lengths of stay in ports." *6th International Studies Association Biennial Conference*, UK
- 2016 "Modeling ports competitiveness in regional markets." *NECTAR Seminar*, Swiss
- 2015 "Assessment of customer value through SEM models." *Modeling Innovation Sustainability and Technology International Conference*, Portugal
- 2015 "Two-sided markets in service management." *Transport Research Society Annual*

Conference, Belgium

- 2014 “A comparative study on service management education.” *Asia-Pacific Annual Forum*, Taiwan

Selective Workshops

- 2018 “Leading for influence and impact.” VU Amsterdam
2017 “Using data in class and research.” Texas A&M University
2017 “Managing research groups for teaching.” Texas A&M University
2016 “Spatial econometrics using R+.” Austria
2016 “International workshop on smart people in smart cities.” Slovakia
2015 “Port economics.” Antwerp University, Belgium
2015 “Writing a scientific article.” VU Amsterdam, The Netherlands

Awards

- 2021 Certificate of Innovative Educators, Virtual Summit
2018 Post-graduate scholarship, National Research Council, Italy
2018 Finalist of annual best paper award, *Maritime Policy & Management*, UK
2014 PhD student prize, VU Amsterdam, The Netherlands
2013 Annual teaching award, Xiamen University TTK College, China
2011 Master *summa cum laude* (top 5%), Beijing International Studies University, China

Academic Skills

Statistical programs: Stata, SPSS, Amos, Lisrel, EViews, and CMA (proficient)

Other programs: ArcGIS (mapping), Python (web scrapping), and R (programming)

Teaching-related certification: Using data in class and research

Research-related certification: Writing a scientific article

Selective Journal Services

Annals of Regional Science, Academy of Marketing Studies Journal, Journal of Retailing and Consumer Services, Journal of Destination Marketing and Management, Event Management, Tourism Management, Tourism Economics, Maritime Policy & Management