



School of
Hotel & Tourism
Management

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List of Recent Research Publications

2026

1. Song, Y., Liang, X., Li, Y., & **Wan, L. C.** (2026). Temporal effect in consumer coping with service failures. *Tourism Management (1982)*, 114, Article 105371. <https://doi.org/10.1016/j.tourman.2025.105371>

2025

1. Agarwal, S., Cheng, S., Keppo, J., Wang, L., & **Yang, Y.** (2025). Information Provision and Search Frictions: Evidence from the Taxi Industry in Singapore. *The Review of Economics and Statistics.*, 1–47. <https://doi.org/10.1162/REST.a.1632>
2. Chen, Z., & **LI, X. (Robert)**. (2025). No panacea, but a pivotal progress – A response to Souza-Neto and Moyle. *Tourism Management*, 107, Article 105062. <https://doi.org/10.1016/j.tourman.2024.105062>
3. Cheng, P., D'Lima, W., Lin, Z., & **Yang, L.** (2025). Information sharing across MLS platforms and housing prices: Evidence from a temporary suspension of an agreement. *Real Estate Economics*, 53(3), 467–497. <https://doi.org/10.1111/1540-6229.12524>
4. **Choi, S.**, & Kim, S. (2025). Consumer perception of employees with disabilities using robots. *Annals of Tourism Research.*, 112. <https://doi.org/10.1016/j.annals.2025.103945>
5. Chu, X., Deng, Y., & **Tsang, D.** (2025). Firm Leverage and Stock Price Crash Risk: The Chinese Real Estate Market and Three-Red-Lines Policy. *The Journal of Real Estate Finance and Economics*, 70(3), 544–582. <https://doi.org/10.1007/s11146-023-09953-0>
6. Chu, X., **Tsang, D.**, & Wong, S. K. (2025). How important are political connections amid policy shocks?—Evidence from Chinese real estate firms. *Real Estate Economics*. <https://doi.org/10.1111/1540-6229.70016>

7. Fan, N., **Li, X. (Robert)**, Liu, C., & Fan, Z. P. (2025). The Power of AI-Generated Content: Evidence From the Peer-to-Peer Accommodation Market. *Journal of Travel Research*. <https://doi.org/10.1177/00472875251332951>
8. Fang, H., Wang, L., & **Yang, Y.** (2025). Competition and Quality: Evidence from High-Speed Railways and Airlines. *The Review of Economics and Statistics*, 107(2), 494–509. https://doi.org/10.1162/rest_a_01294
9. Hu, J., & **Wan, L. C.** (2025). When travel blurs the self: The role of self-diagnostics in tourist pay-what-you-want. *Tourism Management*, 106. <https://doi.org/10.1016/j.tourman.2024.105001>
10. Hu, J., **Wan, L. C.**, & Li, X. (2025). Remember it clearly: how solo travel influences tourists' donation behavior toward the destination. *Journal of Sustainable Tourism*, 33(10), 2153–2172. <https://doi.org/10.1080/09669582.2024.2430691>
11. Hu, J., Xu, Z., **Wan, L. C.**, & Wu, W. (2025). The unintended sustainable consequences of free upgrade: How unearned preferential treatment reduces sustainable behavior. *Annals of Tourism Research*, 110. <https://doi.org/10.1016/j.annals.2024.103872>
12. Hu, J., Xue, N., & **Wan, L. C.** (2025). When less is more: The numerical format effect of tourism corporate donations. *Annals of Tourism Research*, 110, Article 103864. <https://doi.org/10.1016/j.annals.2024.103864>
13. Hu, M. (Rong), **Tsang, D.**, & Wan, W. X. (2025). Corporate Relocation and Housing Market Spillovers. *Management Science*, 71(5), 4344–4376. <https://doi.org/10.1287/mnsc.2021.01819>
14. Huang, Y., Feng, M., & **Li, X. (Robert)**. (2025). Not Just Survive, But Thrive: Examining Livelihood Capital, Poverty Reduction, and Sustainable Development in Ethnic Tourism Destinations. *Cornell Hospitality Quarterly*, 66(2), 225–244. <https://doi.org/10.1177/19389655241254979>
15. Jia, G., Luo, X., & **Wan, L. C.** (2025). How the elderly tackle age discrimination from human or AI servers. *Annals of Tourism Research*, 113. <https://doi.org/10.1016/j.annals.2025.103975>
16. Jia, G., **Wan, L. C.**, Liu, X., & Wen, J. (2025). Exploring uncharted digital horizons: Role of internet self-efficacy in shaping the destination preferences of senior tourists. *Tourism Management*, 107, Article 105056. <https://doi.org/10.1016/j.tourman.2024.105056>
17. Jia, G., Wen, J., & **Wan, L. C.** (2025). Taking Advantage of Their Seniority: How the Misbehavior of Senior Tourists Influence Young Adults' Prosocial Behavior

Towards Them. *Journal of Travel Research*, 64(7), 1719–1738.
<https://doi.org/10.1177/00472875241261623>

18. Kim, H., **Choi, S.**, & Shin, H. H. (2025). Artificial intelligence in the kitchen: can humans be replaced in recipe creation and food production? *International Journal of Contemporary Hospitality Management.*, 37(5), 1641–1661.
<https://doi.org/10.1108/IJCHM-04-2024-0549>
19. Li, C., Li, L., & **Li, X. (Robert)**. (2025). Tourism uniqueness: Entropy reduction through volitional system switching. *Annals of Tourism Research.*, 115.
<https://doi.org/10.1016/j.annals.2025.104016>
20. Li, S., Liu, X. S., **Wan, L. C.**, & Abulizi, A. (2025). Tourism service recovery: How minority employees influence majority consumer experiences. *Tourism Management.*, 109. <https://doi.org/10.1016/j.tourman.2025.105158>
21. Li, Y. (William), & **Wan, L. C.** (2025). Inspiring tourists' imagination: How and when human presence in photographs enhances travel mental simulation and destination attractiveness. *Tourism Management.*, 106.
<https://doi.org/10.1016/j.tourman.2024.104969>
22. Lin, C., Seiler, M. J., Siebert, R. B., & **Yang, L.** (2025). Chinese investors in the US residential rental market: Micro evidence. *Real Estate Economics*, 53(2), 297-325. <https://doi.org/10.1111/1540-6229.12517>
23. Lin, C., Seiler, M. J., & **Yang, L.** (2025). Does Personal Financial Distress Affect Workers' Performance? Evidence From Real Estate Agents. *Journal of Real Estate Research*, 47(1), 103-144. <https://doi.org/10.1080/08965803.2024.2324625>
24. Liu, C., Sheng, A., & **Choi, S.** (2025). By hand or device? The "observation effect" of employees' notetaking mode on consumer service evaluations. *Tourism Management.*, 112. <https://doi.org/10.1016/j.tourman.2025.105270>
25. Liu, X. (Stella), **Wan, L. C.**, & Mattila, A. S. (2025). Virtual influencers going head-to-head with human influencers: the impact of influencer type on trust perceptions of endorsement. *International Journal of Contemporary Hospitality Management.*, 37(5), 1574–1602. <https://doi.org/10.1108/IJCHM-06-2024-0886>
26. Liu, C., Xu, L., **Yang, L.**, & Zhou, Y. (2025). Trade liberalization and municipal financing costs. *Journal of Banking and Finance*, 178, Article 107524. <https://doi.org/10.1016/j.jbankfin.2025.107524>
27. Liu, X., Wang, D., & **Li, X. (Robert)**. (2025). Phygital Heuristics in Tourists' Decision-Making in Motion. *Journal of Hospitality and Tourism Research.* <https://doi.org/10.1177/10963480251319979>

28. Liu, Y., Liu, H., Gao, X., **Li, X. (Robert)**, & Han, F. (2025). Categorizing review spam in tourism and hospitality. *Annals of Tourism Research Empirical Insights*, 6(2), Article 100186. <https://doi.org/10.1016/j.annale.2025.100186>
29. Luo, X., Liu, X. (Stella), & **Wan, L. C.** (2025). Excited or Calm? Effects of Endorsers' Emotions on Tourists' Impulsive Buying. *Journal of Travel Research*, 64(1), 35–50. <https://doi.org/10.1177/00472875231213210>
30. Luo, X., Xu, D., Li, Y. (William), & **Wan, L. C.** (2025). Advancing information search through GenAI: the roles of search type, travel motive and GenAI customization level. *International Journal of Contemporary Hospitality Management.*, 37(5), 1725–1743. <https://doi.org/10.1108/IJCHM-06-2024-0941>
31. Luo, X., Xu, D., **Wan, L. C.**, & Li, Y. (2025). Cityscapes or Scenic Escapes? Exploring the Differential Impact of Urban Versus Nature Visuals in Tourism Marketing. *Journal of Travel Research*. <https://doi.org/10.1177/00472875251394735>
32. Martin-Rios, C., Rogenhofer, J., Ruiz-Molina, M.-E., & **Chan, E. K.** (2025). Young professionals' attitudes toward food waste: A global study on awareness, behavior, and regional differences. *International Journal of Gastronomy and Food Science*, 39, Article 101110. <https://doi.org/10.1016/j.ijgfs.2025.101110>
33. Özgür, H., **Tsang, D.**, & Yönder, E. (2025). Human mobility and commercial real estate: Evidence from REIT operating performance. *Real Estate Economics*, 53(5), 1045–1068. <https://doi.org/10.1111/1540-6229.70002>
34. Qin, K., Zhang, M., Liu, N., Shi, S., & **Li, X. (Robert)**. (2025). Pain is more memorable than pleasure? Examining how social sharing of negative emotions constructs memorable dark tourism experiences. *Tourism Management.*, 113. <https://doi.org/10.1016/j.tourman.2025.105289>
35. Seiler, M. J., & **Yang, L.** (2025). Understanding Personal Financial Distress in the Real Estate Brokerage Industry. *Journal of Real Estate Research*, 1-22. <https://doi.org/10.1080/08965803.2024.2429982>
36. Shin, H. H., **Choi, S.**, & Kim, H. (2025). Artificial Intelligence (AI) in Human Resource Management (HRM): A driver of organizational dehumanization and negative employee reactions. *International Journal of Hospitality Management.*, 131. <https://doi.org/10.1016/j.ijhm.2025.104230>
37. So, K. K. F., Yang, Y., & **LI, X. (Robert)**. (2025). Fifteen Years of Research on Customer Loyalty Formation: A Meta-Analytic Structural Equation Model. *Cornell Hospitality Quarterly*, 66(2), 253-272. <https://doi.org/10.1177/19389655241276506>

38. Wang, Y., Fu, Y., & **Li, X. (Robert)**. (2025). Guided yet constrained: The inverted U-shaped effect of house rules on P2P accommodation rental performance. *Tourism Management*, 107, Article 105081. <https://doi.org/10.1016/j.tourman.2024.105081>
39. **Yang, L.**, & Wiley, J. A. (2025). Do Dispensary Openings Impact Rents for Neighboring Retail? *The Journal of Real Estate Research*, 1–25. <https://doi.org/10.1080/08965803.2025.2464458>
40. Zhang, M., Pang, S., Liu, N., Shi, S., & **Li, X. (Robert)**. (2025). Robot guardians: Mitigating tourists' deviant behavior with intelligent robots. *Tourism Management*, 112. <https://doi.org/10.1016/j.tourman.2025.105284>

2024

1. **Chan, E. K.**, Li, S., Way, S. A., & Donahue, R. (2024). The Intuitive and Counterintuitive Effects of Supportive and Abusive Supervision on Hotel Employees. *Cornell Hospitality Quarterly*, 65(3), 304–320.
2. **Choi, S., Wan, L. C.**, & Mattila, A. S. (2024). Unintended indulgence in robotic service encounters. *Annals of Tourism Research*, 106, Article 103768. <https://doi.org/10.1016/j.annals.2024.103768>
3. Harrison, D. M., Seiler, M. J., & **Yang, L.** (2024). The Impact of iBuyers on Housing Market Dynamics. *Journal of Real Estate Finance and Economics*, 68(3), 425–461. <https://doi.org/10.1007/s11146-023-09954-z>
4. Hu, J., Huang, G. Q. I., Wong, I. K. A., & **Wan, L. C.** (2024). AI trust divide: How recruiter-candidate roles shape tourism personnel decision-making. *Annals of Tourism Research*, 109, Article 103860. <https://doi.org/10.1016/j.annals.2024.103860>
5. Hu, J., & **Wan, L. C.** (2024). How tourism memory boosts creativity? The role of openness to experience. *Tourism Management*, 100, 104833. <https://doi.org/10.1016/j.tourman.2023.104833>
6. Li, K., **Tsang, D.**, & Ye, Z. (2024). Females on Boards and Default Risk in the Chinese Real Estate Industry. *International Real Estate Review*, 27(2), 169–202. <https://doi.org/10.53383/100380>
7. Li, Y. (William), Liu, Y., **Wan, L. C.**, & Lin, Y. (2024). Human psychology as a driver of tourism development: The effect of regional personality traits. *Annals of Tourism Research*, 109, 103852. <https://doi.org/10.1016/j.annals.2024.103852>

8. Seiler, M. J., Siebert, R. B., & **Yang, L.** (2024). Airbnb or not Airbnb? That is the question: How Airbnb bans disrupt rental markets. *Real Estate Economics*, 52(1), 239-270. <https://doi.org/10.1111/1540-6229.12440>
9. Way, S. A., **Chan, E. K.**, & Sturman, M. C. (2024). The Effects of Internal Marketing Climate On Hotel Effectiveness and Competitive Excellence. *Cornell Hospitality Quarterly*, 65(4), 526-539. <https://doi.org/10.1177/19389655231214737>
10. Yi, X., Kim, H., Luo, X., & **Wan, L. C.** (2024). Visit Intention Via Mobile App Usage in Pandemic Alleviation: Influences of Regulatory Focus and Risk. *Journal of Hospitality and Tourism Research*, 48(5), 895-908. <https://doi.org/10.1177/10963480221123094>

2023

1. Agarwal, S., Kuang, W., Wang, L., & **Yang, Y.** (2024). The role of agents in fraudulent activities: Evidence from the housing market in Beijing. *Journal of Urban Economics*, 142, 103668. <https://doi.org/10.1016/j.jue.2024.103668>
2. **Chan, E. K.** (2023). Pandemic experience and locus of protection. *Annals of Tourism Research*, 100, Article 103568. <https://doi.org/10.1016/j.annals.2023.103568>
3. Chen, Z., Cheung, K. S., **Tsang, D.**, & Yiu, C. Y. (2023). Co-Living at Its Best—An Empirical Study of Economies of Scale, Building Age, and Amenities of Housing Estates in Hong Kong. *Buildings*, 13(10), Article 2571. <https://doi.org/10.3390/buildings13102571>
4. **Choi, S.**, Song, M., & Jing, L. (2023). Let your algorithm shine: The impact of algorithmic cues on consumer perceptions of price discrimination. *Tourism Management*, 99, Article 104792. <https://doi.org/10.1016/j.tourman.2023.104792>
5. **Choi, S.**, Yeon, J., Song, H. J., & Hu, J. (2023). Information technology as a buffer against COVID-19. *Annals of Tourism Research*, 98, Article 103527. <https://doi.org/10.1016/j.annals.2022.103527>
6. Chu, X., **Tsang, D.**, & Wong, S. K. (2023). Geographic Diversification and Real Estate Firm Value: Where Firms Diversify Matter. *Journal of Real Estate Research*, 45(4), 431-461. <https://doi.org/10.1080/08965803.2023.2178739>
7. Jorien, P., Gallia, S., Zvi, S., & **Tsang, D.** (2023). Social influence pressures and the risk preferences of aspiring financial market professionals. *Journal of Accounting Education*, 62, Article 100828. <https://doi.org/10.1016/j.jaccedu.2022.100828>
8. Luo, X., Hu, J., **Wan, L. C.**, & Yi, X. (2023). Restriction reduction: The effects of mobility restriction on consumers' preferences for advertisements of tourism

products. *Tourism Management*, 94, Article 104638. <https://doi.org/10.1016/j.tourman.2022.104638>

9. Luo, X., **Wan, L. C.**, & Liu, X. S. (2023). HARNESSING ROMANCE: The effect of exposure to romance-themed attractions on tourists' impulsive buying. *Tourism Management*, 96, Article 104717. <https://doi.org/10.1016/j.tourman.2022.104717>
10. Seiler, M. J., & **Yang, L.** (2023). Gun-ownership disclosure and localized home prices. *Real Estate Economics*, 51(6), 1399-1436. <https://doi.org/10.1111/1540-6229.12454>
11. Seiler, M. J., & **Yang, L.** (2023). The burgeoning role of iBuyers in the housing market. *Real Estate Economics*, 51(3), 721-753. <https://doi.org/10.1111/1540-6229.12384>
12. Xue, N., **Chan, E. K.**, & **Wan, L. C.** (2023). How eco-certificate/effort influences hotel preference. *Annals of Tourism Research*, 101, Article 103616. <https://doi.org/10.1016/j.annals.2023.103616>
13. Xue, N. (Iris), Liu, X. (Stella), **Wan, L. C.**, & Hou, Y. (2023). Relaxing or challenging? How social crowding influences the effectiveness of activity-based destination advertising. *Tourism Management.*, 94, 104839. <https://doi.org/10.1016/j.tourman.2023.104839>

2022

1. Birz, G., Devos, E., Dutta, S., Nguyen, K., & **Tsang, D.** (2022). Ex-ante performance of REIT portfolios. *Review of Quantitative Finance and Accounting*, 59(3), 995-1018. <https://doi.org/10.1007/s11156-022-01068-6>
2. **Chan, E. K.**, **Wan, L. C.**, & Yi, X. (2022). Smart technology vs. embarrassed human: The inhibiting effect of anticipated technology embarrassment. *Annals of Tourism Research*, 97, Article 103494. <https://doi.org/10.1016/j.annals.2022.103494>
3. **Choi, S.**, Liu, S. X., & Choi, C. (2022). Robot-brand fit the influence of brand personality on consumer reactions to service robot adoption. *Marketing Letters*, 33(1), 129-142. <https://doi.org/10.1007/s11002-022-09616-9>
4. Devos, E., Devos, E., Li, H., & **Tsang, D.** (2022). Operating Lease as Alternative Financing for REITs: a Viable Strategy or a Sign of Trouble? *Journal of Real Estate Finance and Economics*, 65(2), 153-180. <https://doi.org/10.1007/s11146-021-09820-w>
5. Li, Y., **Wan, L. C.**, Luo, X., & Wu, C. (2023). If museum treasures could talk: How anthropomorphism increases favorable visitor responses. *Annals of Tourism Research*, 99, Article 103540. <https://doi.org/10.1016/j.annals.2023.103540>

6. Liu, X., **Wan, L. C.**, & Yi, X. (2022). Humanoid versus non-humanoid robots: How mortality salience shapes preference for robot services under the COVID-19 pandemic? *Annals of Tourism Research*, 94, Article 103383. <https://doi.org/10.1016/j.annals.2022.103383>
7. Liu, X., Yi, X., & **Wan, L. C.** (2022). Friendly or competent? The effects of perception of robot appearance and service context on usage intention. *Annals of Tourism Research*, 92, Article 103324. <https://doi.org/10.1016/j.annals.2021.103324>

2021

1. Agarwal, S., Wang, L., & **Yang, Y.** (2021). Impact of transboundary air pollution on service quality and consumer satisfaction. *Journal of Economic Behavior and Organization*, 192, 357-380. <https://doi.org/10.1016/j.jebo.2021.10.002>
2. Allan, R., **Liusman, E.**, Lu, T., & **Tsang, D.** (2021). The COVID-19 Pandemic and Commercial Property Rent Dynamics. *Journal of Risk and Financial Management*, 14(8), Article 360. <https://doi.org/10.3390/jrfm14080360>
3. Birz, G., Devos, E., Dutta, S., & **Tsang, D.** (2021). Is Good News Good and Bad News Bad in the REIT Market? *Journal of Real Estate Portfolio Management*, 27, 43-62. <https://doi.org/10.1080/10835547.2021.1967689>
4. **Chan, E. K.**, Demian Hodari, and Tianze Li (2021). Soft Brand or Independent? Evidence from the First Decade of the Soft Branding Strategy in the U.S. Market. *International Journal of Hospitality Management.*, 103, 103188.
5. **Choi, S.**, Mattila, A. S., & Bolton, L. E. (2021). To Err Is Human(-oid): How Do Consumers React to Robot Service Failure and Recovery? *Journal of Service Research*, 24(3), 354-371. <https://doi.org/10.1177/1094670520978798>
6. **Choi, S.**, & **Wan, L. C.** (2021). The Rise of Service Robots in the Hospitality Industry: Some Actionable Insights. *Boston Hospitality Review*. <https://www.bu.edu/bhr/2021/10/04/the-rise-of-service-robots-in-the-hospitality-industry-some-actionable-insights/>
7. Chu, X., Lu, C., & **Tsang, D.** (2021). Geographic Scope and Real Estate Firm Performance during the COVID-19 Pandemic. *Journal of Risk and Financial Management*, 14(7), 1-16. Article 309. <https://doi.org/10.3390/jrfm14070309>
8. Hwang, Y. H., **Choi, S.**, & Mattila, A. S. (2021). Rounding up for a cause: The joint effect of donation type and crowding on donation likelihood. *International Journal of Hospitality Management*, 93, Article 102779. <https://doi.org/10.1016/j.ijhm.2020.102779>

9. Kim, H., Yi, X., Luo, X., & **Wan, L. C.** (2021). A silver lining of tourism stagnation. *Annals of Tourism Research Empirical Insights*, 2(2), Article 100024. <https://doi.org/10.1016/j.annale.2021.100024>
10. Song, M., **Choi, S.**, & Moon, J. (2021). Limited time or limited quantity? The impact of other consumer existence and perceived competition on the scarcity messaging - Purchase intention relation. *Journal of Hospitality and Tourism Management*, 47, 167-175. <https://doi.org/10.1016/j.jhtm.2021.03.012>
11. **Wan, L. C.**, **Chan, E. K.**, & Luo, X. (2021). ROBOTS COME to RESCUE: How to reduce perceived risk of infectious disease in Covid19-stricken consumers? *Annals of Tourism Research*, 88, Article 103069. <https://doi.org/10.1016/j.annals.2020.103069>
12. **Wan, L. C.**, Hui, M. K., & Qiu, Y. (2021). Tourist misbehavior: Psychological closeness to fellow consumers and informal social control. *Tourism Management*, 83, Article 104258. <https://doi.org/10.1016/j.tourman.2020.104258>
13. Wang, L., & **Yang, Y.** (2021). Political connections in the land market: Evidence from China's state-owned enterprises. *Real Estate Economics*, 49(1), 7-35. <https://doi.org/10.1111/1540-6229.12329>
14. Yu, I. Y., **Wan, L. C.**, & Yi, X. (2021). Managerial Response to Negative Online Reviews in the Service Industry: A Tactic-Based and Culture-Based Model. *Journal of Global Marketing*, 34(3), 238-248. <https://doi.org/10.1080/08911762.2021.1888393>

2020

1. Agarwal, S., Sing, T. F., & **Yang, Y.** (2020). The impact of transboundary haze pollution on household utilities consumption. *Energy Economics*, 85, Article 104591. <https://doi.org/10.1016/j.eneco.2019.104591>
2. Chen, C., Lo, K., **Tsang, D.**, & Zhang, J. (2020). Understanding accounting discretion in China: An analysis of fair value reporting for investment property. *Journal of Accounting and Public Policy*, 39(4), 106766. <https://doi.org/10.1016/j.jaccpubpol.2020.106766>
3. **Choi, S.**, Choi, C., & Mattila, A. S. (2020). Are all smiles perceived equal? The role of service provider's gender. *Service Science*, 12(1), 1-7. <https://doi.org/10.1287/SERV.2019.0252>
4. Fang, H., Wang, L., & **Yang, Y.** (2020). Human mobility restrictions and the spread of the Novel Coronavirus (2019-nCoV) in China. *Journal of Public Economics*, 191, Article 104272. <https://doi.org/10.1016/j.jpubeco.2020.104272>

5. Lin, Y., Qin, Y., **Yang, Y.**, & Zhu, H. (2020). Can price regulation increase land-use intensity? Evidence from China's industrial land market. *Regional Science and Urban Economics*, 81, Article 103501. <https://doi.org/10.1016/j.regsciurbeco.2019.103501>
6. Somerville, T., Wang, L., & **Yang, Y.** (2020). Using purchase restrictions to cool housing markets: A within-market analysis. *Journal of Urban Economics*, 115, Article 103189. <https://doi.org/10.1016/j.jue.2019.103189>
7. **Wan, L. C.**, & Wyer, R. S. (2020). The role of incidental embarrassment in social interaction behavior. *Social Cognition*, 38(5), 422-446. <https://doi.org/10.1521/SOCO.2020.38.5.422>