

# Curriculum Vitae

## Pattamol Kanjanakan

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Address: 123 International College, Khon Kaen University,  
Mitraphap Highway, Khon Kaen, Thailand 40002

## EXPERTISE

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Service Quality Management, Human Resource Management, Service Marketing,  
Employee Empowerment, Customer Experience

## EDUCATION

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| 2018 – 2021 | <b>Ph.D.</b> in Hospitality Management<br>Auckland University of Technology, New Zealand                            |
| 2011 – 2012 | <b>M.Sc.</b> in Hospitality Management (with Distinction)<br>Manchester Metropolitan University, The United Kingdom |
| 2004 – 2008 | <b>B.BA</b> (major in Marketing, minor in Tourism Study)<br>Chiang Mai University, Thailand                         |

## ACADEMIC EMPLOYMENT

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|------------------------|---|
| October 2013 – present | <b>Lecturer</b> in Tourism Management Program<br>Khon Kaen University International College, Thailand   |
| 2020                   | <b>Teaching Assistant</b> in Hospitality Management Program<br>School of Hospitality and Tourism, Auckland University of<br>Technology, New Zealand |

## HONORS AND AWARDS

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- 2022            **The Best Conference Paper Award**  
Awarded by Asia Pacific Journal of Tourism Research, Jan, 2021

## PROFESSIONAL AFFILIATIONS AND SERVICES

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### *AD-HOC REVIEWER*

*Journal: Journal of Hospitality & Tourism Research; Publisher: Sage, 2021*

## PUBLICATIONS

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### *PEER-REVIEWED JOURNAL ARTICLES*

- [3] **Kanjanakan, P.**, Zhu, D., Doan, T., & Kim, P. (2021) Taking stock: A meta-analysis of work engagement in the hospitality and tourism context. *Journal of Hospitality and Tourism Research*. doi:10.1177/10963480211066958
- [2] Zhu, D., Doan, T., **Kanjanakan, P.**, & Kim, P. (2021) The impact of emotional intelligence on hospitality employees' work outcomes: A systematic and meta-analytical review. *Journal of Hospitality Marketing & Management*. doi:10.1080/19368623.2021.1978914
- [1] Doan, T., **Kanjanakan, P.**, Zhu, D., & Kim, P. (2021) Consequences of employee personality in the hospitality context: A systematic review and meta-analysis. *International Journal of Contemporary Hospitality Management*, 33(10), 3814-3832. doi:10.1108/IJCHM-03-2021-0349

## CONFERENCE PRESENTATIONS

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- [4] *26th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, 2021, Online*  
Presentation: The empowering, the empowered and the empowerment disparity: An integrated model of employee empowerment using a multilevel analysis
- [3] *30<sup>th</sup> Council of Australasian Tourism and Hospitality Education Conference, 2020, Auckland University of Technology, Auckland, New Zealand*

Oral Presentation: An examination of the outcomes of employee empowerment from the customers' perspective in the Thai restaurant industry: A multilevel analysis

[2] *The 27<sup>th</sup> International Conference on Business Management and Social Sciences*, 2017, Naresuan University International College, Phisanulok, Thailand  
Oral Presentation: Social media and tourist's Trust: Hotel booking decision

[1] *International Conference on Emerging Tourism in the Changing World*, 2016, Chiang Mai University, Chiang Mai, Thailand  
Oral Presentation: The impact of social media on foreign tourists' decision making to travel in Thailand

## **RESEARCH INTERESTS**

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Service Quality Management, Human Resource Management, Service Marketing, Employee Empowerment, Service Interaction, Customer Experience, Hospitality Industry, Destination Management