

# Assistant Professor Pattamol Kanjanakan Thawornlamlert, PhD

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## RESEARCH EXPERTISE

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

## EDUCATION

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| 2018 – 2021 | <b>Ph.D.</b> in Hospitality Management<br>Auckland University of Technology, New Zealand<br><b>Research Topic:</b> <i>An examination of the impacts of employee empowerment from different perspectives: A multilevel analysis</i>                                                 |
| 2011 – 2012 | <b>M.Sc.</b> in Hospitality Management (with Distinction)<br>Manchester Metropolitan University, The United Kingdom<br><b>Research Topic:</b> <i>The Impact of TripAdvisor on the Customer's Decision-Making Process on the Guest Accommodation Sector (B&amp;B), in Ambleside</i> |
| 2004 – 2008 | <b>B.BA</b> (major in Marketing, minor in Tourism Study)<br>Chiang Mai University, Thailand<br><b>Seminar Project:</b> <i>Chiang Mai Night Safari Marketing Plan</i>                                                                                                               |

## 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,<br>Auckland University of Technology, New Zealand |

## HONORS AND AWARDS

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- 2021                      **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

- 2025                      Current Human Resource  
2025                      Humanities and Social Sciences Communications  
2025                      Total Quality Management & Business Excellence  
2025                      Journal of Applied Management  
2021                      Journal of Hospitality & Tourism Research

## PUBLICATIONS

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### PEER-REVIEWED JOURNAL ARTICLES

- Thawornlamlert, P. K.**, Wang, P. Q., Zhu, D., & Kim, P. B. (2026). Authoritarian versus benevolent leadership styles: A moderated mediation model of paternalistic leadership, engagement, job status and hospitality employee service performance. *International Journal of Hospitality Management*, 132, 104365. DOI: [10.1016/j.ijhm.2025.104365](https://doi.org/10.1016/j.ijhm.2025.104365)
- Zhu, D., Doan, T., **Thawornlamlert, P. K.**, Park, I. J., & Kim, P. B. (2026). How ambition and commitment influence the career withdrawal intention of hotel employees: A latent change score modeling approach. *International Journal of Hospitality Management*, 133, 104458. DOI: [10.1016/j.ijhm.2025.104458](https://doi.org/10.1016/j.ijhm.2025.104458)
- Zhu, D., Lin, M. T., **Thawornlamlert, P. K.**, Subedi, S. B., & Kim, P. B. (2023). The antecedents of employees' innovative behavior in hospitality and tourism contexts: A meta-regression approach. *International Journal of Hospitality Management*, 111, 103474. DOI: [10.1016/j.ijhm.2023.103474](https://doi.org/10.1016/j.ijhm.2023.103474)
- Kanjanakan, P.**, Wang, P. Q., & Kim, P. B. (2023). The empowering, the empowered, and the empowerment disparity: A multilevel analysis of the integrated model of employee empowerment. *Tourism management*, 94, 104635. DOI: [10.1016/j.tourman.2022.104635](https://doi.org/10.1016/j.tourman.2022.104635)
- Kanjanakan, P.**, Zhu, D., Doan, T., & Kim, P. B. (2023). Taking stock: A meta-analysis of work engagement in the hospitality and tourism context. *Journal of Hospitality & Tourism Research*, 47(5), 851-876. DOI: [10.1177/10963480211066958](https://doi.org/10.1177/10963480211066958)
- Zhu, D., Doan, T., **Kanjanakan, P.**, & Kim, P. B. (2022). The impact of emotional intelligence on hospitality employees' work outcomes: a systematic and meta-analytical review. *Journal of*

*Hospitality Marketing & Management*, 31(3), 326-347.

DOI: [10.1080/19368623.2021.1978914](https://doi.org/10.1080/19368623.2021.1978914)

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](https://doi.org/10.1108/ijchm-03-2021-0349)

## CONFERENCE PRESENTATIONS

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The 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*

The 30th 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*

The 27th 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*

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*