

## Xun (Peter) Xu

### EDUCATION

**Washington State University**

**Pullman, Washington, USA**

Ph.D. Operations Management, Carson College of Business, May 2015

**Renmin University of China**

**Beijing, China**

M.S. Agricultural Economics and Management, June 2010

**Fudan University**

**Shanghai, China**

B.S. / B.A. Management Science / Chinese Language and Literature, July 2008

### PROFESSIONAL ACADEMIC EXPERIENCE

**California State University, Dominguez Hills**

**Carson, California, USA**

August 2022 – Present; Associate Professor, Department of Information Systems and Operations Management

**California State University, Stanislaus**

**Turlock, California, USA**

August 2015 – August 2022; Assistant / Associate Professor, Department of Management, Operations, and Marketing

### SELECTED REFREED JOURNAL PUBLICATIONS

- Xu, X., & Zhao, Y.** (2022). Examining the influence of linguistic characteristics of online managerial response on return customers' change in satisfaction with hotels. *International Journal of Hospitality Management*, 102, 103146.
- Gu, J., Shi, X., Wang, P., & **Xu, X.** (2022). Examining the impact of upstream and downstream relationship stability and concentration on firms' financial performance. *Journal of Business Research*, 141, 229-242.
- Yan, N., **Xu, X.**, & Tong, T. (2022). Should businesses keep consistent performance between channels? Empirical evidence from the impact of rating discrepancy on demand. *Decision Sciences*, 53(2), 260-276.
- Tong, T., **Xu, X.**, Yan, N., & Xu, J. (2022). Impact of different platform promotions on online sales and conversion rate: The role of business model and product line length. *Decision Support Systems*, 156, 113746.
- Wang, C., Chen, X., **Xu, X.**, & Jin, W. (2022). Financing and Operating Strategies for Blockchain Technology-driven Accounts Receivable Chains. *European Journal of Operational Research*. In press.
- Dai, H., Xiao, Q., Yan, N., **Xu, X.**, & Tong, T. (2022). What Influences Online Sales Across Different Types of E-Commerce Platforms. *International Journal of Electronic Commerce*, 26(3), 311-330.
- Lin, X., **Xu, X.**, & Wang, X. (2022). Users' knowledge sharing on social networking sites. *Journal of Computer Information Systems*, 62(1), 118-127.
- Chi, C. G., Chi, O. H., **Xu, X.**, & Kennedy, I. (2022). Narrowing the Intention-Behavior Gap: The Impact of Hotel Green Certification. *International Journal of Hospitality Management*, 107, 103305.
- Xu, X.**, Zeng, S., & He, Y. (2021). The impact of information disclosure on consumer purchase behavior on sharing economy platform Airbnb. *International Journal of Production Economics*, 231, 107846.
- Xu, X.** (2021). What are customers commenting on, and how is their satisfaction affected? Examining online reviews in the on-demand food service context. *Decision Support Systems*, 142, 113467.
- Xu, X.**, Yan, N., & Tong, T. (2021). Longer waiting, more cancellation? Empirical evidence from an on-demand service platform. *Journal of Business Research*, 126, 162-169.
- Xu, X.** (2021). Closed-form evaluations and open-ended comment options: How do they affect customer online review behavior and reflect satisfaction with hotels?. *Decision Support Systems*, 113525.
- Chen, X., Wu, Y., Ji, A., & **Xu, X.** (2021). Offering subsidies to logistics providers and consignors. *Journal of the Operational Research Society*, 72(1), 35-60.
- Yan, N., Zhang, Y., **Xu, X.**, & Gao, Y. (2021). Online finance with dual channels and bidirectional free-riding effect. *International Journal of Production Economics*, 231, 107834.
- Lee, C., **Xu, X.**, & Lin, C. (2021). Maximizing middlemen's profit through a two-stage ordering strategy. *Computers & Industrial Engineering*, 155, 107197.
- Xu, X.**, Chen, Y., & Liu, W. (2021). An examination of the dynamics of operating efficiency of wholesale and retail firms. *International Journal of Services and Operations Management*, 38(2), 188-200.
- Lee, C., **Xu, X.**, Yang, M. F., & Yang, Y. (2021). A two-step dynamic scheduling and assignment method for tooling original design manufacturers. *International Journal of Services and Operations Management*, 38(3), 395-418.
- Yan, N., **Xu, X.**, & Huang, W. Y. (2021). Supplier's Capacity Investment Strategy with Factoring Finance. *International Journal of Production Economics*, 238, 108149.
- Xu, X.** (2020). Examining an asymmetric effect between online customer reviews emphasis and overall satisfaction determinants. *Journal of Business Research*, 106, 196-210.
- Yan, N., Liu, Y., **Xu, X.**, & He, X. (2020). Strategic dual-channel pricing games with e-retailer finance. *European Journal of Operational Research*, 283(1), 138-151.
- Xu, X.** (2020). Examining the role of emotion in online consumer reviews of various attributes in the surprise box shopping model. *Decision Support Systems*, 136, 113344.

- Xu, X.** (2020). How do consumers in the sharing economy value sharing? Evidence from online reviews. *Decision Support Systems*, 128, 113162.
- Xu, X., & Lee, C.** (2020). Utilizing the platform economy effect through EWOM: Does the platform matter?. *International Journal of Production Economics*, 227, 107663.
- Li, X., & **Xu, X.** (2020). A comparative analysis between different resource allocation and operating strategy implementation mechanisms using a system dynamics approach. *International Journal of Production Research*, 58(2), 367-391.
- Yan, N., Jin, X., Zhong, H., & **Xu, X.** (2020). Loss-averse retailers' financial offerings to capital-constrained suppliers: loan vs. investment. *International Journal of Production Economics*, 227, 107665.
- Xu, X.** (2020). Examining consumer emotion and behavior in online reviews of hotels when expecting managerial response. *International Journal of Hospitality Management*, 89, 102559.
- Xu, X., & Jackson, J. E.** (2019). Investigating the influential factors of return channel loyalty in omni-channel retailing. *International Journal of Production Economics*, 216, 118-132.
- Xu, X., & Jackson, J. E.** (2019). Examining customer channel selection intention in the omni-channel retail environment. *International Journal of Production Economics*, 208, 434-445.
- Wu, Y., Wang, Y., **Xu, X., & Chen, X.** (2019). Collect payment early, late, or through a third party's reverse factoring in a supply chain. *International Journal of Production Economics*, 218, 245-259.
- Yang, Y., & **Xu, X.** (2019). A differential game model for closed-loop supply chain participants under carbon emission permits. *Computers & Industrial Engineering*, 135, 1077-1090.
- Xu, X., Liu, W., & Gursoy, D.** (2019). The impacts of service failure and recovery efforts on airline customers' emotions and satisfaction. *Journal of Travel Research*, 58(6), 1034-1051.
- Lee, C., **Xu, X., & Hsu, C. C.** (2019). Maximising manufacturer's profit in a dual-channel supply chain with disruption risk. *International Journal of Services and Operations Management*, 33(3), 351-368.
- Xu, X., Li, Y., & Lu, A. C. C.** (2019). A comparative study of the determinants of business and leisure travellers' satisfaction and dissatisfaction. *International Journal of Services and Operations Management*, 33(1), 87-112.
- Xu, X.** (2019). Examining the Relevance of Online Customer Textual Reviews on Hotels' Product and Service Attributes. *Journal of Hospitality & Tourism Research*, 43(1), 141-163.
- Xu, X., Zhang, L. Z., Baker, T., Harrington, R., & Marlowe, B.** (2019). Drivers of Degree of Sophistication in Hotel Revenue Management Decision Support Systems. *International Journal of Hospitality Management*, 79, 123-139.
- Zhao, Y. B, **Xu, X., & Wang, M. S.** (2019). Predicting Customer Overall Satisfaction with Hotels from Their Online Textual Reviews: Evidence from the Big Data. *International Journal of Hospitality Management*, 76, 111-121.
- Lee, C., **Xu, X., & Lin, C. C.** (2019). Using Online User-Generated Reviews to Predict Offline Box-Office Sales and Online DVD Store Sales in the O2O Era. *Journal of Theoretical and Applied Electronic Commerce Research*, 14(1), 68-83.
- Xu, X.** (2018). Does traveler satisfaction differ in various travel group compositions? Evidence from online reviews. *International Journal of Contemporary Hospitality Management*, 30(3), 1663-1685.
- Chi, C. G. Q., Ouyang, Z., & **Xu, X.** (2018). Changing perceptions and reasoning process: Comparison of residents' pre-and post-event attitudes. *Annals of Tourism Research*, 70, 39-53.
- Xu, X., Munson, C. L., & Zeng, S.** (2017). The impact of e-service offerings on the demand of online customers. *International Journal of Production Economics*, 184, 231-244.
- Xu, X., Zeng, S., & He, Y.** (2017). The influence of e-services on customer online purchasing behavior toward remanufactured products. *International Journal of Production Economics*, 187, 113-125.
- Xu, X., Wang, X., Li, Y., & Haghghi, M.** (2017). Business intelligence in online customer textual reviews: Understanding consumer perceptions and influential factors. *International Journal of Information Management*, 37(6), 673-683.
- Xu, X.** (2017). Evaluating Operating and Profitability Efficiencies of Hotel Companies. *International Journal of Information and Decision Sciences*, 9(4), 315-333.
- Xu, X., & Li, Y.** (2017). Maximising Hotel Profits with Pricing and Room Allocation Strategies. *International Journal of Services and Operations Management*, 28(1), 46-63.
- Xu, X., Xiao, G., & Gursoy, D.** (2017). Maximizing profits through optimal pricing and sustainability strategies: A joint optimization approach. *Journal of Hospitality Marketing & Management*, 26(4), 395-415.
- Xu, X., & Chi, C. G. Q.** (2017). Examining Operating Efficiency of US Hotels: A Window Data Envelopment Analysis Approach. *Journal of Hospitality Marketing & Management*, 26(7), 770-784.
- Xu, X.** (2016). Revenue Sharing Contract versus Wholesale Price Contract in a Tourism Supply Chain. *International Journal of Supply Chain and Operations Resilience*, 2(2), 144-165.
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