

## **CASS SHUM – SELECTED PUBLICATIONS**

Revised on Aug 30, 2022

### **Employee Rule Breaking**

1. **Shum, C.** & Ghosh, A. (2022) Safety or service? Effects of employee prosocial safety-rule-breaking on consumer satisfaction. *International Journal of Hospitality Management*. Article 103225. <https://doi.org/10.1016/j.ijhm.2022.103225>
2. **Shum, C.,** Ghosh, A., & Garlington, J. (2020) Why won't she break rules to promote service? Effects of gender, gender identification, and honesty. *International Journal of Hospitality Management*. Article 102607. <https://doi.org/10.1016/j.ijhm.2020.102607>

### **Employee-robot interactions**

3. Yu, H., **Shum, C.,** Alcorn, M., Sun, J., He, Z. (2022). Robots can't take my job: Antecedents and outcomes of Gen Z employees' service robot risk awareness. *International Journal of Contemporary Hospitality Management*, 34 (8), 2971-2988. <https://doi.org/10.1108/IJCHM-10-2021-1312>

### **Workplace hostility**

4. **Shum, C.** (2021). The recursive relationship between abusive supervision and service performance. *Journal of Hospitality and Tourism Insights*, 4 (1), 18-34. <https://doi.org/10.1108/JHTI-03-2020-0032>
5. **Shum, C.,** Kweisi, A., & Tu, M. H. (2020) When do abusive leaders experience guilt? *International Journal of Contemporary Hospitality Management*, 32 (6), 2239-2256. <https://doi.org/10.1108/IJCHM-05-2019-0474>
6. Tu, M. H., Bono, J., **Shum, C.,** & LaMontagne, L. (2018). Break the cycle: The effects of role model performance and ideal leadership self-concepts on abusive supervision spillover. *Journal of Applied Psychology*, 103, 689-702 <https://doi.org/10.1037/apl0000297>

### **Workplace ethics and discrimination**

7. **Shum, C.,** Gatling, A., & Garlington, J. (2020) All people are created equal? Racial discrimination and its impact on hospitality career satisfaction. *International Journal of Hospitality Management*. Article 102407 <https://doi.org/10.1016/j.ijhm.2019.102407>
8. **Shum, C.,** Gatling, A., Book, L., Bai, B. (2019). The moderating roles of follower conscientiousness and agreeableness on the relationship between peer transparency and follower transparency. *Journal of Business Ethics*, 154, 483-495. <https://doi.org/10.1007/s10551-017-3471-0>