

That Hit the Spot 2025: ADR Series Part 2

John R. Hollenbeck, Associate Dean for Research and Natalie DeVolder, Research Administrator

The current Strategic Plan for Research and Scholarship identifies a set of journals that are strategic publication targets for Broad College and its units. The list recognizes the importance of journals listed on the Financial Times 50 (FT) because the college is annually ranked on this widely cited list. Many of the journals on the FT50 list are strategic priorities for both the College and the Units. We have labeled this set of journals FT*.

Although the new list recognizes the importance of the Financial Times 50 (FT) list, some highly rated journals that are a strategic priority for the Units are not on the FT list. Because of their strategic priority to the Units, publications in these journals remain a high priority - second only to the journals that are a strategic priority for both the College and the Units (FT*). We have labeled this second tier of journals NFT*.

Publications in journals strategically important to both the College and Units (FT*) for the period from January 1, 2025, through December 31, 2025, were highlighted in Part 1 of this series.

Part 2 of this series recognizes publications that “Hit the Spot” on the NFT* and FT50 list for the period from January 1, 2025, through December 31, 2025, according to the Web of Science. Author affiliations listed in the Web of Science determined the faculty to be included.

In terms of trends, we had 28 publications in these categories this year, up from 15 last year.

2025: Publications in Journals Strategically Targeted by the Units (NFT*)

Zhang, Q; Liu, ZP; Kumar, S; Yang, S. (2025). Browse more, return less: Managing online returns through interactions with browsings and purchases. *DECISION SCIENCES*, 56(6), 578-597.

Lin, MS; Xu, YY; **Zhang, L;** Liu, X. (2025). Building resilient ESG frameworks against data breaches in the hospitality industry. *INTERNATIONAL JOURNAL OF CONTEMPORARY HOSPITALITY MANAGEMENT*, 37(11), 3748-3771.

Zhang, L; Wei, W; Fan, AL; Milman, A; King, BEM. (2025). Cultural sustainability in hospitality and tourism: toward a holistic framework. *INTERNATIONAL JOURNAL OF CONTEMPORARY HOSPITALITY MANAGEMENT*, 37(13), 20-38.

Liu, X; Zheng, XY; **Zhang, L;** Yang, SC. (2025). Harmony in robotic synergy: exploring how service robot collaborative capability affects hospitality employee value co-creation intentions. *INTERNATIONAL JOURNAL OF CONTEMPORARY HOSPITALITY MANAGEMENT*, 37(10), 3405-3426.

Liu, X; **Zhang, L;** Lin, MS; Jia, GM. (2025). Paying for robotic errors: exploring the relationship between robot service failure stressors, emotional labor and recovery work engagement. *INTERNATIONAL JOURNAL OF CONTEMPORARY HOSPITALITY MANAGEMENT*, 37(6), 2023-2048.

Sun, H; **Kim, M;** Kim, S; Choi, L. (2025). A methodological exploration of generative artificial intelligence (AI) for efficient qualitative analysis on hotel guests' delightful experiences. *INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT*, 124(2025), 103974.

Wang, YC; Zhang, YT; Ma, E; **Zhang, L**; Zhang, Y; Ning, H; Huang, J; Pan, SY. (2025). AI-assisted cross-cultural training for hotel newcomers: An IT mindfulness-driven perspective on building cultural intelligence and career development confidence. *INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT*, 128(2025), 104186.

Guan, XH; **Zhang, L**; Liu, X; Liu, QQ. (2025). An eye for an eye: Exploring how human-robot service attributes affect customers' negative electronic word-of-mouth. *INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT*, 127(2025), 104104.

Zhou, XM; Wang, S; Zhao, XY; **Namasivayam, K**. (2025). How do organizational emotion resources enhance Gen Z person-job fit in hotels? Roles of career adaptability and diversity management. *INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT*, 126(2025), 104095.

Wei, W; **Zhang, L**; Ying, TY; Zheng, YY. (2025). Pet influencer marketing appeal in hotel booking: Exploring the power of message appeal and boundary conditions. *INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT*, 126(2025), 104094.

Liu, CM; **Zhang, L**; Liu, X; Liang, SY; Zhu, TT. (2025). Speaking versus touching: How consumers respond to robot communication modality in hospitality services. *INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT*, 126(2025), 104017.

Rose, WJ; Confente, I; **Peinkofer, ST**; Russo, I. (2025). Activating the consumer: Toward more sustainable last-mile delivery. *JOURNAL OF BUSINESS LOGISTICS*, 46(4), e70041.

Gao, C; **Peinkofer, ST**; **Griffis, SE**. (2025). Are we delivering what customers want? Charting logistics service quality research-A process view. *JOURNAL OF BUSINESS LOGISTICS*, 47(1), e70050.

Falcone, EC; **Barker, JM**; Chen, HZ. (2025). Cross-tier supplier collaboration on buyer firm innovation performance: The moderating role of geographic distance and relationship longevity. *JOURNAL OF BUSINESS LOGISTICS*, 46(2), e70010.

Bolumole, Y; **Miller, J**; Ufodike, C. (2025). Impact of heterogenous regulatory environments on adoption of controversial practices: The case of electronic logging devices in the for-hire trucking industry. *JOURNAL OF BUSINESS LOGISTICS*, 46(3), e70025.

Saunders, LW; Castillo, VE; Rose, WJ; **Dohmen, AE**; Bell, JE. (2025). Improving driver engagement in delivery and rideshare services. *JOURNAL OF BUSINESS LOGISTICS*, 46(2), e70011.

Lim, SFWT; **Choo, AS**. (2025). Plural governance of last-mile delivery networks in e-commerce retailing. *JOURNAL OF BUSINESS LOGISTICS*, 47(1), e70051.

Shin, J; **Miller, JW**; **Whipple, J**. (2025). The impact of shortages on manufacturers' new order dynamics. *JOURNAL OF BUSINESS LOGISTICS*, 46(3), e70013.

Rathjens, B; Gunden, N; **Zhang, L**; Jain, G; Law, R. (2025). A systematic review of contactless technologies research in hospitality and tourism during the COVID-pandemic. *JOURNAL OF HOSPITALITY & TOURISM RESEARCH*, 49(2), 351-365.

Liu, X; **Zhang, L**; Zhu, TT. (2025). Service robots in my workplace: effects of employee-service robot co-work experiences on psychological empowerment. *JOURNAL OF HOSPITALITY MARKETING & MANAGEMENT*, 34(2), 175-203.

Guan, XH; Zheng, YC; **Zhang, L**; Liu, X. (2025). The impact of service robot compatibility on hospitality employee learning behaviors: a transformative learning perspective. *JOURNAL OF HOSPITALITY MARKETING & MANAGEMENT*, 34(2), 257-280.

Zhang, YF; Wang, J; Lin, C; **Hult, GTM**. (2025). Assessing fast fashion overstock through time-to-peak-sales. *JOURNAL OF RETAILING*, 101(3), 431-453.

Namdar, J; Modi, S; Blackhurst, J. (2025). Diversify or concentrate? Supply chain responses to policy uncertainty. *JOURNAL OF SUPPLY CHAIN MANAGEMENT*, 61(1), 62-82.

Miller, JW; Jin, Y; Ortega, DL. (2025). Shock and awe: A theoretical framework and data sources for studying the impact of 2025 tariffs on global supply chains. *JOURNAL OF SUPPLY CHAIN MANAGEMENT*, 61(3), 3-15.

Moreno, FJ; Bigelow, B; Johnson, MA. (2025). Working on an empty stomach: How food insecurity impacts job performance through rumination. *PERSONNEL PSYCHOLOGY*, 78(4), 794-813.

2025: Publications in Journals Strategically Targeted by the College (FT50)

Li, SQ; **Johnson, RE**; Lee, HW; **Scott, BA**. (2025). Inspired to be transformational: The interplay between employee voice type and manager construal level. *HUMAN RELATIONS*, 78(10), 1276-1309.

Mitchell, RL; Awasty, N; Hahn, RS; Griffin, DJ; **Hollenbeck, JR**. (2025). I'm not feeling it: The role of affective diversity in risk management and team performance. *HUMAN RESOURCE MANAGEMENT*, 64(2), 375-393.

Callahan, C; Song, RX; Shi, W; Veenstra, KJ; **McNamara, G**. (2025). A contingency view of impression management: Heterogeneous investor responses to CEO positive portrayal of mergers and acquisitions. *JOURNAL OF MANAGEMENT STUDIES*, 62(2), 812-849.