个人简历

周春阳

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教育背景：

2013.09 – 2017.06 本科 南昌大学

2017.09 – 2023.06 硕博连读 上海财经大学

研究兴趣：

领导自恋；顾客辱虐；自我抽离理论；主动行为；旅游管理与组织行为交叉

Leader narcissism; customer mistreatment; self-distancing theory; proactive behaviors；organizational behavior in tourism management

工作经历：

2023.06 – 至今 同济大学, 博士后, 管理高等研究院

学术服务：

担任International Journal of Hospitality Management, International Journal of Contemporary Hospitality Management, Asia Pacific Journal of Management等期刊匿名审稿人；获得2024年Academy of Management Meetings会议最佳审稿人。

论文发表：

已发表论文：

1. Liu, D. W., **Zhou, C.** Y**.\***, Wang, Y. Z. & Wu, Y. F. (2025). Is proactive service always right? The study on the dual influence mechanisms of proactive customer service performance on customer satisfaction. *International Journal of Hospitality Management*, 130, 14425. \*Corresponding author
2. Liu, D. W., **Zhou, C.** Y**.\***, & Wu, Y. F. (2024). The self-distancing perspective of daily customer mistreatment and employee service behaviors. *Journal of Hospitality and Tourism Management*, 61, 328–337. \*Corresponding author
3. Cai, Y. H., **Zhou, C.Y.**, Li, J.S., Sun, X. L. (2023). Leaders’ competence matters in empowerment: implications on subordinates’ relational energy and task performance. *European Journal of Work and Organizational Psychology*, 32(3), 389–401.
4. 刘德文, 高维和, **周春阳**. (2023). 何以抱怨？顾客抱怨对员工角色内服务行为的影响机制研究. *外国经济与管理*. 45(2): 57–81.

会议论文：

**Zhou, C.Y.**, Li, J. S., Zhang, Y. Y., Zhou, L.J. (2025). A study on the impact of

leader narcissism on intra-team competition and team performance. Accept at 2025 Academy of Management Meetings.

**Zhou, C. Y.,** Liu, D. W., Wu, Y. F. (2025). The self-distancing perspective of daily customer mistreatment and employee service behaviors. Accept at 2025 IACMR conference.

**Zhou, C. Y.,** Liu, D. W., Wang, Y. Z., Wu, Y. F. (2025). Is proactive service always right? The study on the dual influence mechanisms of proactive customer service performance on customer satisfaction. Accept at 2025 IACMR conference.

**Zhou, C.Y.**, Li, J. S., Zhang, Y. Y., Zhou, L.J., (2023). Leader Narcissism, team empathically-driven moral emotions, and team relational quality. Present at 2023 Academy of Management Meetings.

**Zhou, C.Y.**, Li, J. S., Shu, R. (2022). The Benefits and Detriments of Leader Narcissism: A Meta-Analysis based on Agentic-Communal Framework. Present at 2022 Academy of Management Meetings.

研究课题：

(1) 上海财经大学研究生院，校级课题，CXJJ-2020-398，学习目标导向一定能促进反馈寻求行为吗？授权型领导的激活作用，2020-06 至 2022-12，结题，主持。

(2) 上海市人民政府发展研究中心，省部级课题, 2021-YJ-F06，促进人力资源产业国际化高质量发展研究，2021-06 至 2022-08，结题，参与。

(3) 2024年国家自然科学基金面上项目，国家级课题，72472113，人机智能混合团队内部的权力分配对团队有效性的影响，在研，参与。