UNIVERSITÉ PERPIGNAN VIA DOMITIA

ZAMAN Mustafeed

CRESEM

ETAT CIVIL

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SITUATION PROFESSIONNELLE

Fonction : MCF / Professeur Associé
Unité de recherche : Centre de Recherches sur les Sociétés et Environnements en Méditerranées - CRESEM
Axe de recherche : Ressources et Territoires

TITRES UNIVERSITAIRES

Doctorat (discipline et section CNU) : Section 06 – Sciences de gestion et du management
Titre de la thèse : Mesure de l'innovativité et facteurs d'adoption des innovations Web: Le cas des organismes de gestion de destination (OGD) français
Date et lieu d'obtention : 2018, Université de Perpignan Via Domitia
Mention : N/C
Directeur de thèse : Prof. Nicolas PEYPOCH et Mr. Laurent BOTTI

PUBLICATIONS

1. Articles dans des revues à comité de lecture

- Seyfi, S, Hall, CM, Vo-Thanh, T, & Zaman, M (2022), How does digital media engagement influence sustainability-driven political consumerism among Gen Z tourists?, *Journal of Sustainable Tourism* (à paraître).
- Vu, T-V, Vo-Thanh, T, Chi, H, Phong Nguyen, N, Van Nguyen, D & Zaman, M (2022), The role of perceived workplace safety practices and mindfulness in maintaining calm in employees during times of crisis, *Human Resource Management*, Vol. 61, No. 3, pp. 315-333.
- Vo-Thanh, T, Zaman, M, Hasan, R, Akter, S & Dang, V-T (2022), Services' digitalization in the fine-dining restaurants: A cost-benefit perspective. *International Journal of Contemporary Hospitality Management*, Vol. 34 No. 9, pp. 3502-3524.

- Kurtaliqi, F, Zaman, M & Sohier, R (2022), The psychological reassurance effect of mobile tracing apps in Covid-19 Era, *Computers in Human Behaviour*. Vol. 131, pp. 107210.
- Zaman, M, Vo-Thanh, T, Hasan, R, Shams, R & Vukovic, D-B (2022), How Can Hotels Create Sustainable Competitive Advantages? A Resource-Based View, *Journal of Strategic Marketing* (à paraitre).
- Sharifi-Tehrani, M, Seyfi, S & Zaman, M (2022), At the Intersection of Tourism Social Entrepreneurship and Empathy: Development and Validation of an Empathy Scale, *Journal of Business Research*, Vol. 141, pp. 433-447.
- Vo-Thanh, T, Zaman, M, Hasan, R, Rather, R. A, Lombardi, R & Secundo, G. (2021), How a Mobile App Can Become a Catalyst for Sustainable Social Business: The Case of Too Good To Go, *Technological Forecasting & Social Change*, Vol. 171, pp. 120962.
- Zaman, M, Vo-Thanh, T, Hasan, R & Babu, M-M (2021), Mobile channel as a strategic distribution channel in times of crisis: A self-determination theory perspective, *Journal of Strategic Marketing* (à paraître).
- Vo-Thanh, T, Vu, T-V, Nguyen, N, Nguyen, D, Zaman, M & Chi, H (2021), How does hotel employees' satisfaction with the organization's COVID-19 responses affect job insecurity and job performance?, *Journal of Sustainable Tourism*, Vol. 29, No. 6, pp. 907-925.
- Hasan, R, Koles, B, Zaman, M & Paul, J (2021), The potential of chatbots in travel & tourism services in the context of social distancing, *International Journal of Technology Intelligence and Planning*, Vol. 13, No. 1, pp.63–83.
- Vo-Thanh, T, Vu, T.-V, Nguyen, N, Nguyen, D, Zaman, M & Chi, H (2021), COVID-19, frontline hotel employees' perceived job insecurity and emotional exhaustion: Does trade union support matter?, *Journal of Sustainable Tourism*, Vol. 30, No. 6, pp. 1159-1176.
- Nikjoo, A, Zaman, M, Salehi, S & Hernández-Lara, A-B (2021), The contribution of all-women tours to well-being in middle-aged Muslim women, *Journal of Sustainable Tourism*, Vol. 30, No. 7, pp. 1720-1735.
- Seraphin, H, Gowreesunkar, V, Zaman, M & Lorey, T (2019), Limitations of Trexit (Tourism Exit) as a Solution to Overtourism, *Worldwide Hospitality and Tourism Themes*, Vol. 11, No. 5, pp. 566-581.
- Zaman, M, Botti, L, Boulin, J-L & Corne, A (2017), Intégration des innovations Web: défi relevé pour les OGD français?, *Management & Avenir*, No. 91, pp. 163-184.
- Zaman, M, Botti, L & Vo-Thanh, T (2016), Does managerial efficiency relate to customer satisfaction? The case of Parisian boutique hotels, *International Journal of Culture, Tourism and Hospitality Research*, Vol. 10, No. 4, pp. 455-470.

2. Contribution à des ouvrages, actes de colloques, catalogues

- Zaman, M, Hasan, R & Shams, R (2022), Impact of Big Data in Tourism and Hospitality: Challenges and Organizational Adaptation, In D. Vrontis, A. Thrassou, Y. Weber, R. Shams, E. Tsoukatos, & L. Efthymiou (Eds), Business Under Crisis: Contextual Transformations and Organisational Adaptations, Palgrave Macmillan, Cham, pp. 185-202.
- Béal, L, Sheehan, L & Zaman, M (2021), Destinations, Données, Décisions : le besoin impérieux d'un tiers de confiance, In L. Botti et J. Spindler (Eds.), Organismes de Gestion de Destinations : Stratégies et pratiques pour un management responsable et durable des territoires touristiques, L'Harmattan, Paris, pp. 159-192.
- Zaman, M & Vo-Thanh, T (2021), Quels sont les défis de la transformation digitale pour les organisations touristiques ?, in Aubry, M & Sow, M.S. (Eds), La transformation digitale en entreprise, 100 questions/réponses, les éditions Ellipses, Paris, pp. 105-106.
- Zaman, M, Vo-Thanh, T, & Botti, L (2020), Tackling Overtourism and Related Perverse Impacts by Using DMO Website as Tool of Social Innovation, In H. Séraphin, T. Gladkikh, & T. Vo-Thanh (Eds.), Overtourism - Causes, Implications and Solutions, Palgrave Macmillan, Cham, pp. 131-147.
- Zaman, M, Dauxert, T & Michael, N (2020), Kid-friendly digital communication for hotels and service adaptation: Empirical evidence from family hotels, In H. Séraphin, & V. Gowreesunkar (Eds.), Children in Hospitality and Tourism - Marketing and Managing Experiences, De Gruyter, Berlin/Boston, pp. 123-136.
- Zaman, M, Botti, L & Peypoch, N (2018), Adoption des innovations TIC dans les organismes de gestion des destinations: Comment relever les défis des nouvelles compétences?, In: Fabry, N. et J. Spindler (Eds.), Le tourisme: un domaine de compétence partagé, L'Harmattan, Paris, pp. 171-184.

ACTIVITES DE RECHERCHE

Reviewer ad hoc

- Industrial Marketing Management
- Journal of Marketing Management
- Journal of Strategic Marketing
- Journal of Sustainable Tourism
- Tourism Management Perspectives
- International Journal of Consumer Studies
- Journal of Tourism Cities
- Asia Pacific Journal of Marketing & Logistics
- Tourism Recreational Research
- International Journal of Tourism and Hospitality Administration

- Academy of Marketing Science Conference

RESPONSABILITES SCIENTIFIQUES

Trésorier et membre du conseil d'administration (CA)
Association Française de Management du Tourisme (AFMAT)