

CURRICULUM VITAE

Irene Kim

Organizational Behavior and Human Resources
Sauder School of Business
University of British Columbia
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EDUCATION

- Ph.D. Ph.D. in Management
2015- Organizational Behavior/Human Resource Management
2021 Wilfrid Laurier University, Waterloo, ON
 Advisor: Dr. Yujie (Jessie) Zhan
 *Dissertation Title: Constructively Deviant: Examining the Positive Employee
Consequences of Pro-Social Rule Breaking*
- M.Sc. M.Sc. in Management
2014- Organizational Behavior/Human Resource Management
2015 Wilfrid Laurier University, Waterloo, ON
 Advisor: Dr. Yujie (Jessie) Zhan
 *Thesis Title: More Stressful than You'd Think: Examining the Effects of Customer
Entitlement on Employee Emotional Exhaustion*
- B.Sc. B.Sc. in Biopsychology
2008- University of British Columbia, Vancouver, BC
2013

ACADEMIC WORK EXPERIENCE

- 2021- Sessional Lecturer
 Sauder School of Business
 University of British Columbia, Vancouver, BC
- 2019- Course Instructor
2021 Lazaridis School of Business & Economics
 Wilfrid Laurier University, Waterloo, ON

RESEARCH INTERESTS

I have a special interest in examining how various factors influence work stress and employee well-being, especially in the customer service context (e.g., entitled customers, emotional labor). My next line of research interest focuses on how constructive (e.g., pro-social rule breaking, workplace helping) and destructive (e.g., customer-directed sabotage, abusive leadership) interpersonal workplace behaviors impact others and the actors themselves. As a more recent

research interest, I am interested in studying how different forms of leadership (e.g., servant leadership, shared leadership, abusive supervision) affect employees and leaders. I examine these issues using both survey and experimental designs.

Primary research areas:

- Work Stress and Employee Well-being (Customer Service, Emotional Labor)
- Constructive and Destructive Workplace Behavior
- Leadership

TEACHING INTERESTS

General Interests

- Organizational Behavior
- Human Resources
- Leadership

PUBLICATIONS AND PRESENTATIONS

Refereed Journal Articles

Kim, S. K., Zhan, Y., Hu, X., & Yao, X. (2021). Effects of customer entitlement on employee emotion regulation, conceding service behaviour, and burnout: The moderating role of customer sovereignty belief. *European Journal of Work and Organizational Psychology*, 30, 23-39. <https://doi.org/10.1080/1359432X.2020.1797680>

Zhan, Y., **Kim, S. K.**, Zhou, L., Xie, B., Li, Y., Wen, B., & Nie, L. (2019). Patient violence and health professionals' occupational outcomes in China: A time-lagged survey study. *International Journal of Nursing Studies*, 94, 120-130. <https://doi.org/10.1016/j.ijnurstu.2018.11.010>

Working Papers/Work in Progress

Daniel, V., Zhan, Y., **Kim, S. K.**, Huang, J., & Wang, Y. Demand-withdraw marital communication [title redacted]. Invited for revise and resubmit at *Journal of Organizational Behavior*.

Kim, S. K., & Zhan, Y. Customer-directed sabotage [title redacted]. Under first round of review at *Journal of Business and Psychology*.

Kim, S. K., & Zhan, Y. Pro-customer rule breaking [title redacted]. Preparing for journal submission by August 2021. *Target journal: Journal of Organizational Behavior*.

Kim, S. K., & Zhan, Y. Coworker-oriented pro-social rule breaking. Preparing for journal submission by December 2021. *Target journal: Journal of Applied Psychology*.

Workaholism. Writing stage.

Positive reflection intervention. Writing stage.

Refereed Conference Proceedings

Kim, S. K., Zhan, Y., Hu, X., & Yao, X. (2016). The effect of passenger entitlement and passenger verbal aggression on taxi drivers' coping and stress: A daily diary investigation. *International Journal of Psychology*, 51.

Refereed Conference Presentations

Kim, S. K., & Zhan, Y. (2021, April). *It helps me too: Positive effects of pro-customer rule breaking on employee outcomes*. Poster presentation at the 36th Annual Conference of the Society for Industrial and Organizational Psychology, New Orleans, LA (virtual).

Zhan, Y., **Kim, S. K.**, Zhou, L., Xie, B., Wen, B., Li, Y., & Nie, L. (2017, August). *Mistreatment from patients and healthcare providers' occupational outcomes*. Paper presentation at the 77th Annual Meeting of the Academy of Management, Atlanta, GA.

Daniel, V., Zhan, Y., **Kim, S. K.**, Huang, J., & Wang, Y. (2017, June). *The impact of destructive marital communication pattern on work outcomes: Spillover effect through irritation*. Poster presentation at the 78th Annual Convention of the Canadian Psychological Association, Toronto, ON.

Kim, S. K., & Zhan, Y. (2017, April). *A sense of (im)balance in interpersonal mistreatments at work*. Poster presentation at the 32nd Annual Conference of the Society for Industrial and Organizational Psychology, Orlando, FL.

Kim, S. K., Zhan, Y., Hu, X., & Yao, X. (2016, July). *The effect of passenger entitlement and passenger verbal aggression on taxi drivers' coping and stress: A daily diary investigation*. Poster presentation at the 31st Meeting of the International Congress of Psychology, Yokohama, Japan.

Kim, S. K., & Zhan, Y. (2016, April). *Effect of customer entitlement on employee coping and emotional exhaustion*. Poster presentation at the 31st Annual Conference of the Society for Industrial and Organizational Psychology, Anaheim, CA.

Zhan, Y., Hu, X., **Kim, S. K.**, & Yao, X. (2016, April). *Customer mistreatment and daily work outcomes: Effect of positive reflection*. Paper presentation at the 31st Annual Conference of the Society for Industrial and Organizational Psychology, Anaheim, CA.

TEACHING

Instructor

COMM203 Course: Managing the Employment Relationship

Terms: Fall 2021, Winter 2022
Sauder School of Business, University of British Columbia

BAHR550 Course: Organizational Behavior (Master of Management Seminar)
Term: Fall 2021
Sauder School of Business, University of British Columbia

COMM292 Course: Management and Organizational Behavior
Term: Winter 2022
Sauder School of Business, University of British Columbia

BU288 Course: Organizational Behavior I (Micro-OB)
Terms: Fall 2019 (In-person), Winter 2021 (Synchronous online)
Lazaridis School of Business and Economics, Wilfrid Laurier University

Teaching Assistant

BU700 Course: Univariate & Multivariate Statistics
Terms: Fall 2016, Fall 2018

BU354 Course: Human Resources Management
Term: Fall 2015

BU288 Course: Organizational Behavior I (Micro-OB)
Terms: Fall 2014, Fall 2016, Fall 2017, Fall 2018

Certificate

University Teaching Certificate

University Teaching Foundations Certificate

Introduction to Intercultural Teaching

Foundations in Online Teaching

RESEARCH GRANTS, AWARDS, AND HONORS

2017-2020 SSHRC – Joseph-Armand Bombardier CGS Doctoral Scholarship
\$105,000

2017 Faculty of Graduate and Postdoctoral Studies Research and Travel Award
\$1,000

2017 Graduate Students' Association Professional Development Fund
\$250

2016- 2017	Ontario Graduate Scholarship \$15,000
2015	Human Resources Research Institute (HRRI) Best Master's Thesis Award Winner of the HRRI annual award for the best Master's thesis in Canada \$2,000
2015- 2016	Ontario Graduate Scholarship \$15,000
2014- 2015	SSHRC – Joseph-Armand Bombardier CGS Master's Scholarship \$17,500
2012	Dean's Honor List The University of British Columbia
2008	President's Entrance Scholarship The University of British Columbia \$2,000

PROFESSIONAL ACTIVITIES

Conference Reviewer

Academy of Management – Organizational Behavior division; Human Resources division

Society of Industrial and Organizational Psychology

Professional Development

2020	Organizational Behavior Division Doctoral Consortium 80 th Annual Meeting of the Academy of Management
2020	Systematic Reviews and Meta-Analysis Short Course Consortium for the Advancement of Research Methods and Analysis (CARMA)
2017	Advanced SEM I Short Course Consortium for the Advancement of Research Methods and Analysis (CARMA)
2018	Skills of Communication Workshop Mitacs
2015	New Doctoral Student Consortium 75 th Annual Meeting of the Academy of Management

Professional Affiliations

Academy of Management (AOM)

Society of Industrial and Organizational Psychology (SIOP)

Canadian Psychological Association (CPA)

OTHER RESEARCH ACTIVITIES

2013-2014 Research Assistant
UBC Centre for Health and Coping Studies
Dr. Anita DeLongis

2012-2014 Lead Research Assistant
UBC Culture and Self Lab
Dr. Steve Heine

2010-2014 Research Assistant and Directed Studies Student
UBC Social Accuracy Lab
Dr. Jeremy Biesanz

2010-2011 Research Assistant and Research Project Student
UBC Sexual Psychophysiology Psychoneuroendocrinology Lab
Dr. Boris Gorzalka

NON-ACADEMIC WORK EXPERIENCE

Education Coordinator at Elite Educational Institute Canada

Teacher at Oxford Learning

Private Tutor

Interpreter/Translator

REFERENCES

Dr. Yujie (Jessie) Zhan

Associate Professor

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Dr. Greg Irving

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Dr. Danielle van Jaarsveld

Associate Professor

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CITIZENSHIP/RESIDENCY STATUS

Canadian Citizen