

Hong QIN

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EDUCATION

Ph.D. in Management Science, University of North Texas, Department of Information Technology and Decision Sciences, 2009

M. S. in Management, Beijing Jiaotong University, Department of Logistics and Supply Chain Management, China, 2005

B. Economics in Economics, Northern Jiao Tong University (previously Beijing Jiaotong University), Department of Economics, China, 2001

PROFESSIONAL EMPLOYMENT

Associate Professor, Fall2015 – present, Department of Information Systems, The University of Texas Rio Grande Valley

Assistant Professor, Fall2009 – Summer2015, Department of Computer Information Systems and Quantitative Methods, University of Texas – Pan American

Instructor/Teaching Assistant, Fall2006 – Summer2009, Department of Information Technology and Decision Sciences, University of North Texas

PEER REVIEWED JOURNAL PUBLICATIONS

1. Qin, H., Osatuyi, B., and Xu, L. How mobile augmented reality applications affect continuous use and purchase intentions: A cognition-affect-conation perspective. *Journal of Retailing and Consumer Services*, accepted.
2. Boakye, K., Qin, H., Blankson, C., Hanna, M., and Prybutok, V. (2021). Operation-oriented Strategies and Patient Satisfaction: The Mediating Effect of Service Experience. *International Journal of Quality and Service Sciences*, DOI: 10.1108/IJQSS-11-2020-0186.
3. Qin, H., Peak, D., and Prybutok, V. A virtual market in your pocket. (2021) *Journal of Retailing and Consumer Services*, Vol. 58: 102337.
4. Osatuyi, B., Hong Qin, Osatuyi, T, and Turel, O. (2020). When it Comes to Satisfaction... It Depends: An Empirical Examination of Social Commerce Users. *Computers in Human Behavior*, 111, 106413.
5. Sui, L., Qin, H., Ned, J., and Sun, L. (2020). Personality traits and job exploration among Latino business students: An exploratory investigation. *Psychology in the Schools*. DOI: 10.1002/pits.22434.
6. Osatuyi, B., Qin, H. (2018). How Vital is the Role of Affect on Post-adoption Behaviors? An Examination of Social Commerce Users. *International Journal of Information Management*, 40, Page 175-85.
7. Qin, Hong, Kittipong, B., George, B., and Prybutok, V. (2017). The Moderating Effect of Gender in Urgent Care Service Satisfaction. *Quality Management Journal*, 24(3), Page 20-30.
8. Koong, Kai S., Liu, L., Qin, H., and T. Ying. (2017). Occurrences of Online Fraud Complaints:

- 2002 through 2015. *International Journal of Accounting and Information Management*, 25(4), Page 484-504.
9. Liu, Q., Wen, H., and Hong Qin (2017). Determinants of Lending Behaviors in Online P2P Lending Market: Based on the Lending Data of PPDai.com. *Management Review*, Issue 2 of Year 2017.
 10. Boakye, K., Blankson, C., Prybutok, V., and Hong Qin (2016). An Assessment of National Healthcare Service Delivery: A Ghanaian Illustration. *International Journal of Quality and Reliability Management*, 34(5), Page 649-666.
 11. Qin, Hong, Gayle L. Prybutok, Victor R. Prybutok, and Bin Wang (2015). Quantitative Comparisons of Urgent Care Service Providers. *International Journal of Health Care Quality Assurance*, 28(6).
 12. Lu, Yunfan, Yaobin Lu, Bin Wang, Zhao Pan, and Hong Qin (2015). Acceptance of Government-sponsored Agricultural Information Systems in China: the Role of Government Social Power. *Information Systems and e-Business Management*, 13(2), Page 329-354.
 13. Qin, Hong, Victor R. Prybutok, Daniel A. Peak, and Kwabena G. Boakye (2014). UCPERF: An Urgent Care Patient Satisfaction Instrument. *Quality Management Journal*, 21 (3).
 14. Qin, Hong, Victor R. Prybutok, and Gayle Prybutok (2016). Quantitative Comparison of Measurements of Urgent Care Service Quality. *Health Marketing Quarterly*, 33 (4), Page 59-77.
 15. Sun, Lijuan, Hong Qin, and Dave Jackson (2014). Quantitative Analysis of College Students' Financial Behaviors. *International Journal of Electronic Finance*, 8 (1).
 16. Ortiz, Daniel A Cernas, Wai Kwan (Elaine) Lau, and Hong Qin (2013). Quantitative Analysis of Impacts of Employee Engagement on Continuance and Normative Commitment. *International Journal of Services and Standards*, 8 (4), Page 315-331.
 17. Yang, Zhaojun, Jun Zhou, Hong Qin, and Kai S. Koong (2013) Quantitative Analysis of Global Software Piracy: 2003 through 2010. *International Journal of Business and Systems Research*, 7 (1), Page 81-100.
 18. Qin, Hong, and Victor R. Prybutok (2013) A Quantitative Model for Patient Behavioral Decisions in the Urgent Care Industry. *Socio-economic Planning Sciences*, 47, Page 50-64.
 19. Wen, Chao, Hong Qin, Victor R. Prybutok, and Charles Blankson (2012) The Role of National Culture on Relationships between Customers' Perception of Quality, Values, Satisfaction, and Behavioral Intentions. *Quality Management Journal*, 19 (4), Page 7-23.
 20. Qin, Hong, Kai S. Koong, Zhaojun Yang, and Jun Zhou (2011) Expenditures on Consumer Protection and Business Competition. *International Journal of Mobile Communications*, 10(6), Page 559-577.
 21. Qin, Hong, Victor R. Prybutok, and Jun Zhou (2011) Quantitative Comparison of Service Quality and Recoverability Measures. *International Journal of Services and Standards*, 7(2), Page 138-154.
 22. Landrum, Hollis, Victor R. Prybutok, Daniel Peak, and Hong Qin (2010) Using Importance Ratings to Create an Information Service Quality Measure. *International Journal of Services and Standards*, 6 (3/4), Page 295-307.
 23. Qin, Hong, Victor R. Prybutok, and Qilan Zhao (2010) Perceived Service Quality in Fast-food Restaurants: Empirical Evidence from China. *International Journal of Quality and Reliability*

Management, 27 (4), Page 424-37.

24. Qin, Hong, Victor R. Prybutok, and Daniel Peak (2009) Service Quality in the USA and Mainland China's Fast-food Restaurants. *International Journal of Services and Standards*, 5 (4), Page 291-315.
25. Qin, Hong, Victor R. Prybutok (2009) Service Quality, Customer Satisfaction, and Behavioral Intentions in Fast-Food Restaurants. *International Journal of Quality and Service Sciences*, 1 (1), Page 78-95.
26. Qin, Hong, Victor R. Prybutok (2008) Determinants of Customer-Perceived Service Quality in Fast-Food Restaurants and Their Relationship to Customer Satisfaction and Behavioral Intentions. *Quality Management Journal*, 15 (2), Page 35-50.

CONFERENCE PROCEEDINGS

1. Cha, Wonsuk, Hong Qin. (2013) 'The Effects of Students' Academic, Non-academic, and In-between Stresses on Academic Performance among Hispanic Undergraduate Students: An Empirical Investigation. *Proceedings of the 2013 DSI Conference at Baltimore*, 671668-1-13.
2. Qin, Hong and Victor R. Prybutok (2009) Perceived Service Quality in the Urgent Care Industry. *Proceedings of the 2009 SWDSI Conference at Oklahoma*, Page 548 – 556.
3. Qin, Hong (2008) Service Quality Perceptions and Customer Satisfaction in Fast-Food Restaurants in China. *Proceedings of the 2008 DSI Conference at Baltimore*, Page 1821-6.
4. Qin, Hong (2007) Determinants of Customer-Perceived Service Quality in Fast-Food Restaurants and Their Relationship to Customer Satisfaction and Behavioral Intentions. *Proceedings of the 2007 DSI Conference at Phoenix*, Page 1201-6.
5. Qin, Hong, Victor R. Prybutok, Michael Knipper, Muhammad Hossain (2007) Determinants of Customer-Perceived Service Quality in Fast-Food Restaurants. *Proceedings of the 2007 DSI Conference at Phoenix*, Page 1171-6.

CONFERENCE PRESENTATIONS

1. Consumers' responses to virtual reality: An empirical investigation. the 50th Decision Sciences Institute, New Orleans, November 2019.
2. Performance of Dollar-cost Averaging Investment Strategies in MSCI Asian Emerging Markets, Global Conference on Business and Finance (GCBF), Hawaii, January 2018.
3. Mixed Reality and Decision Making, Decision Sciences Institute, Washington, November 2017.
4. The United States Information Technology Trade: A Global View, Decision Sciences Institute - Southwest in Oklahoma City, March 2016.
5. Healthcare Service Delivery, Academy of International Business – Southeast, Savannah, November 2015.
6. Accessing Gender as Moderating Variables in Urgent Care Service Quality, DSI, Boston, MA, November 2015.
7. Job Exploration of Business College Students, DSI, Tampa, FL, November 2014.
8. Required Accounting Professional Skills, SWDSI, Dallas, TX, March 2014.
9. Effect of Medical Expansion, SWDSI, Dallas, TX, March 2014.

10. College Student Financial Behavioral Intentions, SWFA, Dallas, TX, March 2014.
11. Stress and Academic Performance, DSI, Baltimore, MD, November 2013.
12. Comparison of Quantitative Measurement of Service Quality, DSI, San Francisco, CA, November 2012.
13. Empirical Analysis of Health Care Quality in the Urgent Care Industry, DSI, Boston, MA, November 2011.
14. Using Technology to Enhance Learning in Undergraduate Business Calculus, DSI, San Diego, CA, November 2010.
15. Effects of Service Quality and Recoverability on Customer Satisfaction, SWDSI, Dallas, TX, March 2010.
16. Urgent Care Service Quality, DSI Annual Conference, New Orleans, LA, November 2009.
17. Impact of Specialty Hospitals on Access and Quality: Evidence from Texas, DSI Annual Conference, New Orleans, LA, November 2009.
18. College Students' Perceptions of Urgent Care Quality, SWDSI, Oklahoma, OK, February 2009.
19. Service Quality Perceptions in Fast-Food Restaurants in China, DSI Annual Conference, Baltimore, MD, November 2008.
20. College Students' Perceptions of Service Quality Perceptions and Satisfaction in Fast-Food Restaurants in China, INFORMS Annual Meeting, Washington, DC, October 2008.
21. Relationship between Service Quality and Customer Satisfaction in Fast-Food Restaurants in China, POMS Annual Conference, San Diego, WA, May 2008.
22. Determinants of Customer-Perceived Service Quality in Fast-Food Restaurants and Their Relationship to Customer Satisfaction and Behavioral Intentions, DSI Annual Conference, Phoenix, AZ, November 2007.
23. Determinants of Customer-Perceived Service Quality in Fast-Food Restaurants, DSI Annual Conference, Phoenix, AZ, November 2007.
24. Relationship among Service Quality, Customer Satisfaction and Behavioral Intentions, INFORMS Annual Meeting, Seattle, WA, November 2007.

GRADUATE LEVEL COURSES TAUGHT

- QUMT 8311 – Applied Multivariate II, Ph.D. level
- QUMT 8310 – Applied Multivariate I, Ph.D. level
- QUMT 6310 – Business Research Methodology, Master level
- QUMT 6303 – Business Statistics Foundations, Master level
- Online QUMT 6310 – Business Research Methodology, Master level
- Online QUMT 6303 – Business Statistics Foundations, Master level
- LSCM 5860 – Advanced Supply Chain Management Problems, Master level

UNDER-GRADUATE LEVEL COURSES TAUGHT

- QUMT 4343 – Quantitative Methods for Decision-making, Undergraduate level
- QUMT 2341 – Statistics Methods for Business I, Undergraduate level
- QUMT 3341 – Statistics Methods for Business II, Undergraduate level

- QUMT 3343 – Statistics Methods for Business, Undergraduate level
- QUMT 2342 – Computational Methods for Business, Undergraduate level
- DSCI 2710 – Data Analysis with Spreadsheets, Undergraduate level
- DSCI 3710 – Business Statistics with Spreadsheets, Undergraduate level