

ANGSUTHON SRISUTHISA-ARD, PhD
University of the Thai Chamber of Commerce
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EDUCATION

SYRACUSE UNIVERSITY, Syracuse, NY Whitman School of Management <i>PhD in Business Administration</i>	2015
THE JOHNS HOPKINS UNIVERSITY, Baltimore, MD Carey Business School <i>Master of Science in Organization Development and Strategic Human Resource</i>	2006
CHULALONGKORN UNIVERSITY, Bangkok, Thailand <i>Bachelor of Arts (International Relations), Faculty of Political Science</i>	1999

ACADEMIC POSITIONS

UNIVERSITY OF THE THAI CHAMBER OF COMMERCE,

Director of BBA Program	2017 – present
Lecturer at International School of Management	2016 – present
Research Fellow at Research Institute for Policy Evaluation and Design	2016 - present

RESEARCH AREAS

- Customer service performance
- Creativity and proactivity
- Workplace incivility/ Work stress
- Relationships at work/ work motivation
- Corporate governance

JOURNAL ARTICLE

- Public Service Motivation and Customer Service Behavior: Testing the Mediating Role of Emotional Labor and the Moderating Role of Gender.(2018) (joint with Potipiroon, W., & Faerman, S.), *Public Management Review*, 21(5)<https://doi.org/10.1080/14719037.2018.1500629>

MANUSCRIPTS UNDERREVIEW

- **Srisuthisa-ard, A.** & Fried, Y. “How employee-outsider interactions affect performance outcomes: An integrative model on the moderating role of task significance.” Revise and Resubmit at *Journal of Organizational Behavior*
- **Srisuthisa-ard, A.** & Fried, Y. “Costs and benefits of employee interaction with the public: extending the knowledge on the typology, consequences, processes, and contingencies.” Under review at the *Academy of Management Journal*

TECHINICAL REPORT

- Potipiroon, Wisanupong & **Srisuthisa-ard, Angsuthon**. (2018). Enhancing the Effectiveness of Thailand's Whistleblowing System. DOI: 10.13140/RG.2.2.10558.33605 Report number: SRI60X0601, Affiliation: The Thailand Research Fund

CONFERENCE PROCEEDINGS

- Potipiroon, W., & **Srisuthisa-Ard, A.** (2017, January). Linking Public Service Motivation, Emotional Labor and Customer Service Behavior in Two Sectors. In *Academy of Management Proceedings* (Vol. 2017, No. 1, p. 12531). Academy of Management. **Best Paper Award**
- **Srisuthisa-ard, A.**, & Fried, Y. (2016, January). The Relationship of Interaction outside Organization with Job Performance: Role of Task Significance. In *Academy of Management Proceedings* (Vol. 2016, No. 1, p. 16562). Academy of Management.
- **Srisuthisa-ard, A.**, & Fried, Y. (2015, January). The Benefits and Costs of Employee Interactions with the Public: An Integrative Model. In *Academy of Management Proceedings*(Vol. 2015, No. 1, p. 15322). Academy of Management.
- **Srisuthisa-Ard, A.** (2014, January). The Impact of Interaction with the Public on Work Outcomes: Role of Agreeableness and Job Complexity. In *Academy of Management Proceedings*(Vol. 2014, No. 1, p. 16678). Academy of Management. **Best Paper Award**

ACHIEVEMENTS & HONORS

- Best Paper Award of the 2017 Academy of Management Meeting, Atlanta, GA for “Linking Public Service Motivation, Emotional Labor and Customer Service Behavior in Two Sectors”
- Best Paper Award (OB Division) of the 2014 Academy of Management Meetings, Philadelphia, PA, 2014 for “The Impact of Interaction with the Public on Work Outcomes: Role of Agreeableness and Job Complexity”
- Awarded a summer research grant by Whitman School of Management from 2012 – 2014
- Awarded a full scholarship by University of Thai Chamber of Commerce, School of Business, Thailand to pursue a PhD study in the U.S. in 2011
- Awarded a full scholarship by the Japanese Government to attend a Public-Private Partnership (PPP) course at JICA, Tokyo, Japan in 2009
- Awarded a full scholarship by the German Federal Government to attend an Urban Environmental Governance course at Technical University of Dresden, Dresden, Germany in 2003

TEACHING EXPERIENCE

UNIVERSITY OF THE THAI CHAMBER OF COMMERCE,

Undergraduate courses

- BM412 Seminar in Management
- BM413 Leadership Challenges
- BM414 Cross Cultural Management
- IB402 Strategic Management (International Program)

MBA courses

- MB571 Strategic Leadership
- BA515 Strategic Management (International Program)

PhD courses

- Guest lecture on Advanced Theory in Organizational Research, Silpakorn University International College
- Guest lecture on Seminar in Organizational Theory, Prince Songkla University

SYRACUSE UNIVERSITY

- SHR346 Organizational Behavior

PROFESSIONAL SERVICES

- Reviewer, Academy of Management Annual Meetings from 2012-2018: Organization Behavior Division