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Biography

Dr. Chih-Wei Hsieh holds Ph.D in public administration from the Askew School of Public Administration and Policy, Florida State University. Before joining CityU in July 2014, he was Assistant Professor of Public Administration at the University of New Mexico in the United States. He has published articles on topics of emotional labor, public service motivation, and workplace diversity.

Employment

Department of Public Policy
City University of Hong Kong
1 Jul 2020 → present

Department of Public Policy
City University of Hong Kong
2 Jul 2014 → 1 Jul 2020

Department of Public Policy
City University of Hong Kong
1 Mar 2021 → present

Research outputs

A replication of "an experimental test of the expectancy-disconfirmation theory of citizen satisfaction"

Chen, W., Dong, B., Hsieh, C., Lee, M. J., Liu, N., Walker, R. M., Wang, Y. & 5 others, Wen, B., Wen, W., Wu, P., Wu, X. & Zhang, J., 11 May 2022, (Online published) In: Public Administration. 14 p.

Strong government responses? Reflections on the management of COVID-19 in Hong Kong and Taiwan

Wong, N. W. M., Ho, K. K. L., Wang, M. & Hsieh, C., 3 Feb 2022, (Online published) In: International Journal of Public Sector Management. 13 p.

Experimental research in the Asia-Pacific region: review and assessment of regional capacity

Chen, W., Dong, B., Hsieh, C., Liu, N., Walker, R. M., Wang, Y., Wen, B. & 2 others, Wu, P. & Zhang, J., 2022, In: Asia Pacific Journal of Public Administration. 44, 1, p. 4-25 23 p.

Like father, like son: explicating parental influence on adult children's public sector preference

Chen, C., Hsieh, C. W., Chen, D. & Wen, B., 2022, In: International Public Management Journal. 25, 2, p. 261-279 Scopus citations: 2

Understanding the role reward types play in linking public service motivation to task satisfaction: evidence from an experiment in China

Li, M., Wen, B. & Hsieh, C., 2022, In: International Public Management Journal. 25, 2, p. 300-319 Scopus citations: 1

Health-Promoting Behaviors, Risk Perceptions, and Attention to COVID-19-Related Information: Comparing People's Responses to the COVID-19 Pandemic Across Times of Chinese New Year and Summer 2020 in Hong Kong

Xu, Y., Chen, H., Yeung, W. K. J., Hsieh, C., Yuan, H. & Chang, L. Y., Nov 2021, In: Frontiers in Public Health. 9, 688300. Scopus citations: 1

Taiwan makes itself a COVID-19 safe zone without draconian measures: Lessons and caveats

Hsieh, C. & Wang, M., 27 Oct 2021, In: *Social Transformations in Chinese Societies*. 17, 2, p. 109-116

A whole-of-nation approach to COVID-19: Taiwan's National Epidemic Prevention Team

Hsieh, C., Wang, M., Wong, N. W. & Ho, L. K., Jun 2021, In: *International Political Science Review*. 42, 3, p. 300-315
Scopus citations: 3

Can Training Enhance Public Employees' Public Service Motivation? A Pretest-Posttest Design

Chen, C., Hsieh, C. & Chen, D., Mar 2021, In: *Review of Public Personnel Administration*. 41, 1, p. 194-215
Scopus citations: 13

Experimental Research Methodology in the Asia-Pacific: A Review and Research Agenda

Chan, W., Dong, B., Hsieh, C. W., Liu, N., Walker, R. M., Wang, X., Wang, Y. & 3 others, Wen, B., Wu, P. & Zhang, J., Dec 2020, (Presented).

Spatial Distribution of Health Manpower in China: Exploring its Characteristics and Determinants

Zhu, B., Mao, Y. & Hsieh, C., May 2020, New York: Nova Science Publishers, Inc. 249 p. (Public Health in the 21st Century)

Spatio-temporal variations of licensed doctor distribution in China: measuring and mapping disparities

Zhu, B., Hsieh, C. & Mao, Y., 2020, In: *BMC Health Services Research*. 20, 159.

公共管理领域中情绪劳动研究的发展现状: 基于文献计量的综述与建议

王大安 & 谢智伟, 2020, In: *公共管理与政策评论*. 9, 3, p. 74-85

Addressing the Licensed Doctor Maldistribution in China: A Demand-And-Supply Perspective

Zhu, B., Hsieh, C. & Mao, Y., May 2019, In: *International Journal of Environmental Research and Public Health*. 16, 10, 1753.
Scopus citations: 3

Bibliometric Mapping of Emotional Labor Studies in Public Administration

Hsieh, C., Guy, M. E. & Wang, D., 2019, In: *Journal of Public and Nonprofit Affairs*. 5, 3, p. 240-260
Scopus citations: 6

Measuring Emotional Labor: Survey Construction, Measurement Invariance, and Structural Equation Model

Yang, S., Guy, M. E., Mastracci, S. H., Azhar, A., Hsieh, C., Lee, H. J. & Lu, X., 2019, *The Palgrave Handbook of Global Perspectives on Emotional Labor in Public Service*. Guy, M. E., Mastracci, S. H. & Yang, S. (eds.). Cham: Palgrave Macmillan, p. 175-196 22 p.

More Blessed to Give Than to Receive: Evidence of the Altruism-Promotion Relationship from Female Taiwanese Civil Servants

Hsieh, C., 2019, In: *Public Performance & Management Review*. 42, 6, p. 1396-1417
Scopus citations: 1

Taiwan

Hsieh, C., Wang, M. & Zhang, Y., 2019, *The Palgrave Handbook of Global Perspectives on Emotional Labor in Public Service*. Guy, M. E., Mastracci, S. H. & Yang, S. (eds.). Cham: Palgrave Macmillan, p. 379-397 19 p.

Understanding emotional labor in situational contexts: How mistreatment matters

Hsieh, C., 2019, *The Palgrave Handbook of Global Perspectives on Emotional Labor in Public Service*. Guy, M. E., Mastracci, S. H. & Yang, S. (eds.). Cham: Palgrave Macmillan, p. 149-171 23 p.
Scopus citations: 3

Incorporating Spatial Statistics into Examining Equity in Health Workforce Distribution: An Empirical Analysis in the Chinese Context

Zhu, B., Hsieh, C. & Zhang, Y., Jul 2018, In: *International Journal of Environmental Research and Public Health*. 15, 7, 1309.
Scopus citations: 15

Comparing apples and manzanas: Instrument development for cross-national analysis of emotional labour in public service jobs

Yang, S., Guy, M. E., Azhar, A., Hsieh, C., Lee, H. J., Lu, X. & Mastracci, S., 2018, In: International Journal of Work Organisation and Emotion. 9, 3, p. 264-282Scopus citations: 11

No One Can Serve Two Masters: Revisiting the Interaction Effect of Love of Money and Public Service Motivation on Job Satisfaction

Hsieh, C., 2018, In: Public Performance and Management Review. 41, 4, p. 745-767Scopus citations: 5

轉變與堅持: 回應婚姻與家庭觀念的改變

謝智偉, 2018, In: 中外醫學哲學. 16, 2, p. 29-33 3.

Confucian Values in Public Organizations: Distinctive Effects of Two Interpersonal Norms on Public Employees' Work Morale

Chen, C. & Hsieh, C., Dec 2017, In: The Chinese Public Administration Review. 8, 2, p. 104-119

公務員管理最大的挑戰是什麼?

謝智偉, Jul 2017, 特區管治的挑戰. 葉健民 (ed.). Hong Kong: 香港城市大學出版社, p. 124-138

Public employees' psychological climates and turnover intention: evidence from Korean central government agencies

Jung, C. S., Chan, H. S. & Hsieh, C., 3 Apr 2017, (Online published) In: Public Management Review. 19, 6, p. 880-904 Scopus citations: 10

Emotional Labor and Job Stress in Caring Professions: Exploring Universalism and Particularism in Construct and Culture

Mastracci, S. & Hsieh, C., 5 Dec 2016, In: International Journal of Public Administration. 39, 14, p. 1125-1133Scopus citations: 14

Self-efficacy as a Mediator and Moderator Between Emotional Labor and Job Satisfaction: A Case Study of Public Service Employees in Taiwan

Hsieh, C., Hsieh, J. & Huang, I. Y., 1 Aug 2016, In: Public Performance and Management Review. 40, 1, p. 71-96Scopus citations: 26

消極展現規則與工作倦怠: 以臺北市區公所員工為例調查情緒失調之中介效果與服務氣候之調節效果

劉榆華 & 謝智偉, Jun 2016, In: 中國行政評論. 22, 2, p. 81-100

Knowledge sharing motivation in the public sector: the role of public service motivation

Chen, C. & Hsieh, C., 1 Dec 2015, In: International Review of Administrative Sciences. 81, 4, p. 812-832Scopus citations: 32

從多元走向包容: 以美國聯邦政府為鏡

謝智偉 & 曾冠球, 30 Sep 2015, In: 國家菁英. 11, 3, p. 119-135

DOES PURSUING EXTERNAL INCENTIVES COMPROMISE PUBLIC SERVICE MOTIVATION? Comparing the effects of job security and high pay

Chen, C. & Hsieh, C., Sep 2015, In: Public Management Review. 17, 8, p. 1190-1213Scopus citations: 31

Burnout Among Public Service Workers: The Role of Emotional Labor Requirements and Job Resources

Hsieh, C., 1 Dec 2014, In: Review of Public Personnel Administration. 34, 4, p. 379-402Scopus citations: 55

FOSTERING PUBLIC SERVICE MOTIVATION THROUGH WORKPLACE TRUST: EVIDENCE FROM PUBLIC MANAGERS IN TAIWAN

CHEN, C., HSIEH, C. & CHEN, D., Dec 2014, In: Public Administration. 92, 4, p. 954-973Scopus citations: 35

Motivational Bases and Emotional Labor: Assessing the Impact of Public Service Motivation

Hsieh, C., Yang, K. & Fu, K., Mar 2012, In: Public Administration Review. 72, 2, p. 241-251 Scopus citations: 59

Consequences of work-related emotions: Analysis of a cross-section of public service workers

Hsieh, C., Jin, M. H. & Guy, M. E., Jan 2012, In: American Review of Public Administration. 42, 1, p. 39-53 Scopus citations: 63

EMOTIONAL LABOR AND CRISIS RESPONSE: WORKING ON THE RAZOR'S EDGE

HSIEH, C., 2011, In: International Review of Public Administration. 16, 3, p. 151-154 4 p.

Performance outcomes: The relationship between managing the "heart" and managing client satisfaction

Hsieh, C. & Guy, M. E., Mar 2009, In: Review of Public Personnel Administration. 29, 1, p. 41-57 Scopus citations: 51

Gender Representation in the Federal Workforce: A Comparison Among Groups

Hsieh, C. & Winslow, E., Sep 2006, In: Review of Public Personnel Administration. 26, 3, p. 276-295 Scopus citations: 39

Grants

Projects

GRF: Attitudinal and Behavioral Consequences of Gendered Emotional Labor in Male- and Female-Dominated Professions: A Comparison between Police and Social Work in Two Cultural Contexts

HSIEH, C. W. & GUY, M. E.
1/10/18 → 29/06/22

GRF: Does Pay for Performance Undermine Satisfaction from Public Service Work? Collecting Survey and Experimental Evidence Through "Full-Circle" Research

HSIEH, C. W., CHEN, C. A., WANG, C. Y. & WEN, B.
1/01/21 → ...

TDG(CityU): Local Knowledge Matters: Incorporating Greater China-Based Case Studies into the Curriculum of Public Human Resource Management Courses

HSIEH, C. W. & GONG, T.
1/06/18 → ...

TDG(CityU): Redesign of POL 2603 Social Sciences Research Methods

WANG, X. & HSIEH, C. W.
1/06/16 → 31/01/18