

# Publications and Conference presentations Dr. K. Zigan

## Publications

Zigan, K., Héliot, Y. G., and Le Gryns, A. (2024). Followership in British Christian churches: A comparative study. *Nonprofit Management and Leadership*, 1–34.

<https://doi.org/10.1002/nml.21611>

Zigan, K., Heliot, Y., and Le Gryns, A. (2021) When values and ethics of care conflict: A lived experience in the Roman Catholic Church. *Work, Employment and Society*, 1-10.

<https://doi.org/10.1177/0950017021990552>

Ko, Y-C., Zigan, K., Liu, Y-L. (2021) Carbon capture and storage in South Africa: A technological innovation system with a political economy focus. *Technological Forecasting & Social Change*, 166, <https://doi.org/10.1016/j.techfore.2021.120633>

Thieme, J., Hampton, M., Stoian, C., and Zigan, K. (2020) The Political Economy of backpacker tourism: Explorations of tourism actors' embeddedness in Colombia. *Current Issues in Tourism*, <https://doi.org/10.1080/13683500.2020.1806793>

Zigan, K., Heliot, Y., and Le Gryns, A. (2019) Analyzing leadership attributes in faith-based organizations: Idealism versus reality. *Journal of Business Ethics*, 170(4), 743-757

Phillips, P., Barnes, S., Zigan, K., and Schegg, R. (2017) Understanding the impact of online reviews on hotel performance: An empirical analysis. *Journal of Travel Research* 56, 2, 235 – 249.

Zigan, K. and Le Gryns, A. (2016) Towards an understanding of social responsibility within the Church of England. *Journal of Business Ethics*. DOI 10.1007/s10551-016-3104-z

Phillips, P., Zigan, K., Santos, M., and Schegg, R. (2015) The interactive effects of online reviews on the determinants of Swiss hotel performance: A neural network analysis, *Tourism Management*, 50, 130-141.

Zeglat, D. and Zigan, K. (2014) Intellectual capital and its impact on business performance: Evidence from the Jordanian hotel industry, *Tourism and Hospitality Research*, 13, 2, 83-100.

Zigan, K. (2013) A contingency approach to the strategic management of intangible resources. *Journal of General Management*, 38, 2, 79-99.

Zigan, K. and Zeglat, D. (2010) Intangible resources in performance measurement systems of the hotel industry. *Facilities*, 28, 13/14, 597-610.

Zigan, K., Macfarlane, F., and Desombre, T. (2010) Knowledge management in secondary care- a case study. *Journal of Knowledge and Process Management*, 17, 3, 118-127.

Zigan, K., Macfarlane, F., and Desombre, T. (2009) The identification of important Intangible resources in hospitals. *International Journal of Public Administration*, 32, 13, 1162-1181.

Zigan, K., Macfarlane, F., and Desombre, T. (2008) Intangible resources as performance drivers in European Hospitals. *International Journal of Productivity and Performance Management*, 57, 1, 57-71.

Zigan, K., Macfarlane, F., and Desombre, T. (2006) "Intangible resources as performance drivers in European hospitals", *Performance measurement and management: Public and private* (2006), A. Kennerley, and A. Walters (eds.) London: Performance Measurement Association.

### **Conference presentations**

Zigan, K., Sobhy Temerak, M., Hammedi, W. (2024) Role synchrony explored for autistic employees working on front line roles. Academy of Marketing Conference, Cardiff, UK.

Phillips, P., Zigan, K. Nuno, A., Elbanna, S. (2023) Trends and patterns of past hospitality and tourism research and future landscape: A data science approach, Annual International CHRIE Summer Conference, Phoenix, Arizona.

Temerak, M., Zigan, K., Hammedi, W., Gremler, D. (2023) Boosting the compatibility of disabled employees in the customer-facing job roles: A dual perspective, *Frontiers in Service*, Maastricht, Belgium.

Tarominejadshirazi, S., Seitanidi, M., Zigan, K. (2023) Sensemaking challenges in dealing with social issues within and across organisations, British Academy of Management Conference, Brighton, UK.

Thieme, J. Hampton, M., Stoian, C. and Zigan, K. (2023) Tourism and inclusive growth in Colombia's backpacker sector: Evidence from pre- and post-Covid. Conference on Bringing Hospitality, Tourism, Transport and Events Back for Good, University of Surrey, UK.

Zigan, K. (2022) Fit for purpose? The role of church organisations in society, Department of Leadership and Management Research Seminar Series at Kent Business School, 09 February 2022.

Seitanidi, M., Zigan, K. and Vachkova, M. (2021) Collaborative Suicide Prevention, 31st World Congress, International Association for Suicide Prevention (IASP). 21-24 September, Gold Coast, Australia, online.

Zigan, K., Heliot, Y., and Le Gryns, A. (2021) Exploring the understanding of followership in Christian faith-based organisations. *Academy of Management*, online.

Zigan, K. (2020) Overview of health-care related research projects. Open Collaboration for Innovation and Change in Health Care and Medicine Workshop, Kent Business School.

Zigan, K., Heliot, Y., and Le Gryns, A. (2019) An analysis of implicit leadership theories and explicit behavior within religious organizations. *Academy of Management*, Boston, USA.

Phillips, P. and Zigan, K. (2019) The strategic management of online reviews in tourism, hospitality and leisure businesses: A conceptual framework. CHME, Greenwich.

LeGrys, A., Zigan, K., and Heliot, Y. (2018) Implicit leadership and followership theory: the view from 'below', Ecclesiology and Ethnography Conference, Durham.

Zigan, K., Heliot, Y., and Le Grys, A. (2018) An exploration of the leader-follower dyad using implicit theory, 3rd Interdisciplinary Perspectives on Leadership Symposium, Greece.

Thieme, J., Hampton, M., and Zigan, K. (2016) Analysing Backpacker Tourism Production and consumption in Latin America: Towards a Political Economy Framework, Conference on Tourism Paradoxes, organized by the "International Tourism" Research Committee (RC50) of the International Sociological Association, Thailand.

Lauwo, S., Zigan, K., and Le Grys, A. (2016) An Understanding of Social Responsibility in a Religious Organisation Context: Some Insight from the Contemporary Church of England, British Accounting and Finance Association (BAFA), Bath.

Zigan, K. (2015) The Role of Social Capital for Intangible Resource Exchange in Hospitals: A Multilevel Approach, British Academy of Management, Portsmouth.

Le Grys, A., Zigan, K., and Lauwo, S. (2014) Social responsibility in religious organisations: The case of the Church of England, British Academy of Management, Belfast.

Zigan, K. (2013) The corporate integration of highly skilled professionals- a social capital perspective, International Conference on Human Resource Management, organised by World Academy of Science, Engineering and Technology, 27-28 June, 2013, Paris.

Zeglat, D. and Zigan, K. (2012) Capturing Intangible Resources in Performance Measurement Systems of Hotel Businesses, TTRA Europe Conference 2012: Performance Measurement and Management in Tourism, Bilbao.

Zigan, K. (2011) The strategic management of intangible resources in public sector organisations, British Academy of Management, Birmingham.

Zigan, K. (2011) Using social capital for effective resource management in hospitals, European Academy of Management, Tallinn.

Zigan, K. (2010) Intangible resources in performance measurement systems of the hotel industry, accepted for presentation, EUROCHRIE Annual Conference

Zigan, K. (2006) Intangible resources as performance drivers in European hospitals, Performance Management Association, London

Zigan, K. (2006) A critical view of intangible resources on performance measurement within the context of European hospitals, European Academy of Management, Oslo.