

CURRICULUM VITAE

Eunjung Kim, Ph.D
School of Business and Law
Edith Cowan University, Australia

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EDUCATION

- April, 2014-
June, 2018 **Doctor of Philosophy**
Department of Tourism, Sport and Hotel Management, Griffith Business School
Griffith University, Australia
Dissertation title: An investigation of volunteer motivation and psychological contract
for the effective management of sport event volunteers
Principal supervisors: Prof Graham Cuskelly and Dr Liz Fredline
- September, 2011-
September, 2012 **Master of Science in Tourism Management (with Merit)**
Tourism, Hospitality & Events
Bournemouth University, United Kingdom
Dissertation title: A study of rewards deriving from the motivation of volunteers
in mega sporting events (with Distinction)
Overall Postgraduate GPA: 67.11
- March, 2006-
February, 2011 **Bachelor of Business Administration in Tourism Management**
Certificate (License) in Education Studies
College of Hotel and Tourism Management
Kyung Hee University, Seoul, South Korea
Overall Undergraduate GPA: 4.120/4.5
Gross Average: 94.44/100
- March, 2008-
December, 2008 **International Business Diploma**
California State University, East Bay, USA
Overall GPA: 3.38/4.00

LICENSES AND CERTIFICATES/SKILLS

- 2018 **Advanced Structural Equation Modelling using AMOS**
Australian Consortium for Social and Political Research Incorporated (ACSPRI)
- 2017 **Leximancer (Introduction + Intermediate)**

| | |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Researcher Education Development Griffith University |
| 2016 | NVivo Researcher Education Development Griffith University |
| 2016 | Introducing Bayesian Statistics to Social Science Researchers Griffith Social and Behavioural Research College |
| 2015 | Job Seeking Skills: Transitioning from HDR Candidature Griffith Social and Behavioural Research College |
| 2015 | Academic Book Publishing seminar Griffith Social and Behavioural Research College |
| 2015 | Looking at your Data Before and After Statistical Analysis, Part 1: General Principles & Part II: Getting started Griffith Social and Behavioural Research College |
| 2015 | Embracing Subjectivity and Objectivity in Statistics: Bayesian Learning Griffith Social and Behavioural Research College |
| 2015 | Qualitative Essentials Griffith Social and Behavioural Research College |
| 2015 | Critical approaches to Data Visualisation and Mapping Griffith Social and Behavioural Research College |
| 2015 | Dealing with Data: Research Data Management Griffith Social and Behavioural Research College |
| 2015 | Qualitative Data Analysis Master Class Griffith Social and Behavioural Research College |
| 2015 | Publishing-open access, copyright, authorship Griffith Business School |
| 2014 | Research survey tool (Introduction + Advanced) Griffith Library |
| 2014 | Higher Degree Research Thesis writing: Literature Review Griffith Graduate Research School |
| 2014 | Planning your research Griffith Graduate Research School |
| 2014 | Choosing your Methodology Griffith Graduate Research School |
| 2011 | Teaching License of Tourism (Grade II) The Ministry of Education, Science and Technology |
| 2010 | Bar and Beverage Management Certificate American Hotel & Lodging Educational Institute |

- 2010 **Wine and Sommelier Education Certificate**
Wine and Sommelier Society of Korea / Korea International Sommelier Association
- 2010 **Climate Change Generation Certificate**
British Council
- 2010 **Service Leader Certification**
College of Hotel and Tourism Management, Kyung Hee University
- 2010 **Sommelier License**
Hospitality Education Program Professional Certification Committee
American Hotel & Lodging Educational Institute
- 2010 **English for Foreigners Certificate**
University of Santo Tomas, Manila, Philippines
- 2010 **International Voluntary Services in Germany Certificate**
Korean National Commission for UNESCO
- 2009 **Educational Methods and Technology Certificate**
Center for Teaching & Learning of Kyung Hee University
- 2007 **Certificate of East Asia and Global Governance: The UN Perspective**
University of Pennsylvania - Kyung Hee University Collaborative Program
Prof Adil Khan and Prof Numayr Chowhury,
Department of Economic and Social Affairs, United Nations

ACADEMIC EXPERIENCE

- 2019-present **Lecturer and Unit coordinator**
TSM2202 Introduction to Event Management
FBL6530 Business Events Management
School of Business and Law, Edith Cowan University, Australia
- 2017-present **Co-Investigator and Co-Author**
2018 Commonwealth Games Research Project
Principal Investigator: Dr Liz Fredline
Co-Investigators: Prof Graham Cuskelly, Dr Shane Barry and Dr Pam Kappelides
Department of Tourism, Sport and Hotel Management, Griffith Business School,
Griffith University, Australia
- 2016-2019 **Teaching Assistant/Tutor (Undergraduate level)**
3204 THS Event Evaluation
2209 THS Managing Projects in Service Industries
2315 THS Event marketing and Sponsorship

- 3117 THS Facility and Venue Management
 2309 THS Sport Management Principles
 2018 THS Organising and Staging Major Sport Events
 3219 THS Property Development Process
 Department of Tourism, Sport and Hotel Management, Griffith Business School,
 Griffith University, Australia
- 2016-2017 **Teaching Assistant (Postgraduate level)**
 7254 THS Managing Volunteers for Sport and Events
 Department of Tourism, Sport and Hotel Management, Griffith Business School,
 Griffith University, Australia
- 2016-2017 **Research Assistant**
 Major Sport Event Legacy
 Department of Tourism, Sport and Hotel Management, Griffith Business School,
 Griffith University, Australia
- 2009-2010 **Teaching Assistant (Undergraduate level)**
 Tourism Brand Planning and Management
 Tourism Case Study
 Green Tourism
 College of Hotel and Tourism Management, Kyung Hee University, Seoul, South Korea

HONORS AND AWARDS

- 2017 **Postgraduate Research Scheme Scholarship**, Australian and New Zealand
 Association for Leisure Studies (ANZALS) 2017 Conference
- 2017 **High Distinction Award**, Griffith Business School Higher Degree Research Poster
 Competition, Griffith University
- 2015-2017 **Griffith University International Postgraduate Research Scholarship**, Griffith
 University
- 2015-2017 **Griffith University Postgraduate Research Scholarship**, Griffith University
- 2012 **Top 3 in the Presentation of the Management Game**, European Association for Sport
 Management (EASM) 2012 Conference Master Student Seminar
- 2011-2012 **School of Tourism Dean's Scholarship**, Bournemouth University
- 2010 **Superiority Scholarship**, Kyung Hee University
- 2010 **Story telling Competition Award**, Kyung Hee University
- 2010 **Neo-Renaissance Scholarship**, Kyung Hee University
- 2009 **Taiwan Tourism Authority Award**, Hospitality & Tourism Competition, The Academy

of Korea Hospitality & Tourism

- 2008-2009 **International Training Program Scholarship**, Kyung Hee University
- 2008 **Essay Award in memory of Esther Briano**, California State University, East Bay
- 2008 **Exemplary Scholarship**, Kyung Hee University
- 2007-2010 **Bright Society Scholarship**, Kyung Hee University

PUBLICATIONS

Refereed Journal Articles

Kim, E. (2019). *Rewards of sport event volunteers: A case study of the London 2012 Olympic Games*.

Manuscript submitted for publication. (currently under review)

Kim, E., Cuskelly, G., & Fredline, L. (forthcoming). Motivation and psychological contract in sport event volunteerism: The impact of contract fulfilment on satisfaction and future behavioral intention. *Event Management*.

Kim, E., Fredline, L., & Cuskelly, G. (2018). Heterogeneity of sport event volunteer motivations: A segmentation approach. *Tourism Management*,68(2018), 375-386.

Kim, E. (2018). A systematic review of motivation of sport event volunteers. *World Leisure Journal*, 60(4), 306-329.

Kim, E., & Cuskelly, G. (2017). A Systematic Quantitative Review Of Volunteer Management in Events. *Event Management*, 21(1), 83-100.

Conference Papers

Kim, E., Cuskelly, G., & Fredline, L. (2017, December). *An analysis of motivation and psychological contracts in sport event volunteerism*. Paper presented at the SMAANZ 2017conference, Gold Coast, Queensland, Australia.

Kim, E. (2017, December). *Segmentation of Sport Events Volunteers by Motivation*. Paper presented at the ANZALS 13th biennial conference, Hobart, Tasmania, Australia.

Research Reports

Kim, E., Cuskelly, G., & Fredline, L. (2016). Volunteer management at the 2016 Australian PGA Championship Gold Coast. Prepared for the Professional Golfers Association of Australia at the 2016 Australian PGA Championship Gold Coast.

Kim, E., Cuskelly, G., & Fredline, L. (2016). Volunteer management at the 2016 Cycle Queensland Adventure Tour. Prepared for the Bicycle Queensland Company at the 2016 Cycle Queensland Adventure Tour.

Kim, E., Cuskelly, G., & Fredline, L. (2016). Volunteer management at the 2016 Gold Coast Airport Marathon. Prepared for the Events Management Queensland Company at the 2016 Gold Coast Airport Marathon.

Kim, E., Cuskelly, G., & Fredline, L. (2015). Volunteer management at the 2015 Australian PGA Championship Gold Coast. Prepared for the Professional Golfers Association of Australia at the 2015

Australian PGA Championship Gold Coast.

Publication of Bulletin

Kim, E. (2007). *A New Emerging Industry- Medical Tourism in the Tourism Industry (4th Issue)*. Seoul: Kyung Hee University Hotel Management Society.

Kim, E. (2006). *Case Study-Customers' Complaints happened in the Hotel and Management Strategies (3rd Issue)*. Seoul: Kyung Hee University Hotel Management Society.

RESEARCH GRANT

“An exploration of the motives, expectations and satisfaction of volunteers at the 2018 Commonwealth Games”, funded by Griffith University, May 2017. Role: Co-I. PI: Liz Fredline. Other Co-Is: Graham Cuskelly, Shane Barry and Pam Kappelides. Amount awarded: \$11,647.10.

→ *Four manuscripts are currently in progress.*

PROFESSIONAL EXPERIENCE

| | |
|-----------|---------------------------------------------------------------------------------|
| 2010-2011 | Lecturer , Woori Doorri Educational Culture Center, Seoul, South Korea |
| 2010 | Lecturer , Seoul Tourism High School, Seoul, South Korea |
| 2009 | Professional Internship , Extranomical Tours Company, San Francisco, USA |
| 2006 | Banquet Attendant , Grand Intercontinental Hotel, Seoul, South Korea |
| 2005 | Banquet Attendant , Renaissance Hotel, Seoul, South Korea |

SERVICES

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|--------------|--------------------------------------------------------------------------------------------------|
| 2019-present | Reviewer , Journal of Nonprofit & Public Sector Marketing |
| 2018 | Volunteer , 2018 Commonwealth Games, Gold Coast, Australia |
| 2016 | Volunteer , 2016 Cycle Queensland Event, Queensland, Australia |
| 2016 | Volunteer , 2016 Australian Ladies Masters Golf Event, Gold Coast, Australia |
| 2015-2016 | Volunteer , 2015 & 2016 Australian PGA Championship Event, Gold Coast, Australia |
| 2014-2015 | Volunteer , 2014 & 2015 Gold Coast Airport Marathon Event, Gold Coast, Australia |
| 2012 | Weymouth & Portland Ambassador (Linguist) , 2012 London Olympic Games, United Kingdom |
| 2012 | Assistant , International Exposition Yeosu Korea 2012, Seoul, South Korea |
| 2011 | Assistant , Korea MICE Expo 2011, Seoul, South Korea |
| 2011 | Assistant , 2011 World Korean Community Leaders Convention, Seoul, South Korea |
| 2011 | Assistant , G20 Seoul Speakers' Consultation 2011, Seoul, South Korea |

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| 2010 | Reception Staff , Global HR Forum 2010, Seoul, South Korea |
| 2010 | Ceremony Staff , Humanitas College and Global Service Corps, Kyung Hee University, Seoul, South Korea |
| 2010 | Ambassador , Lotterworld (Amusement Park), Seoul, South Korea |
| 2010 | Mentor , Joong Ang Daily Newspaper, Seoul, South Korea |
| 2009 | Volunteer , Eco-Tourism with Migrant Women, Asian Bridge, Seoul, South Korea |
| 2009 | Volunteer , 2009 San Francisco Pride, San Francisco LGBT Pride Celebration Committee, San Francisco, USA |
| 2009 | Festival Staff , 3 rd Korean Day, Ministry of Foreign Affairs and Trade, Seoul, South Korea |
| 2009 | Korean Language Assistant for International Students who want to learn Korean Language, Kyung Hee University, Seoul, South Korea |
| 2006-2008 | Student Representative , Kyung Hee University Hotel Management Society, Kyung Hee University, Seoul, South Korea |

PROFESSIONAL MEMBERSHIP

(Present) Sport Management Association of Australia & New Zealand (SMAANZ)

(Present) Australian and New Zealand Association for Leisure Studies (ANZALS)

(Past) European Association for Sport Management (EASM)

AREAS OF RESEARCH AND TEACHING EXPERTISE

- Volunteer Management in Sport and Events
- Volunteer Tourism
- Volunteers - Human Resource Management
- Volunteers - Sport/ Event/ Recreation/ Leisure
- Managing the workforce in Sport and Events
- Sport Volunteerism
- Sport Tourism
- Sport Event Management
- Sport Management Principles
- Foundations of Event
- Facility and Venue Management
- Event marketing and Sponsorship
- Even Evaluation

- Managing Projects in Service Industries
- Systematic Quantitative Literature Review
- Research Methods (Quantitative and Qualitative)