Dr. Wichard Zwaal

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Member of the Academy of International Hospitality Research.
Together with Erwin Losekoot and Elena Cavagnaro chief editors of the journal 'Research in Hospitality Management'.

Areas of interest and expertise:
Hospitality Management Education, Psychology of Hospitality Management, Professional Research, Problem-based Learning, Behavioral Economics, Service Management, Assessment, Conceptual modeling, Applied Data Analysis and Statistics, SPSS, Academic Writing.

Publications & presentations:

Publications in academic journals:

Sophie Luisa Bolm, Macmillion Braz Fernandes, Wichard Zwaal (2022) Effects of mindfulness on occupational stress and job satisfaction of hospitality and service workers. *Research in Hospitality Management*, 12(1), 61-70.

Myrthe Busch, Jannieke Berg, Wichard Zwaal (2021) From on-site to online collaborative learning. *Research in Hospitality Management*, 11(3), 191-197.

Andreea-Stefania Baltag, Melanie Bosman, Andrea Bravo Wilson, Joanne Huismans, Wichard Zwaal (2021). Sexual harassment as perceived and experienced by male and female restaurant employees. *Research in Hospitality Management*, 11(2), 85-92.

Ran Zhang & Wichard Zwaal (2021). A review of research about the psychology of hospitality management in three leading hospitality journals. *Research in Hospitality Management*, 11(3), 177-183.

Roobin Dijkstra & Wichard Zwaal (2020). Students motives for choosing between an individual test or a group assignment. *Research in Hospitality Management*, 10(2), 75-83.

Zwaal, W. (2019). Assessment for problem-based learning. *Research in Hospitality Management*, *9*(2), 77-82.

Hanneke Assen, H., Zwaal, W., Meijers, F., Poell, R. (2019). Collective Learning, Teacher Beliefs and Teaching Behaviour in Management and Social-Educational University Programmes. *Journal of Vocational Education & Training, doi:* 10.1080/13636820.2019.1578817.

Humalda, D., & Zwaal, W. (2016). PBL in first or second language: does it make a difference? *Research in Hospitality Management, 6(2), p. 207-211*.

Zhang, R., Zwaal, W., & Otting, H. (2016). Measuring and monitoring conceptions of research. *Studies in Higher Education*, doi:10.1080/03075079.2016.1172306.

Zwaal, W., & Otting, H. (2016). Performance of the Seven-step Procedure in Problem-based Hospitality Management Education. *The Journal of Problem-Based Learning in Higher Education.* doi:10.5278/ojs.jpblhe.v0i0.1173.

Zwaal, W., & Otting, H. (2015). Aligning principles and practice in problem-based hospitality management education. *Journal of Hospitality, Leisure, Sport, and Tourism Education, 16,* p.22-29.

Zwaal, W., & Otting, H. (2014). Student Opinions about the Seven-step Procedure in Problem-based Hospitality Management Education. *The Journal of Problem-Based Learning in Higher Education. 2* (1), p.18-28.

Zwaal, W., & Otting, H. (2013). The attitude of Hotel School students towards hospitality finance. *The Journal of Hospitality Financial Management, 21*(2), p.115-122.

Zwaal, W., & Otting, H. (2013). A traditional versus a constructivist conception of assessment. *Research in Hospitality Management, 2*(1/2), p.29-38.

Zwaal, W., & Otting, H. (2012). The impact of concept mapping on the process of problem-based learning. *The Interdisciplinary Journal of Problem-Based Learning, 6*(1), 104-128.

Otting, H., & Zwaal, W. (2011). Hospitality management students' conceptions of teaching and learning, and their evaluation of tasks in problem-based learning. *Journal of Hospitality, Leisure, Sport, and Tourism Education,10*(1), 4-12.

Otting, H., Zwaal, W., Tempelaar, D., & Gijselaers, W. (2010) The structural relationship between students' epistemological beliefs and conceptions of teaching and learning. *Studies in Higher Education, 35*(7), 741-760.

Zwaal, W., & Otting, H. (2010). The process of problem-based hospitality management education. *Journal of Hospitality, Leisure, Sport & Tourism Education, 9*(2), 17-30.

Otting, H., Zwaal, W., & Gijselaers, W. (2009). International Hospitality management students' epistemological beliefs and conceptions of teaching and learning. *Journal of Hospitality and Tourism Education, 21*(3), 44-53.

Zwaal, W. & Otting, H. (2007). Hospitality management students' conceptions of education. *Hospitality & Tourism Research*, *7*(3/4), 256-268.

Otting, H. & Zwaal, W. (2006). Critical task characteristics in problem-based learning. *Industry & Higher Education*, *20*(5), 347-357.

Books:

Zwaal, W., Singh, H., Tjallinks, E., & Schmidt-Bielicke, I. (Eds.). (2009). *Enhancing Hospitality Competency; case-studies in Research-based learning.* Leeuwarden: Stenden University Press.

Eringa, K., Rietveld, J., & Zwaal, W. (2000*). Assessment en development centers voor studenten*. Groningen: Wolters-Noordhoff.

Schulp, J.A., Vijver, H., & Zwaal, W. (red) (1997). *In hoger Beroep; 10 jaar Christelijke Hogeschool Noord-Nederland.* Assen: Van Gorcum.

Contributions to books:

Kleijn, A. De, & Zwaal, W. (2014). *The relation between learning style, personality and the perception of problem-based learning.* In: Papathanassis, A., Breitner, M.H., & De Groot, A. (Eds.). *Cruise Tourism & Innovation* (pp. 213-245). Berlin: Logos Verlag.

De Groot, R., Bosma, A., Jonathans, A., Bossenbroek, M., Van Vuuren, R. & Zwaal , W.(2010). Measuring, Monitoring and Managing Sustainable Hospitality. In: Nairn, P., Huisman, J. and Wen, M. (Eds.). *Profiles and Dimensions in Hospitality.* (pp. 39-46). Leeuwarden: Stenden University.

Otting, H., Zwaal, W., & Van Hassel, E. (2010). The quality of email responses by Dutch hotels. In: Nairn, P., Huisman, J. and Wen, M. (Eds.). *Profiles and Dimensions in Hospitality* (pp. 47-54)*.* Leeuwarden: Stenden University.

Holtrop, M., Gras, M., Van Vuuren, R., & Zwaal, W. (2010). The performance dashboard of hospitality managers. In: Nairn, P., Huisman, J. and Wen, M. (Eds.). *Profiles and Dimensions in Hospitality* (pp.107-116). Leeuwarden: Stenden University

Voissel, L, Kitzel, M., Fischer, V., Grunow, A., Van der Horst, R., Schilling, A., Sears, A. Van Vuuren, R., & Zwaal, W. (2010). Reading the guest – Exploring new territory. In: Nairn, P., Huisman, J. and Wen, M. (Eds.). *Profiles and Dimensions in Hospitality.* Leeuwarden: Stenden University.

Otting, H., & Zwaal, W. (2007). The identification of constructivist pedagogy in different learning environments. In: M.K. McCuddy, H. van den Bosch, Wm. B. Martz, A.V. Matveev, & K.O. Morse (Eds.), *The Challenges of Educating People in a Challenging World* (pp. 171-196). Dordrecht: Springer.

Zwaal, W., Otting, H., Eringa, K., & Siehoyono, L. (2005). Does diversity make a difference. In: Heinhuis, E. & Van der Hoek, K.W. (eds). *Babylon United.* Leeuwarden: CHN publications.

Zwaal, W., & Eringa, K. (2002).Toetsen van competenties. In: Berkel, H. van, Bax, A. (red.). *Toetsen in hoger onderwijs*. Houten/Diegem: Bohn Stafleu Van Loghum.

Eringa, K. & Zwaal, W. (2002).Toetsen van stages. In: Berkel, H. van, Bax, A. (red.). *Toetsen in hoger onderwijs*. Houten/Diegem: Bohn Stafleu Van Loghum.

Zwaal, W., & Eringa, K.(2000). Assessment & development centers in a problem-based learning environment. In: Borghans, L., Gijselaers, W. H., Milter, R. G., and Stinson, J. E. (Eds.). *Business Education for the Changing Workplace.* (pp. 399-416). Dordrecht, Kluwer Academic Publishers.

Eringa, K., Rietveld, J., & Zwaal, W. (2000). De Leerwaarde van toetsen. In: Heijnen, G. en Meeder, S. (red). *Toetsen en ICT in het hoger onderwijs.* Utrecht: Stichting SURF.

Bruijns, V., Eringa, K., Rietveld, J., & Zwaal, W. (1999). Het gebruik van assessment en development centers in een competentiegerichte leeromgeving. In: Schlusmans,K., Slotman, R., Nagtegaal, C. , Klinkhorst, G.(red.). *Competentiegerichte leeromgevingen.* Utrecht: Lemma.

Otting, H., & Zwaal, W. (1999). Het effect van selectie op studieprestaties. *Tijdschrift voor Hoger Onderwijs, 17*(4), 245-258.

Paper presentations at academic and professional conferences:

Zwaal, W. (2019). Studies in problem-based hospitality management education. Paper submitted for CHME Research Conference.

Zwaal, W. (2019). Assession: summative team performance assessment in problem-based learning. Paper submitted for CHME Research Conference.

Zwaal, W. & Otting, H. (2014). Student opinions about the seven-step procedure in problem-based hospitality management education. Paper presented at CHME 2014 in Derby.

Hornby, J. & Zwaal, W. (2014). Optimizing the commercial and educational yield of a teaching hotel; a comparison between two delivery formats. Paper presented at CHME 2014 in Derby.

Otting, H., & Zwaal, W. (2013). *Aligning principles and practice: 25 years of problem-based education at Stenden Hotel Management School.* Paper presented at EuroCHRIE 2013 in Freiburg.

Zwaal, W., & Otting, H. (2013). *The attitude of Hotel School students towards hospitality finance.* Paper presented at I-CHLAR in Lausanne.

Zwaal, W., & Otting, H. (2013). Review of research on the seven-step procedure in problem-based learning. Paper presented at the Educational Innovation In Economics and Business (EDINEB XX) Conference in Milton Keynes.

Zwaal, W., Otting, H. & De Kleijn, A. (2012). *The relation between learning style, personality profile and the perception of problem-based learning.* Paper presented at the 4th International Cruise Conference in Leeuwarden.

Zwaal, W., & Otting, H. (2010). *The impact of concept mapping on the process and output of problem-based learning in a BA Hospitality Management Program.* Paper presented at EuroCHRIE 2010 in Amsterdam.

Bossema, J.,& Zwaal, W. (2010). *Increasing students' safety-awareness in a teaching hotel.* Paper presented at EuroCHRIE 2010 in Amsterdam.

Plaisant van der Wal, B., Driesen, C., Joël, C., Hauk, L., Bats, L., & Zwaal, W. (2010). *Hospitality Management Test 2009*. Paper presented at EuroCHRIE 2010 in Amsterdam.

Van Vuuren, R. G. F. M., & Zwaal, W. (2010*). Reading the guest: assessment & development of a quintessential competency.* Paper presented at EuroCHRIE 2010 in Amsterdam.

Dekker, J., & Zwaal, W. (2010). *The assessment practice in a teaching hotel.* Paper presented at EuroCHRIE 2010 in Amsterdam.

Zwaal, W. & Otting, H. (2009). *The experience of problem-based hospitality management education.* Paper presented at the EuroCHRIE 2009 in Helsinki.

Otting, H., Zwaal, W., & Gijselaers, W. (2008). *International hospitality management students' epistemological beliefs and conceptions of teaching and learning.* Paper presented at the CHME conference in Glasgow.

Otting, H., & Zwaal, W. (2008). *Hospitality management students' conceptions about teaching and learning and their evaluation of PBL-tasks.* Paper presented at EuroCHRIE 2008 in Dubai.

Zwaal, W. & Otting, H. (2006). *Hospitality Management Students' Conceptions of Education.* Paper presented at EuroCHRIE in Thessaloniki. (Awarded as best Education Research Paper).

Otting, H., & Zwaal. W. (2006). *The relation between epistemological beliefs and conceptions of teaching and learning.* Paper presented at the Educational Innovation In Economics and Business (EDINEB XIII) Conference in Lisbon.

Zwaal, W., & Otting, H. (2006). *A traditional versus a constructivist conception of assessment.* Paper presented at the Educational Innovation In Economics and Business (EDINEB XIII) Conference in Lisbon.

Otting, H. and Zwaal. W. (2005). *Critical task characteristics in problem-based learning.* Paper presented at the Educational Innovation In Economics and Business (EDINEB XII) Conference in Antwerp.

Otting, H. and Zwaal, W. (2004). *The identification of constructivist pedagogy in different learning environments.* Paper presented at the Educational Innovation In Economics and Business (EDINEB XI) Conference in Maastricht.

Zwaal, W., Otting, H., & Eringa, K. (2003). *How students conceive Quality of Life.* Paper presented at the ATLAS conference in Leeuwarden.

Otting, H. & W. Zwaal (2003*). Assessment in a constructivist learning environment.* Paper presented at the 13th World Conference on Cooperative Education (WACE 2003) in Rotterdam.

Otting, H., Zwaal, W., & Eringa, K. (2002). *A constructivist approach to competence development and assessment.* Paper presented at the Educational Innovation In Economics and Business (EDINEB IX) Conference in Guadalajara.

Eringa, K. Otting, H., Siehoyono, L. and Zwaal, W. (2002). *Self, peer and tutor assessment of hospitality management competencies in an intercultural setting.* Paper presented at the Educational Innovation In Economics and Business (EDINEB IX) Conference in Guadalajara.

Internal publications:

Stenden Hotel School Professional Research Journal (2010), special issue on The Quintessence of Hospitality, edited by Wichard Zwaal, Gea Harder, & Claudia Zonnevylle.

Otting, H., Zwaal, W., Brouwer, W., Duijf, S. & Zhao, J. (2006). *Academic dishonesty.* Leeuwarden, Internal publication.

Zwaal, W., & Otting, H. (2004). *Student assessment of tutor performance in problem-based learning*. Internal report.