

# **EMPLOYEE RESILIENCE TOWARD ARTIFICIAL INTELLIGENCE AND DISRUPTIVE TECHNOLOGIES IN TOURISM AND HOSPITALITY**

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Given the typical feature of seasonality with high employee turnover, how the tourism and hospitality (T&H) sector can be resilient to situational changes is the question generally thought of by researchers and practitioners. As a human-oriented discipline, promoting employee resilience plays a crucial role in maintaining the industry's hardiness, resourcefulness, and sustainability. In the aftermath of COVID-19, many T&H businesses have incorporated advanced technologies, such as artificial intelligence, Internet of Things, and robotics, into service delivery as a solution for the Great Resignation and contactless service demand. The deployment of the latest technologies, on the one hand, assists organisations in overcoming difficulties. On the other hand, such organisational change may enhance job insecurity among T&H employees and require them to update their skill sets.

The proposed research project aims to fill two significant gaps. First, although employee resilience has been studied extensively in the organisational psychology literature, it lacks sufficient empirical investigation in T&H literature. Second, while prior research strongly focused on disasters (e.g., COVID-19, earthquakes, terrorism) as the backdrop for tourism employee resilience research, few studies examine employee capabilities of encountering workplace requirements for collaborative intelligence (i.e., human and machines work together). Further investigation on tourism employee resilience or adaptability toward the surge of disruptive technologies is urgently imperative, in preparing for a strong workforce in rapid digital transformation in T&H. In addition, the proposed research project is expected to offer a methodological contribution by using physiological measures to assess tourism employees' mental workload when interacting with disruptive technologies in working environments.

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