武傑

Title: Assistant Professor
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教育背景

2020-2024　　Ph.D.: 大連理工大學, 管理科學與工程;

2022-2023　　Visiting Ph.D.: 新加坡國立大學, 工業系統工程與管理;

2015-2018　　Master: 大連理工大學, 管理科學與工程;

2011-2015　　BS/BA: 大連理工大學, 軟體工程.

工作經驗

2023-2024　　科研助理 / 香港理工大學

2024-至今　　助理教授 / 澳門科技大學

教學活動

供應鏈管理中的 ERP 應用；企業資源規劃

研究領域

大資料分析；生成式人工智慧；消費者情感；數字行銷

學術成果

[1] Chen, J., **Wu, J.**, Wang, D., & Stantic, B. (2025). Beyond static rankings: A tourist experience-driven approach to measure destination competitiveness. Tourism Management, 106, 105022. (SSCI Q1, IF 10.9, ABS4, ABDC-A*)

[2] **Wu, J.**, Chen, J., Yang, T., & Zhao, N. (2024). How to stay competitive: An innovative concept to assess the business competitiveness using online restaurant reviews. International Journal of Hospitality Management, 122, 103836. (SSCI Q1, IF 9.9, ABS3, ABDC-A*)

[3] **Wu, J.**, Zhao, N., & Yang, T. (2024). Wisdom of crowds: SWOT analysis based on hybrid text mining methods using online reviews. *Journal of Business Research*, *171*, 114378. (SSCI Q1, IF 10.5, ABS3, ABDC-A)

[4] **Wu, J.**, Yang, T., Zhou, Z., & Zhao, N. (2023). Consumers' affective needs matter: Open innovation through mining luxury hotels' online reviews. *International Journal of Hospitality Management*, *114*, 103556. (SSCI Q1, IF 9.9, ABS3, ABDC-A*)

[5] Yang, T., **Wu, J.***, & Zhang, J. (2024). Knowing how satisfied/dissatisfied is far from enough: a comprehensive customer satisfaction analysis framework based on hybrid text mining techniques. *International Journal of Contemporary Hospitality Management*, *36*(3), 873-892. (SSCI Q1, IF 9.1, ABS3, ABDC-A) (*Corresponding author)

[6] **Wu, J.**, & Yang, T. (2024). Has COVID-19 Changed Consumers' Satisfiers and Dissatisfiers? Evidence from Online Reviews of 5-Star Hotels in Shanghai and Beijing. Journal of China Tourism Research, 20(2), 430-452. (ESCI, IF 1.3, ABS1, ABDC-B)

[7] **Wu, J.**, & Zhao, N. (2023). What consumer complaints should hoteliers prioritize? Analysis of online reviews under different market segments. *Journal of Hospitality Marketing & Management*, *32*(1), 1-28. (SSCI Q1, IF 11.9, ABS1, ABDC-A)

[8] **Wu, J.**, & Yang, T. (2023). Service attributes for sustainable rural tourism from online comments: Tourist satisfaction perspective. *Journal of Destination Marketing & Management*, *30*, 100822. (SSCI Q1, IF 8.9, ABS1, ABDC-A)

[9] **Wu, J.**, Zhang, J., & Zhao, N. (2023). How to boost e-commerce for poverty alleviation? A perspective on competitiveness analysis using online reviews. *Electronic Commerce Research*, 1-32. (SSCI Q3, IF 3.7, ABS2, ABDC-A)

[10] **武傑，那日薩，鄭雅璿**. 基於線上評論的電商助農消費者抱怨分析. 系統工程學報, 已接收. (NSFC 管理科學 A 類期刊)

會議論文

[1] *** Best Paper Award ***
Yang, T., **Wu, J.**, Dang, Y., & Wu, J. The effect of similarity between reviews and business profiles on travel review usefulness. Presented at the 3rd Global Congress of Special Interest Tourism & Hospitality Conference (GLOSITH 2023), Macau, China. 2023.11.10 – 2023.11.12.

[2] Chen, J., & **Wu, J.** A flow-based indicator to analyse and understand tourist mobility: The case of the Greater Bay Area. Presented at the 3rd Global Congress of Special Interest Tourism & Hospitality Conference (GLOSITH 2023), Macau, China. 2023.11.10 – 2023.11.12.

[3] Chen, J., & **Wu, J.** Beyond static rankings: A tourist-opinion driven approach to measure destination competitiveness over time. Presented at the IMPACT2023, Hong Kong, China. 2023.12.07 – 2023.12.08.

其他專業資格

Ad-hoc reviewer for International Journal of Hospitality Management, International Journal of Contemporary Hospitality Management, Annals of Tourism Research Empirical Insights, Journal of Hospitality and Tourism Management

獎項

大連理工大學 優秀研究生	2023
大連理工大學 優秀畢業生	2023
大連市 優秀畢業生	2023
大連理工大學 學習優秀獎學金	2012