

武杰



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Faculty : School of Business
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教育背景

2020-2024 Ph.D.: 大连理工大学, 管理科学与工程;
2022-2023 Visiting Ph.D.: 新加坡国立大学, 工业系统工程与管理;
2015-2018 Master: 大连理工大学, 管理科学与工程;
2011-2015 BS/BA: 大连理工大学, 软件工程.

工作經驗

2023-2024 科研助理 / 香港理工大学
2024-至今 助理教授 / 澳门科技大学

教學活動

供应链管理中的 ERP 应用; 企业资源规划

研究領域

大数据分析; 生成式人工智能; 消费者情感; 数字营销

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] **武杰, 那日萨, 郑雅璇**. 基于在线评论的电商助农消费者抱怨分析. *系统工程学报*, 已接收. (NSFC 管理科学 A 类期刊)

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

大连理工大学 优秀研究生	2023
大连理工大学 优秀毕业生	2023
大连市 优秀毕业生	2023
大连理工大学 学习优秀奖学金	2012