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### 學歷

- 旅遊管理博士/酒店與旅遊管理學院/澳門科技大學
- 國際旅遊管理碩士/酒店與旅遊管理學院/澳門科技大學
- 管理學學士/旅遊學院/黃山學院

### 教學科目

- 戶外遊憩實務
- 休閒活動規劃與設計
- 人力資源管理
- 風險管理
- 實習與報告

### 研究方向

- 資訊技術在旅遊和酒店業中的應用
- 智慧旅遊/酒店
- 社交媒體行銷
- 節事活動管理
- 旅遊產業可持續發展

### 工作經驗

2025 – 至今：講師/博雅學院/澳門科技大學

### 發表 (學術期刊論文/研討會論文)

#### 學術期刊論文

1. **Chen, H.**, Pai, C. K., Xu, Y., & Lee, T. (2026). Customer perceptions of co-creation and service innovation in smart hotels: the role of technology readiness. *Journal of Hospitality and Tourism Technology*, 1-21. <https://doi.org/10.1108/JHTT-02-2025-0149> (SSCI, Q1)
2. **Chen, H.**, Ce, G., Sun, L., & Pai, C. K.\* (2026). Gamification and re-attendance at festivals: a sequential mediation model with flow state and memorable festival experience. *International Journal of Event and Festival Management*, 17(1), 1-19. <https://doi.org/10.1108/IJEFM-11-2024-0149> (ESCI, Q2)
3. Guo, C., Long, Z., **Chen, H.**, & Pai, C. K.\* (2025). From tourists to tourism braggers: Unveiling the motivations and impacts of tourists' bragging on



- destination advocacy. *Tourism and Hospitality Research*, 14673584251390479. <https://doi.org/10.1177/14673584251390479> (ESCI, Q2)
4. Pai, C. K., Sun, L., **Chen, H.\***, Lee, T. J., & Hyun, S. S. (2025). The relationships between disabled tourists' well-being and their travel intentions. *International Journal of Tourism Research*, 27(3), e70045. <https://doi.org/10.1002/jtr.70045> (SSCI, Q1)
  5. **Chen, H.**, Lai, I. K. W., & Pai, C. K.\* (2025). The value of short tour guide-led travel videos in stimulating tourists' intention through travel inspiration: A mixed-methods study. *Asia Pacific Journal of Tourism Research*, 1-16. <https://doi.org/10.1080/10941665.2025.2486035> (SSCI, Q1)
  6. Pai, C. K., Zhang, J., & **Chen, H.\*** (2025). The effects of tourists' experiences of sports events on their social media content generation: mediating roles of flow and attachment. *Journal of China Tourism Research*, 1-28. <https://doi.org/10.1080/19388160.2024.2448627> (ESCI, Q2)
  7. Pai, C. K., Liang, J., **Chen, H.**, & Zhang, J.\* (2025). Exploring the impact of destination coolness on self-identity and destination advocacy among Generation Z tourists: a self-identity theory perspective. *Asia Pacific Journal of Tourism Research*, 30(4), 421-436. <https://doi.org/10.1080/10941665.2024.2437625> (SSCI, Q1)
  8. Pai, C. K., **Chen, H.**, Lai, I. K. W., & Li, T.\* (2025). Assessing the quality of smart tourism technology: development and validation of a measurement scale. *Journal of Hospitality and Tourism Technology*, 16(4), 645-664. <https://doi.org/10.1108/JHTT-01-2024-0013> (SSCI, Q1)
  9. Pai, C. K., Guo, C., & **Chen, H.\*** (2025). Exploring the factors influencing tourists' outbound travel intentions in the post-COVID-19 era. *Journal of China Tourism Research*, 21(1), 133-155. <https://doi.org/10.1080/19388160.2024.2314222> (ESCI, Q2)
  10. Lu, L.\*, Zhao, J., & **Chen, H.** (2024). Investigating OTA employees' double-edged perceptions of ChatGPT: The moderating role of organizational support. *International Journal of Hospitality Management*, 120, 103753. <https://doi.org/10.1016/j.ijhm.2024.103753> (SSCI, Q1)
  11. **Chen, H.**, Chen, T., Yang, C. Y.\*, Pai, C. K., & Gao, Y. (2024). Exploring the inhibitors and triggers of social media users' motivation for food photo sharing. *Cogent Social Sciences*, 10(1), 2321666. <https://doi.org/10.1080/23311886.2024.2321666> (ESCI, Q2)
  12. Pai, C. K., **Chen, H.\***, & Wang, Y. (2024). The moderating effect of safety image on guests' perceived risk and revisit intentions in luxury hotels. *International Journal of Tourism Research*, 26(1), e2614. <https://doi.org/10.1002/jtr.2614> (SSCI, Q1)
  13. **Chen, H.**, Zhao, J., Lu, L., & Pai, C. K.\* (2024). A comparative study between the US and China to explore users' intention to continue using mobile payments



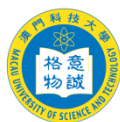
- based on valence theory. *Current Psychology*, 43(17), 15843-15858.  
<https://doi.org/10.1007/s12144-023-05499-9> (SSCI, Q1)
14. Pai, C. K., **Chen, H.**, Lee, T. J., Hyun, S. S.\*, Liu, Y., & Zheng, Y. (2024). The impacts of under-tourism and place attachment on residents' life satisfaction. *Journal of Vacation Marketing*, 30(4), 694-712.  
<https://doi.org/10.1177/13567667231164807> (SSCI, Q1, **ESI Top 1% highly cited paper & Top 0.1% hot paper**)

### 研討會論文

1. **Chen, H.\***, Zhang, R., & Pai, C. K. (2025). Assessing Memorable Tourism Experiences: From the Technology-Enabled Perspective. *Asia Pacific Tourism Association (APTA) 2025 Annual Conference*, 7-9 July 2025, Busan, South Korea.
2. Zhang, R., **Chen, H.\***, Huang, Z., & Pai, C. K. (2025). Accessing Tourist's Smart Tourism Experience: A Scale Development and Validation. *Asia Pacific Tourism Association (APTA) 2025 Annual Conference*, 7-9 July 2025, Busan, South Korea.
3. Lin, Y., **Chen, H.\***, Yang, Y., & Pai, C. K. (2025). How to Improve Customers' Brand Loyalty? The Role of Luxury Branded Hotel Identity. *Asia Pacific Tourism Association (APTA) 2025 Annual Conference*, 7-9 July 2025, Busan, South Korea.
4. Guo, C., **Chen, H.\***, Liang, J., & Pai, C. K. (2025). The Influence of Destination Attractiveness and Internet-Famous Landmark Attractiveness on Emotions and Check-In Travel Intention: The Moderating Role of The Big Five Personalities. *Asia Pacific Tourism Association (APTA) 2025 Annual Conference*, 7-9 July 2025, Busan, South Korea.
5. Wang, W., **Chen, H.\***, & Pai, C. K. (2025). Explore The Effect of Folklore Festival Personality on Tourists' Place Attachment Based on Identity Theory. *Asia Pacific Tourism Association (APTA) 2025 Annual Conference*, 7-9 July 2025, Busan, South Korea.
6. Pai, C. K., **Chen, H.\***, & Sun, L. (2025). Assessing Tour Guide-Generated Short Travel Video Values: A Measurement Scale Development. *Asia Pacific Tourism Association (APTA) 2025 Annual Conference*, 7-9 July 2025, Busan, South Korea.
7. Luo, Z., Li, L., & **Chen, H.\*** (2025). The Uniqueness of Consumer Behavior in Girlfriends' Tourism: Investigating the Impact of "Appearance Economy" on Travel Destination Choice. The 2nd International Early-Career Researcher Conference in Hospitality and Tourism, 9-11 May 2025, Macau, China.
8. Li, L., Luo, Z., & **Chen, H.\*** (2025). The Impact of AI Technology on Exhibition Scenarios: Opportunities and Challenges of New Technology Applications. The 2nd International Early-Career Researcher Conference in Hospitality and Tourism, 9-11 May 2025, Macau, China.



9. Guo, C., **Chen, H.**, Sun, L., & Pai, C. K.\* (2025). The Impact of Internet-Famous Landmarks on Local Communities: Negative Impacts and Tourism Development Support. The 2nd International Early-Career Researcher Conference in Hospitality and Tourism, 9-11 May 2025, Macau, China.
10. Wang, W., **Chen, H.**, Huang, Z., & Pai, C. K.\* (2025). The Effect of Cute Food Traits on Customer loyalty and Satisfaction: An Emotional Solidarity Perspective. The 2nd International Early-Career Researcher Conference in Hospitality and Tourism, 9-11 May 2025, Macau, China.
11. Lin, Y., **Chen, H.**, Wang, W., & Pai, C. K.\* (2025). Exploring the Intrinsic Influence Mechanism of Memorable Brand Experience on Customer Loyalty: A Case of Luxury Branded Hotel. The 2nd International Early-Career Researcher Conference in Hospitality and Tourism, 9-11 May 2025, Macau, China.
12. **Chen, H.**, Guo, C., & Pai, C. K.\* (2024). Does Gamification Make Festivals Memorable? The Mediating Role of Flow. *The first International Symposium on Gastronomy and Sustainable Tourism (ISGST 2024)*, 23-25 August 2024, Suan Dusit University, Thailand.
13. Pai, C. K., Wang, W., & **Chen, H.\*** (2024). The Effect of Folklore Festival Personality on Tourists' Perception of Festival Identity and Place Attachment: A Study from the Perspective of Emotional Solidarity. *The 22nd APacCHRIE Conference*, 24-26 May 2024, Seoul, Korea.
14. **Chen, H.**, Pai, C. K.\*, & Guo, C. (2024). The Effects of Short Video Features on Postmodern Tourists' Travel Planning Behavior: The Mediating Role of Travel Inspiration. *The 22nd APacCHRIE Conference*, 24-26 May 2024, Seoul, Korea.
15. Guo, C., **Chen, H.**, & Pai, C. K.\* (2024). The Effects of Chinese Tourists' Sense of Safety on Storytelling in Outbound Tourism. *The 22nd APacCHRIE Conference*, 24-26 May 2024, Seoul, Korea.
16. Liang, J., **Chen, H.**, & Pai, C. K.\* (2024). Exploring the influence of tourists' perceived destination restorative qualities on revisit intention in marine wellness tourism. *The 1st International Early-Career Researcher Conference in Hospitality and Tourism*, 10-12 May 2024, Macau, China.
17. Guo, C., **Chen, H.**, & Pai, C. K.\* (2024). How to Build Destination Brand Love through Short-form Videos? The Moderating Role of Self-consistency. *The 1st International Early-Career Researcher Conference in Hospitality and Tourism*, 10-12 May 2024, Macau, China.
18. Luo, Z., Li, L., & **Chen, H.\*** (2024). From Luxury Brands to Luxury Branded Hotels: Identifying the Components of Luxury Branded Hotel Personality. *The 1st International Early-Career Researcher Conference in Hospitality and Tourism*, 10-12 May 2024, Macau, China.
19. Li, L., Luo, Z., & **Chen, H.\*** (2024). The Effect of Trendy Tourism on Gen Z Tourists' Impulsive Travel Intention: The Moderating Role of Fear of Missing Out. *The 1st International Early-Career Researcher Conference in Hospitality*



- and Tourism*, 10-12 May 2024, Macau, China.
20. **Chen, H.\***, Zhao, J., Pai, C. K., & Chen, T. (2024). Are Tourism Employees Willing to Collaborate with ChatGPT? An Empirical Study Based on the Expanding Information Systems Success Model. *The 29th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. 4-6 January 2024, Miami, Florida.
  21. Zhao, J., Chen, T., Pai, C. K., & **Chen, H.\*** (2024). Perceived Benefits, Risks and Continuous Intention of Using Mobile Payment among Chinese Tourists. *The 29th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. 4-6 January 2024, Miami, Florida.
  22. Guo, C., **Chen, H.\***, & Pai, C. K. (2023). The Influence of Solo Traveler's Satisfaction on Subjective Well-being: based on the PERMA Framework. *The 3rd GLOSITH Conference*. 10-12 November 2023, Macau, China.
  23. Liao, Y., & **Chen, H.\*** (2023). Exploring the Marketing Potential of ChatGPT 4.0 for Travel Itinerary Planning: An Empirical Study on Perceived Value. *The 19th ABEAI Conference*, 16-19 November 2023, Honolulu, Hawaii.
  24. Pai, C. K., Zhang, J., Lee, T. J.\*, & **Chen, H.** (2023). Research on the Influence of Content Characteristics of TikTok Food Short Videos on Tourists' Destination Choice. *The 3rd ICoHOTH Conference*, 8-10 September 2023, Bangkok, Thailand.
  25. Guo, C., Chen, K. T., **Chen, H.\***, & Pai, C. K. (2023). The Impact of Food Values Featured in the Video Film on Destination's Perceived Food Image and Food Tourism Intention: The Mediating Role of Sense of Envy and Food Mental Involvement. *The 3rd ICoHOTH Conference*, 8-10 September 2023, Bangkok, Thailand. **(Best Paper Award)**
  26. Pai, C. K., **Chen, H.\***, Chen, K. T., & Kang, S. (2023). The Effect of Sport Events Visitors' Experiential Value on The Flow, Attachment, and Behavior Intention. *Asia Pacific Tourism Association (APTA) 2023 Annual Conference*, 5-7 July 2023, Chiang Mai, Thailand.
  27. **Chen, H.**, Pai, C. K., Lee, T. J.\*, & Chen, T. (2023). Exploring the Factors of Travelers' Outbound Travel Intentions in the Post Covid-19 Pandemic Era. *Asia Pacific Tourism Association (APTA) 2023 Annual Conference*, 5-7 July 2023, Chiang Mai, Thailand.
  28. Chen, T., Pai, C. K., Lee, T. J.\*, & **Chen, H.** (2023). Exploring Factors Affecting Travel Intentions in the Post-COVID-19. *Asia Pacific Tourism Association (APTA) 2023 Annual Conference*, 5-7 July 2023, Chiang Mai, Thailand.
  29. Pai, C. K., **Chen, H.**, Kang, S\*, & Lee, T. J. (2023). Exploring well-being of travelers with disabilities: A Framework Based on PERMA. *2023 Tourism Hospitality Event Conference for Researchers Educators Practitioners Students (THEREPS) (Apr. 14-15). Las Vegas, NV.*



30. **Chen, H.**, Pai, C. K., Kang, S.\*, & Lee, J. (2022). Exploring the Impact of Anticipated Customer Experience Quality (CEXQ) on the Intention to Visit Smart Hotel Based on the Attributes of Smart Hotel: The Moderating Effect of Situational Factors. *The 92<sup>nd</sup> TOSOK Busan International Tourism Conference (TOSOK 2022)*, 13-15 July 2022, BEXCO Convention Hall 1F-3F, Busan, Republic of Korea.
31. Lee, T., Pai, C. K., **Chen, H.**, & Kang, S.\* (2022). An Examination of Festival Quality on Festival Experience and Destination Recommendation. *The 91<sup>th</sup> TOSOK International Tourism Conference (TOSOK 2022)*, 15-16 February 2022, Alpensia Convention Center, Pyeongchang, Gangwon-do, Republic of Korea.

#### 科研項目

主研人，2025.09 - 2025.12，十五運會和殘特奧會粵港澳協同發展理論與實踐研究課題“重大賽事協調策略驅動粵港澳大灣區文旅協同新動能：基於十五運會與殘特奧會的遊客觀賽體驗與品牌效應研究（2025GBA-104）”（2025GBA-104）

--**優秀結項**

#### 特邀審稿人

- Tourism Review
- Current Issues in Tourism
- Asia Pacific Journal of Tourism Research
- Journal of Hospitality and Tourism Technology
- International Journal of Tourism Research
- Journal of Quality Assurance in Hospitality & Tourism
- PloS one
- International Journal of Hospitality & Tourism Administration
- Frontiers in Sports and Active Living

最後更新： 2026 年 1 月 26 日