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## 學歷

2023.09–2026.08

博士，旅遊管理，酒店與旅遊管理學院，澳門科技大學，中國澳門

2021.09–2023.07

碩士，國際酒店管理，國際旅遊與管理學院，澳門城市大學，中國澳門

2017.09–2021.07

學士，金融，商學院，東莞城市大學，中國東莞

## 教學科目

財務會計；管理會計

## 研究方向

用戶生成內容、消費者行為、旅遊與酒店業市場營銷與管理、旅遊政策

## 工作經驗

2026.09–至今

澳門科技大學，博雅學院——講師

## 發表 (學術期刊論文/期刊文章/書籍/專題/書籍章節/研討會論文)

### Journal Articles

1. **Hu, Z.**, Chen, X., Zhang, Y., & Luo, J. M. (2026). Hotel online employee experiences and employee satisfaction and recommendation: An evolutionary stimulus-organism-response perspective. *International Journal of Contemporary Hospitality Management*, 1–20.

**SSCI Q1 IF: 11.3 ABDC: A ABS: 3 Top 10% Journal**

2. **Hu, Z.**, Chen, L., & Duan, J. (2026). Transit visa-free and inbound tourism: City-level evidence from China. *Journal of Travel Research*. Advance online publication. <https://doi.org/10.1177/00472875261454674>

**SSCI Q1 IF: 9.7 ABDC: A\* ABS: 4 Top 10% Journal**

3. **Hu, Z.**, Chi, C. G.-Q., & Luo, J. M. (2026). Plugging into the future: How electric vehicle (EV) charging facilities affect U.S. hotel customers' perceptions and decisions. *Journal of Hospitality Marketing & Management*. Advance online publication. <https://doi.org/10.1080/19368623.2025.2594109>



**SSCI Q1 IF: 12.4 ABDC: A ABS: 1 Top 10% Journal**

4. Zhou, P., **Hu, Z.**, Chen, H., & Luo, J. M. (2026). Professional mentality in the age of intelligence: How does cynicism moderate the impact of AI awareness on employees' career development? *International Journal of Hospitality Management*, 134, 104531. <https://doi.org/10.1016/j.ijhm.2025.104531>

**SSCI Q1 IF: 8.3 ABDC: A\* ABS: 3 Top 10% Journal**

5. Yu, S., Li, X., & **Hu, Z.** (2026). Does intergenerational conflict reduce the subjective well-being of adult children? The role of conflict management styles. *Applied Research in Quality of Life*. <https://doi.org/10.1007/s11482-026-10569-8>

**SSCI Q1 IF: 2.7 ABDC: B**

6. **Hu, Z.**, Zhou, P., Law, R., & Luo, J. M. (2026). Exploring differences in customer emotion toward robot and human employees in different hotel service scenarios. *Journal of Quality Assurance in Hospitality & Tourism*. Advance online publication. <https://doi.org/10.1080/1528008X.2026.2619433>

**ESCI Q2 IF: 2.8 ABDC: B ABS: 1**

7. **Hu, Z.**, Yu, S., & Luo, J. M. (2025). "This is inequity!" Exploring the potential positive impact of negative online reviews. *Journal of Hospitality and Tourism Management*, 64, 101321. <https://doi.org/10.1016/j.jhtm.2025.101321>

**SSCI Q1 IF: 10.1 ABDC: A\* ABS: 2 Top 10% Journal**

8. **Hu, Z.**, Yu, S., & Luo, J. M. (2025). Exploring customer heterogeneity in hotel attribute preferences: An empirical study based on role theory. *Journal of Vacation Marketing*. Advance online publication. <https://doi.org/10.1177/13567667251352547>

**SSCI Q1 IF: 5.6 ABDC: A ABS: 1**

9. **Hu, Z.**, & Luo, J. M. (2025). Understanding residents' motivation, psychological involvement, and psychological well-being in urban parks. *Cities*, 157, 105598. <https://doi.org/10.1016/j.cities.2024.105598>

**SSCI Q1 IF: 7.0 ABS: 2 Top 10% Journal Nature Index Journal**

10. Luo, J. M., **Hu, Z\***, & Leong, A. M. W. (2025). Exploring the experience attributes of intangible cultural heritage through big data analytics. *Journal of Vacation Marketing*. Advance online publication. <https://doi.org/10.1177/13567667251323644>

**Corresponding author.**

**SSCI Q1 IF: 5.6 ABDC: A ABS: 1**

11. **Hu, Z.**, Luo, J. M., Geng-Qing Chi, C., & Gursoy, D. (2024). Examination of experience attributes of parks in urban tourist destinations and their influence on visitor satisfaction: A topic modelling approach. *Leisure Studies*. Advance online publication. <https://doi.org/10.1080/02614367.2024.2392583>

**SSCI Q2 IF: 2.8 ABDC: A ABS: 2**

12. Luo, J. M., **Hu, Z\***, & Law, R. (2024). Exploring online consumer experiences and experiential emotions offered by travel websites that accept cryptocurrency payments. *International Journal of Hospitality Management*, 119, 103721. <https://doi.org/10.1016/j.ijhm.2024.103721>

**Corresponding author.**



SSCI Q1 IF: 8.3 ABDC: A\* ABS: 3 Top 10% Journal

13. Luo, J. M., & Hu, Z. (2023). Blockchain technology-based business model: A case study of travel sites. *Journal of Tourism Quarterly*, 5(3–4), 59–76.

**Corresponding author.**

### Conference Papers

1. Hu, Z., Chi, C. G.-Q., & Luo, J. M. (2025, November). *How electric vehicle (EV) charging facilities affect U.S. hotel customers' perceptions and decisions*. [Paper presentation]. EuroCHRIE 2025 Conference, Hague, Netherlands.

2. Hu, Z., & Luo, J. M. (2023, August). *Seasonal differences in urban park experience attributes: Results of UGC topic modelling*. [Paper presentation]. 10th Advances in Hospitality & Tourism Marketing and Management (AHTMM) Conference, Rome, Italy.

3. Hu, Z., & Luo, J. M. (2023, November). *Seasonal variations in tourist image of Mount Fuji: A user-generated content analysis*. [Paper presentation]. 3rd Global Congress of Special Interest Tourism & Hospitality Conference, Macau, China.

### 科研項目

2023 – 2024 | 研究助理 旅遊脈絡下對非物質表演藝術遺產態度之研究——以粵劇為例

來源：澳門科技大學基金會

- 數據處理：協助開展定性與定量研究，負責核心資料的收集、整理與數據清洗分析。
- 學術產出：深度參與項目研究報告及學術論文的撰寫工作。

2021 – 2022 | 研究助理 基於 COVID-19 影響評估的粵港澳大灣區旅遊產業可持續發展策略研究

來源：澳門基金會

- 研究執行：參與定性與定量研究的設計與落地，完成大規模資料收集與數據分析。
- 報告撰寫：協助統籌並撰寫官方研究報告及相關學術論文。

2019 – 2020 | 項目負責人 東莞及周邊地區金融人才需求調查

來源：2019 年廣東省大學生創新創業訓練計劃

- 團隊統籌：帶領研究團隊，主導調研方案與問卷設計。
- 實地調研：跨部門協調銀行、證券及保險機構完成實地訪談與數據採集，並獨立撰寫研究報告。

### 獎項及榮譽

2022 | 第五屆粵港澳大灣區研究生論壇優秀論文獎

2019 | 第十屆「正大盃」全國大學生市場調查與分析大賽二等獎

2018 | 全國大學生金融科技創新大賽華南賽區二等獎

2018 | 全國移動互聯創新大賽廣東賽區三等獎



2018 | HUAWEI Developer Codelabs 優秀獎

編輯及學術服務 (副主編/編委會/客座編輯/特邀審稿人)

期刊審稿人：

International Journal of Contemporary Hospitality Management (SSCI)

Journal of Hospitality and Tourism Management (SSCI)

Tourism Review (SSCI)

Current Issues in Tourism (SSCI)

Journal of Vacation Marketing (SSCI)

Humanities and Social Sciences Communications (SSCI)

Journal of Quality Assurance in Hospitality & Tourism (ESCI)

會議編輯：

編委會成員，2024/2025 粵港澳大灣區城市命運與發展論壇

最後更新：2026 年 9 月 02 日