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(Assistant Professor)

研究方向(Research Area) :

智慧旅遊

Smart Tourism

服務管理

Service Improvement

社交媒體分析

Data-driven Tourism

文本挖掘

Social Media Mining

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◇ JOURNAL PAPER

- ◆ **Chenxi Zhang**, Zeshui Xu*, Xunjie Gou, Shuixia Chen. An Online Reviews-Driven Method for the Prioritization of Improvements in Hotel Services. *Tourism Management*, 2021, 87, 104382. (SSCI, JCR Q1, ABS 4)
- ◆ Meng Zhao, Mengjiao Liu, Chang Xu, **Chenxi Zhang***. Classifying Travelers' Requirements from Online Reviews: An Improved Kano Model. *International Journal of Contemporary Hospitality Management*, 2023, 36(1), 91-112. (SSCI, JCR Q1, ABS 3) *Corresponding Author
- ◆ **Chenxi Zhang**, Meng Zhao*, Mingyao Cai, Qirui Xiao. Multi-Stage Multi-Attribute Decision Making Method Based on Online Reviews for Hotel Selection Considering the Aspirations with Different Development Speeds. *Computers & Industrial Engineering*, 2020, 143, 106421. (SCI, JCR Q1, ABS 2)
- ◆ **Chenxi Zhang**, Meng Zhao*, Lichao Zhao, Qinfei Yuan. A Consensus Model for Large-Scale Group Decision-Making Based on the Trust Relationship Considering Leadership Behaviors and Non-cooperative Behaviors. *Group Decision and Negotiation*, 2021, 30: 553-586. (SSCI, JCR Q2, ABS 2)
- ◆ **Chenxi Zhang**, Zeshui Xu*, Xunjie Gou, Marinko Škare. The Dynamic Impact of Inflation on Supply Chain and Competitiveness: Bibliometric and Econometric Analysis. *Journal of Competitiveness*, 2023, 15(1), 146-167. (SSCI, JCR Q1)



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- ◆ Meng Zhao, **Chenxi Zhang**, Yiqi Hu, Zeshui Xu*, Hao Liu. Modelling Consumer Satisfaction Based on Online Reviews Using the Improved Kano Model from The Perspective of Risk Attitude and Aspiration. Technological and Economic Development of Economy, 2021, 27(3): 550-582. (SSCI, JCR Q1)
- ◆ Meng Zhao, **Chenxi Zhang**, Yiqi Hu, Gang Li. Multi-Attribute Group Decision Making Method Based on Aspiration Satisfaction Function[J]. Chinese Journal of Management Science, 2020, 28(02): 220-230. (CSSCI)
- ◆ Meng Zhao, **Chenxi Zhang**, Jinlei Qin, Bing Zhang. Multi-Criteria Decision Making Method with Probabilistic Linguistic Weight Information Based on Design of Experimental[J]. Operations Research and Management Science, 2021, 30(01): 50-56. (CSSCI)
- ◆ Zhongmin Pu, **Chenxi Zhang**, Zeshui Xu*, Xinxin Wang. Hotel Selection Based on Online Reviews: A Novel Fuzzy Decision Support Model Considering Risk Attitudes of Customers. Journal of the Operational Research Society, 2023, online. DOI: 10.1080/01605682.2023.2249938. (SSCI, JCR Q2, ABS 3)
- ◆ Shuixia Chen, Zeshui Xu*, Xinxin Wang, **Chenxi Zhang**. Ambient Air Pollutants Concentration Prediction During the COVID-19: A Method Based on Transfer Learning. Knowledge-Based Systems, 2022, 258, 109996. (SCI, JCR Q1)
- ◆ Shuixia Chen, Eric W. T. Ngai, Yaoyao Ku, Zeshui Xu*, Xunjie Gou, **Chenxi Zhang**. Prediction of hotel booking cancellations: Integration of machine learning and probability model based on interpretable feature interaction. Decision Support Systems, 2022, 170, 113959. (SCI, JCR Q1, ABS 3)



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◇ CONFERENCE PAPER

- ◆ **Chenxi Zhang**, Bingqing Xiong, Eric Lim, Chee-Wee Tan, Zeshui Xu. Classification of Online Customer Reviews for Digital Product Innovation: A Motivation Perspective. The 20th Annual Pre-ICIS Workshop on HCI Research in MIS (Pre-ICIS SIGHCI 2021).

◇ RESEARCH PROJECT

- ◆ General Project of National Natural Science Foundation of China: The Theory And Application of Probabilistic Preference Intelligent Decision Making for Medical Auxiliary Diagnosis, Project participant, 2023.
- ◆ Youth Project of National Natural Science Foundation of China: Hybrid Multi-Attribute Decision Making Method Based on Aspiration Satisfaction Function, Project participant, 2018.
- ◆ Humanities and Social Sciences Youth Foundation of Ministry of Education of China: Emergency medical resource demand prediction and intelligent decision making driven by multi-source heterogeneous cognitive information, Project participant, 2022.
- ◆ Fundamental Research Funds for the Central Universities: Online product recommendation methods considering consumer behavior factors, Project participant, 2019.
- ◆ Soft Science Research Program Project of Sichuan Province: "Double Carbon" target under sichuan province energy transformation path methods and optimization, project participants, 2022



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- ◆ Natural Science Foundation of Sichuan Province: Complex cognitive information driven by sichuan provincial emergency medical resource management decision problem research, project participants, 2022