



張晨曦 博士

Dr. Zhang, Chenxi
(Assistant Professor)

研究方向 (Research Area):

智慧旅遊

Smart Tourism

機器學習

Machine Learning

服務創新與設計

Service Innovation and Redesign

多模態數據挖掘

Multimodal Data Mining

數據導向旅遊

Data-driven Tourism

社交媒體分析

Social Media Mining

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◇ JOURNAL PAPER

- ◆ Xiaoli Wang, **Chenxi Zhang***, Zeshui Xu. A Product recommendation model based on online reviews: improving PageRank algorithm considering attribute weights. Journal of Retailing and Consumer Services, 2024, accept. *Corresponding Author (SSCI, JCR Q1, ABS 2)
- ◆ Meng Zhao, Xinyu Meng, **Chenxi Zhang***, Yimai Zhang. Making Platform Recommendations More Responsive to the Expectations of Different Types of Consumers: A Recommendation Method Based on Online Reviews. Applied Intelligence, 2024, accept. *Corresponding Author (SCI, JCR Q2)
- ◆ Zhongmin Pu, **Chenxi Zhang**, Zeshui Xu*. A Review of Consumer Preference Mining Based on Online Reviews[J]. Chinese Journal of Management Science, 2024, 1-13. DOI:10.16381/j.cnki.issn1003-207x.2024.0483.(CSSCI, FMS T1)
- ◆ **Chenxi Zhang**, Zeshui Xu*. An Online Review-Based Method for Dealing with Health-Related Crises in the Hospitality Industry: A Case of the COVID-19 Pandemic. Total Quality Management & Business Excellence, 2024, online. DOI: 10.1080/14783363.2024.2388580 (SSCI, JCR Q2, ABS 2)
- ◆ **Chenxi Zhang**, Zeshui Xu*. Gaining insights for service improvement through unstructured text from online reviews. Journal of Retailing and Consumer Services, 2024, 80, 103898. (SSCI, JCR Q1, ABS 2)
- ◆ Chen Chen, **Chenxi Zhang***, Zeshui Xu. An Online Reviews-Driven Kano-QFD Method for Service Design. IEEE Transactions on Engineering Management, 2024, 71, 8153-8165. (SSCI, JCR Q1, ABS 3, FMS A) *Corresponding Author
- ◆ Meng Zhao, Mengjiao Liu, Chang Xu, **Chenxi Zhang***. Classifying Travelers' Requirements from Online Reviews: An Improved Kano Model. International Journal of Contemporary Hospitality Management, 2024, 36(1), 91-112. (SSCI, JCR Q1, ABS 3, FMS B) *Corresponding Author
- ◆ 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, 2024, 75(7), 1407-1420. (SSCI, JCR Q2, ABS 3, FMS B)
- ◆ **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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- ◆ 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*, 2023, 170, 113959. (SCI, JCR Q1, ABS 3, FMS B)
- ◆ 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 Q1)
- ◆ **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, FMS A)
- ◆ **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 Q1, ABS 2, FMS B)
- ◆ 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**, 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, FMS T2)
- ◆ **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, FMS B)
- ◆ 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, FMS T1)



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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.
- ◆ 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.
- ◆ Soft Science Research Program Project of Sichuan Province: "Double Carbon" target under sichuan province energy transformation path methods and optimization, project participants, 2022
- ◆ Natural Science Foundation of Sichuan Province: Complex cognitive information driven by sichuan provincial emergency medical resource management decision problem research, project participants, 2022
- ◆ General Project of National Natural Science Foundation of China: Probabilistic Preference Decision Theory and its Application in Water Resources Emergency Management, Project participants, 2021
- ◆ Fundamental Research Funds for the Central Universities: Online product recommendation methods considering consumer behavior factors, Project participant, 2019.
- ◆ Youth Project of National Natural Science Foundation of China: Hybrid Multi-Attribute Decision Making Method Based on Aspiration Satisfaction Function, Project participant, 2018.

◆ CERTIFICATES AND AWARDS

- ◆ 2024 Outstanding Mentor Teacher for the 2th National Virtual Hotel Management Competition
- ◆ 2024 Outstanding Mentor Teacher for the 14th National Student Red Tourism Creative Planning Competition



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- ◆ 2023 Outstanding Graduate Master Student of Sichuan University
- ◆ 2022 First-Class Academic Scholarship of Sichuan University
- ◆ 2021 Outstanding Master Student of Sichuan University
- ◆ 2020 Outstanding Graduate of Liaoning Province
- ◆ 2019 He-Gang Scholarship
- ◆ 2019 Outstanding Master Student Leader of Northeastern University
- ◆ 2018 First-Class Academic Scholarship of Northeastern University