



MACAU UNIVERSITY
OF SCIENCE AND TECHNOLOGY
澳門科技大學

Faculty of
Hospitality and Tourism Management
酒店與旅遊管理學院

Jinkyung Jenny Kim
Assistant Professor

<u>Areas of Research Expertise</u>	<u>Areas of Teaching Expertise</u>
<ul style="list-style-type: none">● Hospitality and tourism management● Innovation in hospitality and tourism● Sustainable hospitality and tourism● Branding and marketing strategy● Customer experience and behavior	<ul style="list-style-type: none">● Hotel management and system● Sales, distribution, and revenue management● Hospitality and tourism marketing● Consumer behavior● Research in hospitality and tourism

Qualifications

[Academic Qualifications]

2019 Ph.D. / Hotel and Tourism Management / Sejong University / South Korea
2016 Master / Tourism Management / Sejong University / South Korea
2002 Diploma / Hotel Management / Cesar Ritz / Switzerland
2000 Bachelor / Business Administration / Inha University / South Korea

[Teaching Experience]

Sept 2023 ~ Present Assistant Professor / Faculty of Hospitality and Tourism Management
Macau University of Science and Technology, Macau
Sept 2019 ~ Aug 2023 Assistant Professor / College of Hotel and Tourism Management
Yongsan University, Busan, South Korea
Mar 2018 ~ June 2019 Adjunct Professor / Department of Tourism
Hanyang University, Seoul, South Korea
Mar 2013 ~ Feb 2018 Adjunct Professor and Part-time Lecturer / Division of Hotel and Tourism
Baeseok Arts University, Seoul, South Korea

[Industry Experience]

Aug 2015 ~ Apr 2019 Area Director of Sales & Distribution (South Korea) and Director of Sales & Marketing Projects (Asia Pacific excl. China) / Brand, Marketing, Sales and Consumer Services
Marriott International, Hong Kong
Jan 2015 ~ Aug 2015 Director of Sales & Marketing / Sales & Marketing
Hyatt Regency Jeju, Jeju Island, South Korea
Jul 2012 ~ Dec 2014 Director of Sales & Marketing / Sales & Marketing
Grand Hyatt Incheon, Incheon, South Korea
Oct 2011 ~ Jul 2012 Director of Sales & Marketing / Sales & Marketing
The Westin & Sheraton Changbaishan Resort, Jilin Province, China
Jan 2008 ~ Oct 2011 Director of Sales, Director of Revenue Management, and Assistant Director of Sales / Sales and Revenue Management
The Westin Beijing Chaoyang, Beijing, China
Apr 2006 ~ Dec 2007 Senior Sales Manager / Sales
Shangri-La's China World Hotel, Beijing, China

Mar 2004 ~ Apr 2006	Sales Manager / Sales Swissotel Hong Kong Macau Center, Beijing, China
Sep 2002 ~ Jan 2004	Intern / Front Office Marriott Downtown Indianapolis, Indiana, United States
Oct 2001 ~ Mar 2002	Service Trainee, Food & Beverage Hôtel Mövenpick, Genève, Switzerland
Sep 2000 ~ Mar 2001	Service Trainee, Food & Beverage Hôtel La Barcarolle, Nyon, Switzerland

[Editorial Experience]

May 2022 ~ Present	Ad hoc reviewer of the Journal of Retailing and Consumer Services
Mar 2022 ~ Present	Ad hoc reviewer of the Tourism Review
Nov 2021 ~ Present	Ad hoc reviewer of the Journal of Vacation Marketing
Mar 2021 ~ Nov 2021	Guest Editor / Special issue “Contemporary issues and phenomenon in the hospitality and tourism / Sustainability
Jul 2021 ~ Present	Ad hoc reviewer of the Journal of Hospitality and Tourism Technology
Jun 2021 ~ Present	Ad hoc reviewer of the Tourism Management
May 2021 ~ Present	Ad hoc reviewer of the Journal of Travel & Tourism Marketing
Apr 2021 ~ Present	Ad hoc reviewer of the Current Issues in Tourism
Sept 2020 ~ Present	Ad hoc reviewer of the International Journal of Contemporary Hospitality Management
Sept 2020 ~ Present	Ad hoc reviewer of the International Journal of Hospitality Management
Aug 2020 ~ Present	Ad hoc reviewer of the Journal of Hospitality Marketing & Management
Aug 2020 ~ Present	Ad hoc reviewer of the Costal Management Journal
Jun 2020 ~ Present	Ad hoc reviewer of the Journal of Hospitality and Tourism Management
Dec 2019 ~ Present	Ad hoc reviewer of the Journal of Sustainable Tourism
Sept 2017 ~ Aug 2019	Editorial Advisory Board of the Korean Journal of Hospitality and Tourism

Research & Publications

[Journal Articles]

Kim, J. J., Radic, A., Ariza-Montes, A., Chua, B. L., Koo, B., Kim, S., & Han, H. (2024). Cars are Ready to Fly: Urban Air Mobility and Psychological Process of Sustainable Travel Mode Choices. *The International Journal of Aerospace Psychology*, 1-21.

Chi, X., Kim, S., Chiriko, A. Y., Han, H.*, Cheng, X., Meng, B., & **Kim, J. J.** (2024). Tourists’ ethically responsible participation in animal-based tourism: A configurational impact assessment. *Journal of Vacation Marketing*, 13567667241268650.

Taheri, B., Olya, H., & **Kim, J. J.*** (2024). Travel market maven in a traditional marketplace. *International Journal of Tourism Research*, 26(4), e2697.

Fakfare, P., Phucharoen, C., **Kim, J. J.**, & Han, H.* (2024). Ethics for tourism: integrating Confucian harmony and ethical beliefs into animal tourism. *Journal of Travel & Tourism Marketing*, 41(7), 1-18.

Fakfare, P., Manosuthi, N., Lee, J. S., Han, H.*, Jarumaneerat, T., & **Kim, J. J.** (2024). Marine tourism and environmental preservation: determinants of tourists’ ecofriendly behavior and promotion through word-of-mouth. *Asia Pacific Journal of Tourism Research*, 1-21.

Han, H., Kim, S., Hailu, T. B., Al-Ansi, A., Lee, J., & **Kim, J. J.*** (2024). Effects of cognitive, affective and normative drivers of artificial intelligence ChatGPT on continuous use intention. *Journal of Hospitality and Tourism Technology*.

- Kim, J. J.**, Kim, J., Joo, K. H., & Hwang, J. (2024). The antecedents and consequences of task–technology fit of facial recognition payment systems in the restaurant industry: cultural differences. *Journal of Hospitality and Tourism Technology*, 15(3), 397-416.
- Han, H., Kim, S., Hailu, T. B., Al-Ansi, A., Loureiro, S. M. C., & **Kim, J. J.*** (2024). Determinants of approach behavior for ChatGPT and their configurational influence in the hospitality and tourism sector: a cumulative prospect theory. *International Journal of Contemporary Hospitality Management*.
- Han, H., Kim, S. S., Badu-Baiden, F., Al-Ansi, A., & **Kim, J. J.*** (2024). Drivers of hotel guests' choice of smart products: Applying a complexity theory involving TAM, technology readiness, TPB, and emotion factors. *International Journal of Hospitality Management*, 120, 103755.
- Meng, B., Chi, X., **Kim, J. J.**, Kim, G., Quan, W., & Han, H.* (2024). Traveling with pets and staying at a pet-friendly hotel: A combination effect of the BRT, TPB, and NAM on consumer behaviors. *International Journal of Hospitality Management*, 120, 103771.
- Radic, A., Quan, W., Ariza-Montes, A., Koo, B., **Kim, J. J.**, Chua, B. L., ... & Han, H.* (2024). Do Tourists Dream of Urban Air Mobility? Psychology and the Unified Theory of Acceptance and Use of Technology. *Journal of China Tourism Research*, 1-35.
- Kim, J. J.*** (2024). Brand portfolio extension of international hotel chains: a perspective on consumer confusion and consumer decision-making process. *International Journal of Contemporary Hospitality Management*, 36(9), 3093-3111.
- Hwang, J., Kim, J. S., Kim, H. M., & **Kim, J. J.*** (2024). Effects of motivated consumer innovativeness on facial recognition payment adoption in the restaurant industry: A cross-cultural study. *International Journal of Hospitality Management*, 117, 103646.
- Kim, J. J.**, Kim, S., Hailu, T. B., Ha, H., & Han, H. (2023). Impacts of UAM on tourism: the roles of innovative characteristics, motivated consumer innovativeness, attitude, problem awareness, and cultural differences. *Asia Pacific Journal of Tourism Research*, 28(12), 1452-1472.
- Kim, J. J.**, Fakfare, P., Lee, J. S., Chi, X., Meng, B., Ryu, H. B., & Han, H. (2023). Determinants of travelers' image and desire toward animal tourism. *Asia Pacific Journal of Tourism Research*, 28(10), 1088-1105.
- Kim, J. J.**, Weldesenbet, E. G., Kim, S., Gedecho, E. K., Han, H., & Hong, J. (2023). Re-assessing hotel room performance before and during the pandemic. *Journal of Vacation Marketing*, 13567667231211349.
- Kim, J. J.*** (2023). Brand personality of global chain hotels, self-congruity, and self-discrepancy on customer responses. *International Journal of Hospitality Management*, 114, 103565.
- Hwang, J., Kim, H., & **Kim, J. J.*** (2023). Examining the importance of motivation and its impact on outcome variables in the context of edible insect restaurant. *SAGE Open*, 13(2), 21582440231180088.
- Hwang, J., **Kim, J. J.**, Choe, J. Y. J.*, & Kim, H. M. (2023). The importance of information quality according to the type of employee in the airline industry: Robot versus human. *International Journal of Hospitality Management*, 114, 103537.
- Kim, J. J.**, Lee, M. J., & Han, H.* (2023). The psychology of vacationers' hotel brand choice in a post-pandemic world. *Journal of Vacation Marketing*, 29(2), 206-221.
- Hwang, J., **Kim, J. J.**, Choe, J. Y. J.*, & Kim, H. M. (2023). Is a robot barista better than a human barista? A moderating role of type of service providers. *Journal of Hospitality & Tourism Research*, 10963480231171324.
- Ariza-Montes, A., Quan, W., Radic, A., Koo, B., **Kim, J. J.**, Chua, B. L., & Han, H. (2023). Understanding the behavioral intention to use urban air autonomous vehicles. *Technological Forecasting and Social Change*, 191, 122483.
- Kim, J. J.**, Kim, S., Hailu, T. B., Ryu, H. B., & Han, H. (2023). Does central bank digital currency (CBDC) payment create the opportunity for the tourism industry?. *Journal of Hospitality & Tourism Research*, 10963480231158773.

- Kim, J. J.,** Lee, J. S., & Han, H.* (2023). Tangible and intangible hotel in-room amenities in shaping customer experience and the consequences in the with-corona era. *International Journal of Contemporary Hospitality Management*, 35(2), 657-681.
- Quan, L., **Kim, J. J.,** & Han, H.* (2022). Customer views on comprehensive green hotel selection attributes and analysis of importance-performance. *Journal of Travel & Tourism Marketing*, 39(6), 535-554.
- Kim, J. J.,** Radic, A., Chua, B. L., Koo, B., & Han, H.* (2022). Digital currency and payment innovation in the hospitality and tourism industry. *International Journal of Hospitality Management*, 107, 103314.
- Kim, J. J.,** Kim, H. M., & Hwang, J.* (2022). Consequences of brand modernity in the coffee industry: the moderating role of human barista and robot barista. *Journal of Hospitality and Tourism Technology*, 13(5), 801-815.
- Kim, J. J.,** & Han, H.* (2022). Hotel service innovation with smart technologies: Exploring consumers' readiness and behaviors. *Sustainability*, 14(10), 5746.
- Hwang, J., Kim, H. M., Joo, K. H., & **Kim, J. J.*** (2022). The antecedents and consequences of brand authenticity in the restaurant industry: Robot service employees versus human service employees. *Journal of Travel & Tourism Marketing*, 39(2), 256-270.
- Radic, A., Quan, W., Koo, B., Chua, B. L., **Kim, J. J.,** & Han, H.* (2022). Central bank digital currency as a payment method for tourists: application of the theory of planned behavior to digital Yuan/Won/Dollar choice. *Journal of Travel & Tourism Marketing*, 39(2), 152-172.
- Radic, A., Koo, B., **Kim, J. J.,** & Han, H.* (2022). No jab, no international travel? Linking TRA, mass media, motivation, and experience. *Journal of Vacation Marketing*, 13567667221095587.
- Han, H., Al-Ansi, A., Chua, B. L., Ahmad, N., **Kim, J. J.,** Radic, A., & Bobby Ryu, H. * (2022). Reconciling civilizations: eliciting residents' attitude and behaviours for international Muslim tourism and development. *Current Issues in Tourism*, 1-19.
- Radic, A., Koo, B., **Kim, J. J.,** Ariza-Montes, A., Vega-Muñoz, A., & Han, H. (2022). The effects of media encouragements on coronavirus vaccination decision and public interest in traveling abroad. *Information*, 13(3), 157.
- Kim, J. J.,** & Han, H.* (2022). Redefining in-room amenities for hotel staycationers in the new era of tourism: A deep dive into guest well-being and intentions. *International Journal of Hospitality Management*, 102, 103168.
- Kim, J. J.,** & Han, H.* (2022). Saving the hotel industry: Strategic response to the COVID-19 pandemic, hotel selection analysis, and customer retention. *International Journal of Hospitality Management*, 102, 103163.
- Choe, J. Y., **Kim, J. J.,** & Hwang, J.* (2022). Innovative robotic restaurants in Korea: merging a technology acceptance model and theory of planned behaviour. *Asian Journal of Technology Innovation*, 1-24.
- Hwang, J., Choe, J. Y. J., Kim, H. M., & **Kim, J. J.*** (2021). The antecedents and consequences of memorable brand experience: Human baristas versus robot baristas. *Journal of Hospitality and Tourism Management*, 48, 561-571.
- Hwang, J., Choe, J. Y. J., Kim, H. M., & **Kim, J. J.*** (2021). Human baristas and robot baristas: How does brand experience affect brand satisfaction, brand attitude, brand attachment, and brand loyalty?. *International Journal of Hospitality Management*, 99, 103050.
- Kim, J. J.,** Yoon, Y., & Kim, E. J.* (2021). A comparison of faculty and student acceptance behavior toward learning management systems. *International Journal of Environmental Research and Public Health*, 18(16), 8570.
- Ngah, A. H., Anuar, M. M., Rozar, N. N., Ariza-Montes, A., Araya-Castillo, L., **Kim, J. J.,** & Han, H.* (2021). Online sellers' reuse behaviour for third-party logistics services: An innovative model development and e-commerce. *Sustainability*, 13(14), 7679.

- Hwang, J., & **Kim, J. J.*** (2021). Edible insects: How to increase the sustainable consumption behavior among restaurant consumers. *International Journal of Environmental Research and Public Health*, 18(12), 6520.
- Hwang, J., & **Kim, J. J.*** (2021). Expected benefits with using drone food delivery services: its impacts on attitude and behavioral intentions. *Journal of Hospitality and Tourism Technology*, 12(3), 593-606.
- Kim, J. J.**, Han, H.*, & Ariza-Montes, A. (2021). The impact of hotel attributes, well-being perception, and attitudes on brand loyalty: Examining the moderating role of COVID-19 pandemic. *Journal of Retailing and Consumer Services*, 62, 102634.
- Hwang, J., Choe, J. Y., Choi, Y. G., & **Kim, J. J.*** (2021). A comparative study on the motivated consumer innovativeness of drone food delivery services before and after the outbreak of COVID-19. *Journal of Travel & Tourism Marketing*, 38(4), 368-382.
- Hwang, J., Kim, H., **Kim, J. J.**, & Kim, I.* (2021). Investigation of perceived risks and their outcome variables in the context of robotic restaurants. *Journal of Travel & Tourism Marketing*, 38(3), 263-281.
- Han, H., Lee, K. S.*, Radic, A., Ngah, A. H., & **Kim, J. J.** (2021). The extended self-identify-based electric product adoption model and airline business strategy: A new theoretical framework for green technology products. *Journal of Travel & Tourism Marketing*, 38(3), 247-262.
- Radic, A., Lück, M., Al-Ansi, A., Chua, B. L., Seeler, S., Raposo, A., ... **Kim, J. J.**, & Han, H.* (2021). To dine, or not to dine on a cruise ship in the time of the COVID-19 pandemic: The tripartite approach towards an understanding of behavioral intentions among female passengers. *Sustainability*, 13(5), 2516.
- Kim, J. J.**, Ariza-Montes, A., & Han, H.* (2021). The role of expected benefits towards smart hotels in shaping customer behavior: Comparison by age and gender. *Sustainability*, 13(4), 1698.
- Kim, E. J., **Kim, J. J.***, & Han, S. H.* (2021). Understanding student acceptance of online learning systems in higher education: Application of social psychology theories with consideration of user innovativeness. *Sustainability*, 13(2), 896.
- Choe, J. Y. J., **Kim, J. J.**, & Hwang, J.* (2021). Perceived risks from drone food delivery services before and after COVID-19. *International Journal of Contemporary Hospitality Management*, 33(4), 1276-1296.
- Choe, J. Y., **Kim, J. J.**, & Hwang, J.* (2021). Innovative marketing strategies for the successful construction of drone food delivery services: Merging TAM with TPB. *Journal of Travel & Tourism Marketing*, 38(1), 16-30.
- Hwang, J., **Kim, J. J.**, & Lee, K. W. (2021). Investigating consumer innovativeness in the context of drone food delivery services: Its impact on attitude and behavioral intentions. *Technological Forecasting and Social Change*, 163, 120433.
- Hwang, J., Lee, J. S., **Kim, J. J.***, & Sial, M. S. (2021). Application of internal environmental locus of control to the context of eco-friendly drone food delivery services. *Journal of Sustainable Tourism*, 29(7), 1098-1116.
- Kim, J. J.**, Kim, I., & Hwang, J.* (2021). A change of perceived innovativeness for contactless food delivery services using drones after the outbreak of COVID-19. *International Journal of Hospitality Management*, 93, 102758.
- Kim, J. J.**, Chua, B. L., & Han, H.* (2021). Mobile hotel reservations and customer behavior: Channel familiarity and channel type. *Journal of Vacation Marketing*, 27(1), 82-102.
- Hwang, J., **Kim, J. J.**, Lee, J. S. H.*, & Sahito, N. (2020). How to form well-being perception and its outcomes in the context of elderly tourism: Moderating role of tour guide services. *International Journal of Environmental Research and Public Health*, 17(3), 1029.
- Kim, J. J.**, & Han, H.* (2020). Hotel of the future: Exploring the attributes of a smart hotel adopting a mixed-methods approach. *Journal of Travel & Tourism Marketing*, 37(7), 804-822.

- Kim, J. J.**, Choe, J. Y. J., & Hwang, J.* (2020). Application of consumer innovativeness to the context of robotic restaurants. *International Journal of Contemporary Hospitality Management*, 33(1), 224-242.
- Han, H., Koo, B., Chua, B. L., Sul, H. K., & **Kim, J. J.*** (2020). Travelers' intentions for green behaviors at airports: Exploring the effect of green physical surroundings using mixed methods. *Journal of Hospitality and Tourism Management*, 45, 569-579.
- Han, H., Lee, S., **Kim, J. J.**, & Ryu, H. B.* (2020). Coronavirus disease (COVID-19), traveler behaviors, and international tourism businesses: Impact of the corporate social responsibility (CSR), knowledge, psychological distress, attitude, and ascribed responsibility. *Sustainability*, 12, 8639.
- Kim, J. J.**, Lee, M. J., & Han, H.* (2020). Smart hotels and sustainable consumer behavior: Testing the effect of perceived performance, attitude, and technology readiness on word-of-mouth. *International Journal of Environmental Research and Public Health*, 17(20), 7455.
- Choe, J. Y. J., **Kim, J. J.**, & Hwang, J.* (2020). The environmentally friendly role of edible insect restaurants in the tourism industry: Applying an extended theory of planned behavior. *International Journal of Contemporary Hospitality Management*, 32(11), 3581-3600.
- Hwang, J., **Kim, J. J.***, & Lee, S. (2020). The importance of philanthropic corporate social responsibility and its impact on attitude and behavioral intentions: The moderating role of the barista disability status. *Sustainability*, 12(15), 6235.
- Hwang, J., Choe, J. Y. J., & **Kim, J. J.*** (2020). Strategy for enhancing the image of edible insect restaurants: Focus on internal environmental locus of control. *Journal of Hospitality and Tourism Management*, 45, 48-57.
- Hwang, J., Kim, W. *, & **Kim, J. J.** (2020). Application of the value-belief-norm model to environmentally friendly drone food delivery services. *International Journal of Contemporary Hospitality Management*, 32(5), 1775-1794.
- Hwang, J., Kim, D., & **Kim, J. J.*** (2020). How to form behavioral intentions in the field of drone food delivery services: The moderating role of the COVID-19 outbreak. *International Journal of Environmental Research and Public Health*, 17(23), 9117.
- Kim, J. J.**, & Hwang, J.* (2020). Merging the norm activation model and the theory of planned behavior in the context of drone food delivery services: Does the level of product knowledge really matter?. *Journal of Hospitality and Tourism Management*, 42, 1-11.
- Han, H., Olya, H. G., Untaru, E. N., Ispas, A., **Kim, J. J. ***, & Kim, W. (2020). Impact of airport green atmospherics on mental health value, image, and loyalty among visitors and workers. *Business Strategy and the Environment*, 29(3), 1186-1198.
- Kim, H., **Kim, J. J.***, & Asif, M. (2019). The antecedents and consequences of travelers' well-being perceptions: Focusing on Chinese tourist shopping at a duty free. *International Journal of Environmental Research and Public Health*, 16(24), 5081.
- Kim, J. J.**, Lee, Y., & Han, H.* (2019). Exploring competitive hotel selection attributes among guests: An importance-performance analysis. *Journal of Travel & Tourism Marketing*, 36(9), 998-1011.
- Han, H., Lee, S., Al-Ansi, A., Kim, H. C., Ryu, H. B., **Kim, J. J.**, & Kim, W.* (2019). Convention tourism and sustainability: Exploring influencing factors on delegate green behavior that reduce environmental impacts. *Sustainability*, 11(14), 3903.
- Kim, J. J.**, Kim, K., & Hwang, J*. (2019). Self-enhancement driven first-class airline travelers' behavior: The moderating role of third-party certification. *Sustainability*, 11(12), 3285.
- Han, H., Thuong, P. T. M., Kiatkawsin, K., Ryu, H. B., **Kim, J. J.**, & Kim, W.* (2019). Spa hotels: Factors promoting wellness travelers' postpurchase behavior. *Social Behavior and Personality: An International Journal*, 47(6), 1-13.
- Han, H., Olya, H. G., **Kim, J. J.**, & Kim, W.* (2018). Model of sustainable behavior: Assessing cognitive, emotional and normative influence in the cruise context. *Business Strategy and the Environment*, 27(7), 789-800.

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[Research Projects Funded]

- Faculty Research Grants-General Research Grants for year 2024: Tourists' environmentally responsible behaviors in the island tourism context: Incorporating environmental literacy into social psychology theories (MOP 30,000 funded by Macau University of Science and Technology (FRG-24-008-FHTM))
- Principle investigator for year 2022: Consumer confusion due to the brand portfolio extension of global chain hotel companies and consumer decision-making process (KRW20,000,000 funded by the Ministry of Education of the Republic of Korea and the National Research Foundation of Korea (NRF-2022S1A5A8051002))
- Principle investigator for year 2020: The role of expected benefits towards smart hotels in shaping customer behavior: Comparison by age and gender (KRW20,000,000 funded by the Ministry of Education of the Republic of Korea and the National Research Foundation of Korea (NRF-2020S1A5A8044923))