Chulmo Koo, PhD, Professor

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Smart Tourism Education Platform (STEP)
College of Hotel & Tourism Management
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● **Research Interest**

eTourism/Smart Tourism

● **Education**

Ph. D. in College of Business Administration, Sogang University, Seoul, South Korea
Master Degree in Management Information Systems, Ajou University, Suwon, South Korea
Bachelor degree in English Linguistics and Literature, Ajou University, Suwon, South Korea

● **Employment**

(Sep. 1 2020-Aug. 1 2021), Chair, Professor, Smart Tourism Education Platform, Kyung Hee University.
(Feb. 1. 2020 –Aug. 31 2021) Department Chair of Exhibition & Convention Management, College of Hotel & Tourism Management, Kyung Hee University
(Mar. 1 2019 - Current) Professor, College of Hotel & Tourism Management, Kyung Hee University
(Feb. 2018 - Jan. 2019) Visiting Professor, College of Hospitality and Tourism, University of Surrey, England
(Mar. 2015 - Feb. 2017) Department Chair of Convention Management, College of Hotel & Tourism Management, Kyung Hee University
(Sep. 2016) Tenured Associate Professor of Convention Management, College of Hotel & Tourism Management, Kyung Hee University
(Mar. 2014 - Aug. 2016) Associate Professor of Convention Management, College of Hotel & Tourism Management, Kyung Hee University
(Mar. 2012 - Feb. 2014) Assistant Professor of Convention Management, College of Hotel & Tourism Management, Kyung Hee University, South Korea
(Mar. 2008 - Feb. 2014) Assistant Professor of College of Business, Chosun University, South Korea
(Jan. 2008 - Feb. 2008) Researcher of Graduate School of Information, Yonsei University, South Korea
(Jan. 2007 - Dec. 2007) Research Professor of BK (Brain Korea) 21, Computer & Information Technology Research Group, Inha University, South Korea
(Aug. 2004 - May 2006) Faculty Member (Full time instructor), College of Business, Marshall University, West Virginia, USA
(Mar. 2004 - Aug 2004) Postdoctoral researcher, Management Information Systems Research Center

(MISRC), Carlson School of Management, University of Minnesota, Minnesota, USA

● Academic Activities

(2021-Current) Editor-in-Chief, Journal of Smart Tourism
(2020-Current) Board member of director, IFITT https://www.ifitt.org/
(2020-Current) Asia Chapter Chair of IFITT
(2019 - Current) Editor-in-Chief, The Journal of Internet Electronic Commerce Research
(2017 – 2019) Vice-chairman, The Tourism Sciences Society of Korea
(2017) Vice-chairman, Business Society
(2017) Vice-chairman, The Korea Society of Management Information Systems
(2017) Vice-chairman, The Knowledge Management Society of Korea
(2016 – 2018) Editor-in-chief, Journal of Korea Service Management Society

● Guest Editorial Roles

(2020) Co-guest Editor with Younghoon Chang, "New Technolgoies for the Tourism and Hospitality Industry," Industrial Management and Data Systems (SCIE).
(2020) Co-guest Editor with Zheng Xiang, Ulrike Gretzel, Marianna Sigala, "Artificial Intelligence (AI) and Robotics in Travel, Tourism and Leisure," Electronic Markets (SSCI).
(2019) Co-guest Editor with Brian Donnellan, Ulrike Gretzel, "Smart Tourism Cities," Asia Pacific Journal of Tourism Research (SSCI).
(2018) Co-guest Editor with Lorenzo Cantoni, "Informatics/Data Analysis in Smart Tourism," Information Processing & Management (SSCI).
(2018) Co-guest Editor with Ulrike Gretzel, "Mobile Technology and Smart Tourism Development," Sustainability (SSCI).
(2018) Co-guest Editor with Luiz Medes-Filho, Dimitrios Buhalis, "Smart Tourism and Competitive Advantage for Stakeholders," Tourism Research (Special Issue 2018).
(2017) Co-guest Editor with, Jae-Nam, Lee & Jaehyun Park, "Smart Tourism: Traveler, Business, and Organizational Perspectives," Information and Management (SSCI).
(2017) Co-guest Editor with, Lis Tussyadiah, "How Technology-Enhanced Tourism is Transforming Societies, Cultures, and Economics," Technological Forecasting & Social Change (SSCI).
(2017) Co-guest Editor with, Fevzi Okumus, Cihan Cobanoglu, Francesco Ricci, "Smart, Connected Hospitality and Tourism," Information Systems Frontiers (SCIE).
(2017) Co-guest Editor with, Ulrike Gretzel, Lina Zhong, "The Application of Smart Tourism to Cities," for International Journal of Tourism Cities.
(2017) Co-guest Editor with, Rob Law, Lawrence Hoc Nang Fong, Ben Haobin Ye, "Social Media in Hospitality and Tourism," for International Journal of Contemporary Hospitality Management (SSCI).
(2016) Co-guest Editors with Jae-Nam Lee, Kyung-Hyan Yoo, and Markus Zanker, "Generative Smart Tourism Systems: Man-Machine Interaction," for International Journal of Information Management (SSCI).
(2015) Co-guest Editor with, Hannes Werthner, Ulkie Greztel, Carlos Lamsfus, "Smart Tourism Systems: Convergence of Information Technologies, Business Models and Experiences," for Computers in Human Behavior (SSCI).
(2015) Co-guest Editor with Ulike Greztel, Marianna Sigala, and Zheng Xiang, "Smart Tourism: Convergence of Information Technologies, Experiences, and Theories," Electronic Markets Journal (SSCI).
(2013) Co-guest Editor with, Johann Kranz, Lutz M. Klobe, and Marie-Claude Boudreau, "Smart Energy: Building Business Models, Best Practices, and Theories" for Electronic Markets (SSCI).
(2013) Co-guest Editor with Joseph Sarkis, Richard T. Watson, "Green Information Systems & Technologies: This Generation and Beyond," Information Systems Frontiers (SCIE).

- **Invited Research and Professional Presentations, Seminars, and Lectures**

Workshop Chair: "Shaping the Future of Tourism Education: Discuss Smart Tourism Research and Education," in ENTER2021, International Federation for Information Technology in Travel & Tourism (IFITT). Enter@yourplace, 19-21 Jan.2021. (Participants: Ulrike Gretzel, Cihan Cobanoglu, Lorenzo Cantoni, Iis Tussyadiah, Claudia Brözel, Sangwon Park, Pierre Benckendorff, Zheng Xiang)
Invited Speaker: "Big Data Approach for a Destination: Busan", Busan Tourism Organization, Forum, Busan, 15 May, 2020.
Workshop Chair: "Smart Tourism City" in ENTER2020, Conference, International Federation for Information Technology in Travel & Tourism (IFITT). Guildford, England, 9-11 Jan, 2020.
Invited Speaker: "Smart Tourism City" in the Tourism Sciences Society of Korea, Hanman University, Daejon, July 4-5, 2019.
Workshop Chair: "AI enabled Smart Tourism Experiences" in ENTER 2019Conference, International Federation for Information Technology in Travel & Tourism (IFITT). Nicosia, Cyprus, 30 Jan - 1 Feb, 2019.
Invited Speaker: "Smart Tourism & Artificial Intelligence" Bournmouth University, England, 26-27 Nov, 2018.
Invited Speaker: "Smart Tourism: Challenges for the Future" APTA 2017 Annual Convergence, Busan Korea, 18-21 June, 2017.
Invited Speaker: "Innovative, Convergent, Valuable Tourism" Asia Pacific Forum 2017,Deagu Korea, 22-24 June, 2017.
Workshop Chair: "2017 Bilateral Korea-Japan Research Colloquium: Smart City &Tourism Framework," Okinawa, Japan, 19-21 Feb, 2017.
Presenter: "2015 Winter Collaboration Research Colloquium: China-Korea Smart Tourism," Nankai University, China, 29 Dec, 2015.
Presenter: "2015 Summer Collaboration Research Colloquium: Discovering Meanings and Directions on Tourism, IT, and Design," Tokyo Institute of Technology (Ookayama Campus), Japan, Aug 27, 2015.
Presenter: "Where Are We Now and Where Are We Heading" Presenter, "Smart and Connected Tourism Technologies." Industry Focus Workshop, ENTER 2015.Conference, International Federation for Information Technology in Travel & Tourism (IFITT). Lugano, Swiss, 3-5 Feb, 2015.
Presenter: "Smart Tourism Competitiveness Index Development" Beijing China, 29 Dec, 2014.
Workshop Chair: Smart Tourism Ecosystems. Workshop, ENTER 2014 Conference, International Federation for Information Technology in Travel &Tourism (IFITT), Dublin, Ireland, 24 Jan, 2014.
Invited Speaker: "Smart Destinations", IFITTS' Google+ Hangout and YouTube Channels, International Federation for Information Technology in Travel &Tourism (IFITT), 9 June, 2014.
Invited Speaker: 1st UNWTO Regional Conference on Tourism Partnerships Future Tourism for Asia and the Pacific, "Smart Tourism Theory and KTO's Smart Tourism Marketing Case Study," InterContinental Seoul COEX, Seoul, Republic of Korea, 1-2 June 2013.

- **Projects**

PI. Sustainable Smart Tourism & Hospitality Education Platform, National Research Foundation (2020.09.01~2027.08.31), 5.1 billion (KRW), 4.2 million (USD), 3,896,400 (EURO)
PI. Kyung Hee Fellowship Project 2019.04.01~2021.03.31. 60,000,000 (KRW), 49,679 (USD), 45,840 (EURO)
Practice and Issues for Sustainable Development of Smart Tourism City, National Research Foundation (2019.09.01 - 2023.08.31)
The Economic Effects of Smart Tourism, Korea Tourism Organization (2019.07.06 - 2019.10.15)
Smart Tourism: Concepts and Cases, National Research Foundation (2018.05.01 - 2020.04.30)
In AirBnB We Trust: Understanding Consumers' Trust-Attachment Building Mechanisms in the Sharing

Economy, LG Group (2018.01.01 - 2019.01.31)

An analysis on performance and strategy development of Global Ph.D Fellowship, National Research Foundation (2017.11.01-2018.02.28)

The Investigation on the Pilot Project of Big Data Flagship, Jeju Techno Park (2017.11.01-2017.12.31)

Developing B2B Framework for Safety in Domestic Walking Tourism, Korea Culture & Tourism Institute, (2017.04.03 -2017.12.29)

Building Competitive Advantage through Creating Smart Tourism Ecosystems, National Research Foundation (2016.09.01 - 2019.08.31)

The Investigation on Train Transportation Use of Quality of Life, Korea Railroad Research Institute (2015.08.03 - 2015.10.31)

Korea-China Global Smart Tourism Competitiveness Index Development, National Research Foundation (2014.09.01 - 2015.08.31)

Performance Analysis and Development for Research System of Global Research Network, National Research Foundation (2014.08.29 - 2014.11.28)

Smart Tourism Competitiveness Index Development, Kyung Hee University (2014.03 – 2014.12)

Building Competitive Advantage through Creating Smart Tourism Ecosystems, National Research Foundation (2013.06.01 – 2015.05.31)

Smart Tourism Survey for International Visitors, Korea Tourism Organization (2013.01 – 2013.02.28)

The Use of Social Media in Travel Information Searches: A Value-Based Adoption and Rejection Dichotomy Perspectives, Kyung Hee University (2012.03.01 - 2013.02.28)

International R&D Effectiveness Evaluation for Performance Management, National Research Foundation (2011.12.01 - 2012.03.31)

Green IT Behavior and its Device Usage, Chosun University (2011.04.01 - 2012.03.30)

Ubiquitous Computing Environment & Smart Service Systems Implementation, National Research Foundation (2010.08.30 -2011.05.30)

The Effective Approach for u-IT Health Project (u-IT Adoption, Information Presentation, Sensing Technology Development), National Research Foundation (2010.09.01 - 2011.08.30)

Cluster Effects: Focusing on CoP and Absorptive Capacity (2010.09.01 - 2012.08.30)

Firm Performance Impact of Green Practice Coordination in Supply Chain, Jeogseok Logistics Foundation (2010.01.01 - 2010.12.31)

New Subject and Course Developments of IT Convergence for Undergraduate Majoring [Curriculum Vitae of Prof.Chulmo Koo] Business Administration & Dual Degree Engineering Students, National Research Foundation (2009.07.01 - 2011.06.30)

The Satisfaction Model of e-Banking Channels in Indonesia, Chosun University (2009.04.01 - 2010.03.31)

A Study on Information System Interoperability Based on Indirect Mapping Between Multilingual Ontologies, Korea-Sweden Research Collaboration Program (KOSEF) (2008.10.01 - 2010.09.30)

The Change of Social Relationship among Inter Generations based on the Evolution of Communication Methods, Korea Information Strategy Development Institute (2008.07.01 - 2008.11.30)

A Holistic Approach on IT Service & IT Governance Management and its Effects: A Conceptual Research Model and its Empirical Test, Korea Research Foundation (2008.07.01 - 2009.06.30)

Electronic Strategy and Performance for Online Business Model, Chosun University Annual Academic Fund (2008.04.01 - 2009.03.31)

Absorptive Capacity for Supply Chain Management and Firm Performance, Jeongseok Research Institute of International Logistics and Trade (2007.08.01 - 2007.12.31)

DEA (Data Envelopment Analysis) for Software Project Productivity: Software Development and Maintenance Comparison, Korea Research Foundation (2004.04.01 - 2005.03.31)

Awards

(2020)
(2019) Excellent Professor of Kyung Hee University

(2018 – 2020) Kyung Hee Fellowship Award, Kyung Hee University
(2017) Research Excellent Award, President from Kyung Hee University
(2017) Research professor of International Collaboration Research, LG YeonNam Foundation
(2017) Best Research Paper Award, The 2017 TOSOK International Conference, "Rationality and Search Information in Tourism Decisions: Sina Weibo."
(2016) Best Research Paper Award, Smart Tourism Congress Barcelona (STCB), "The Effect of Price Vs. Safety Features Information On Consumer Decisions in AirBnB."
(2015) Best Research Paper Award, The 78th TOSOK International Tourism Conference (Seoul Korea), Title: "The Antecedents of Business Collaboration and its Consequences in an Exhibition Context: Perspective of Exhibitor."
(2015) Best Research Paper Award. World Hospitality & Tourism Forum, "Smart Tourism Destination Competitiveness."
(2015) 1st Place, Best Research Paper Award, ENTER 2015 eTourism Conference, "Mediating Roles of Self-Image Expression: Sharing Travel Information on SNSs."
(2015) 2nd Place, PhD Proposal Awards, ENTER 2015 eTourism Conference "Online Tourism Review: Three Phases for Successful Destination Relationships."
(2015) Best Paper 2nd place, Journal of Information Technology and Management, "IT Usage and Task Performance in Hospitality Industry."
(2014) Best Research Paper Award, World Hospitality & Tourism Forum, "Effects of Media Experience on Destination Contents and Intention to Visit."

Publications

37 papers were published in SSCI journals and 83 papers were published in KCI for 5 years
International Journal Papers

2021

1. Jo H, Chung, N., Hlee, S, & Koo, C. (2021). Perceived Affordances and Regret in Online Travel Agencies. Journal of Travel Research (Online)

2. Lee, H., Yang, S-B, and Koo, C. (2021). Dyadic communication in online review platforms: an exploratory approach. *Current Issues in Tourism*, 1-18.

3. Koo, C. and Chang, Y. (2021). Guest editorial: New technologies for the tourism and hospitality industry, *Industrial Management & Data Systems*, 121(6), 1145-1151.

4. Zhou J, Yhee, Y,m Kim, E, Kim, JY, and Koo, C. (2021). Sustainable tourism cities: Linking idol attachment to sense of place, *Sustainability*, 13(5), 2763

5. Gretzel, U. and Koo, C. (2021). Smart tourism cities: a duality of place where technology supports the convergence of touristic and residential experiences, *Asia Pacific Journal of Tourism Research*, 26(4), 352-364.

6. Role of the leisure attributes of shared bicycles in promoting leisure benefits and quality of life. *Sustainability*, 13(2), 739

7. Hee, S., Lee, H., Koo, C. and Chung, N. (2021). Fake Reviews or Not: Exploring the relationship between time trend and online restaurant reviews, *Telematics and Informatics*, 59, 1015-1060.

8. Hlee, S. Lee, H., Koo, C. and Chung, N.(2021). Will the relevance of review language and destination attractions be helpful? A data-driven approach, *Journal of Vacation Marketing* 27(1), 61-81

9. Koo, C.m Xiang, Z., Gretzel, U. and Sigala, M. (2021). Artificial intelligence (AI) and robotics in travel, hospitality and leisure. https://doi.org/10.1007/s12525-021-00494-z

10. Koo, C., Gretzel, U. and Donnellan, B. (2021). Special issue on smart tourism cities, *Asia Pacific Journal of Tourism Research*, 26, 349-351.

11. Lee, P., Koo, C., & Chung, N. (2021). Can a negative destination image be improved through hosting a mega sports event?: The case of smart tourism city Pyeong Chang. *The Journal of Sport Tourism*, 1-16.

12. Kim, H., Koo, C., & Chung, N. (2021). The role of mobility apps in memorable tourism experiences of Korean tourists: Stress-coping theory perspective. *Journal of Hospitality and Tourism Management*, 49, 548-557.

13. Kwon, J., Koo, C. (2021). TechTalk with Dr. Hannes Werthner: The First President of the In ternational Federation for IT and Travel & Tourism. *Journal of Smart Tourism*, 1(3), 1-2.

14. Chung, H., Koo, C., & Chung, N. (2021). Determinants of Hotel Customers' Use of the Con tactless Service: Mixed-Method Approach. *Knowledge Management Research*, 22(3), 235-252.

15. Cheng, A., Koo, C., & Yoon, H. (2021). The Use of Travel-Related WeChat Mini-Programs in China: An Affordance Theory Perspective. *Journal of Smart Tourism*, 1(2), 37-46.

16. Park, S., Yoon, H., Koo, C., & Lee, W. (2021). Role of the leisure attributes of shared bicycles in promoting leisure benefits and quality of life. *Sustainability (Basel, Switzerland)*, 13(2), 1-11.

17. Yhee, Y., Goo, G., & Koo, C. (2021). Meme Tourism: A Conceptual Framework. *Information and Communication Technologies in Tourism 2021*, 328-333

2020

1.Nguyen, T., Lee, K., Chung, N., & Koo, C. (2020). The way of generation Y enjoying Jazz festival: a case of the Korea (Jarasum) music festival. *Asia Pacific Journal of Tourism Research*, 25(1), 52-63. (SSCI, IF 1.352)

2. Ham, J., Koo, C., & Chung, N. (2020). Configurational patterns of competitive advantage factors for smart tourism: an equifinality perspective. *Current Issues in Tourism*, 23(9), 1066-1072.

3. Chung, H., Koo, C., & Chung, N. (2020). Scenario Based Forecasting Smart Tourism City's Tourist Demand Using Feasibility Rates. *Journal of Tourism Sciences*, 44(7), 163-197.

4. Son, S., Park, J., Kim, E., Koo, C., & Han, I. (2020). A Study on Korean Inbound Tourism Market Efficiency Strategy Using Portfolio Theory. *Knowledge Management Research*, 21(4), 265-285.

2019

1. Ham, J., Koo, C., & Chung, N. (2019). Configurational patterns of competitive advantage factors for smart tourism: an equifinality perspective. *Current Issues in Tourism*, 1-7. (SSCI, IF. 3.462)

2. Lee, H., Yang, S. B., & Koo, C. (2019). Exploring the effect of Airbnb hosts' attachment and psychological ownership in the sharing economy. *Tourism Management*, 70, 284-294. (SSCI, IF 5.921)

3. Han, H., Shin, S., Chung, N., & Koo, C. (2019). Which appeals (ethos, pathos, logos) are the most important for Airbnb users to booking?. *International Journal of Contemporary Hospitality Management*.

(SSCI, IF 3.196)

4. Koo, C., & Cantoni, L. (2019). Special issue on informatics/data analytics in smart tourism. *Information Processing and Management*, 57(1), 102-154

(SSCI, IF. 3.444)

5. Shin, S., Chung, N., Xiang, Z., & Koo, C. (2019). Assessing the impact of textual content concreteness on helpfulness in online travel reviews. *Journal of Travel Research*, *58*(4), 579-593. (SSCI, IF 5.169)

6. Hlee, S., Lee, J., Yang, S. B., & Koo, C. (2019). The moderating effect of restaurant type on hedonic versus utilitarian review evaluations. *International Journal of Hospitality Management*, *77*, 195-206. (SSCI, IF 3.445)

7. Ham, J., Lee, K., Kim, T., & Koo, C. (2019). Subjective perception patterns of online reviews: A comparison of utilitarian and hedonic values. *Information Processing & Management*, *56*(4), 1439-1456. (SSCI, IF 3.444)

8. Koo, C., Mendes Filho, L., & Buhalis, D. (2019). Smart tourism and competitive advantage for stakeholders. *Tourism Review*, *74*(1), 1-128. (SSCI)

9. Chenga, A., Renb, G., Hongc, T., & Kood, C. (2019). The WeChat Mini Program for Smart Tourism. *Asia Pacific Journal of Information Systems*, *29*(3), 489-502. (SCOPUS)

10. Han, H., Joun, Y., Um, T., Koo, C., & Chung, N. The Role of Creativity, Altruism, and Social Relationship in Sharing Travel Information Using Social Networking Services. *Asia Pacific Journal of Information Systems*, *29*(3), 359-381. (SCOPUS)

11. Hlee, S., Yhee, Y., Chung, N., & Koo, C. (2019). Service Innovation by Design Thinking Methods: A Case of Seoul Children's Grand Park (SCGP). *E-review of Tourism Research*, *17*(2). (SCOPUS)

2018

1. Kim, S., Lee, K. Y., Koo, C., & Yang, S. B. (2018). Examining the influencing factors of intention to share accommodations in online hospitality exchange networks. *Journal of Travel & Tourism Marketing*, *35*(1), 16-31. (SSCI)

2. Yang, S. B., Lee, K., Lee, H., & Koo, C. (2019). In Airbnb we trust: Understanding consumers' trust-attachment building mechanisms in the sharing economy. *International Journal of Hospitality Management*, *83*, 198-209. (SSCI, IF 3. 196)

3. Yang, S. B., Lee, H., Lee, K., & Koo, C. (2018). The application of Aristotle's rhetorical theory to the sharing economy: an empirical study of Airbnb. *Journal of Travel & Tourism Marketing*, *35*(7), 938-957. (SSCI, IF 1.453).

4. Salehan, M., Kim, D. J., & Koo, C. (2018). A study of the effect of social trust, trust in social networking services, and sharing attitude, on two dimensions of personal information sharing behavior. *The Journal of Supercomputing*, *74*(8), 3596-3619. (SCIE)

5. Lee, H., Lee, J., Chung, N., & Koo, C. (2018). Tourists' happiness: are there smart tourism technology effects?. *Asia Pacific Journal of Tourism Research*, *23*(5), 486-501.

6. Chung, N., Lee, H., Kim, J. Y., & Koo, C. (2018). The role of augmented reality for experience-influenced environments: The case of cultural heritage tourism in Korea. *Journal of Travel Research*, *57*(5), 627-643.

7. Hlee, S., Lee, H., & Koo, C. (2018). Hospitality and tourism online review research: A systematic analysis and heuristic-systematic model. *Sustainability*, *10*(4), 1141.

2017

1. Koo, C., Chung, N., & Ham, J. (2017). Assessing the user resistance to recommender systems in exhibition. *Sustainability*, *9*(11), 2041.

2. Hlee, S., Cheng, A., Koo, C., & Kim, T. (2017). The difference of information diffusion for Seoul tourism destination according to user certification on Sina Weibo: through data crawling method. *International Journal of Tourism Sciences*, *17*(4), 262-275.

3. Koo, C., Park, J., & Lee, J. N. (2017). Smart tourism: Traveler, business, and organizational perspectives.
4. Koo, C., Tussyadiah, I. P., & Hunter, W. C. (2017). Special issue on how technology-enhanced tourism is transforming societies, cultures and economies.
5. Chung, N., Koo, C., & Lee, K. (2017). Assessing the impact of mobile technology on exhibition attendees' unplanned booth visit behaviour. *Sustainability*, *9*(6), 884. (SSCI)
6. Koo, C., Ricci, F., Cobanoglu, C., & Okumus, F. (2017). Special issue on smart, connected hospitality and tourism. *Information Systems Frontiers*, *19*(4), 699-703. (SCIE)
7. Law, R., Fong, L.H.N., Koo, C. & Ye, B.H. (2017). Guest editorial, Social Media in Hospitality and Tourism. *International Journal of Contemporary Hospitality Management, 29*(2), 646-647. (SSCI)
8. Yang, S. B., Hlee, S., Lee, J., & Koo, C. (2017). An empirical examination of online restaurant reviews on Yelp. com. *International Journal of Contemporary Hospitality Management, 29*(2), 817-839. (SSCI)
9. Yang, S. B., Shin, S. H., Joun, Y., & Koo, C. (2017). Exploring the comparative importance of online hotel reviews' heuristic attributes in review helpfulness: a conjoint analysis approach. *Journal of Travel & Tourism Marketing*, *34*(7), 963-985. (SSCI)

2016

1. Gretzel, U., Zhong, L., & Koo, C. (2016). Application of smart tourism to cities. *International Journal of Tourism Cities*, *2*(2), 1-3.
2. Koo, C., Yoo, K. H., Lee, J. N., & Zanker, M. (2016). Special section on generative smart tourism systems and management: Man–machine interaction. *International Journal of Information Management, 36*(6),1301–1305. (SSCI).
3. Koo, C., Chung, N., Kim, D. J., & Hlee, S. (2016). The impact of destination websites and cultural exposure: a comparison study of experienced and inexperienced travelers. *International Journal of Tourism Cities*.
4. Koo, C., Joun, Y., Han, H., & Chung, N. (2016). A structural model for destination travel intention as a media exposure. *International Journal of Contemporary Hospitality Management*. (SSCI).
5. Chung, N., Nam, K., & Koo, C. (2016). Examining information sharing in social networking communities: Applying theories of social capital and attachment. *Telematics and Informatics*, *33*(1), 77-91. (SSCI)
6. Koo, C., Shin, S., Gretzel, U., Hunter, W. C., & Chung, N. (2016). Conceptualization of smart tourism destination competitiveness. *Asia Pacific Journal of Information Systems*, *26*(4), 561-576. (SCOPUS)

2015

1. Chung, N., Lee, H., Lee, S. J., & Koo, C. (2015). The influence of tourism website on tourists' behavior to determine destination selection: A case study of creative economy in Korea. *Technological Forecasting and Social Change*, *96*, 130-143. (SSCI)
2. Werthner, H., Chulmo Koo, Gretzel, U. & Lamsfus, C (2015). Special Issue on Smart Tourism Systems: Convergence of Information Technologies, Business Models, and Experiences. *Computers in Human Behavior, 50*(1), 556-557. (SSCI)
3. Gretzel, U. Werthner, H. Chulmo Koo, & Lamsfus, C (2015). Conceptual Foundations for Understanding Smart Tourism Ecosystems. *Computers in Human Behavior, 50*(1), 558-563. (SSCI)
4. Goo, J., Huang, C. D., & Koo, C. (2015). Learning for healthy outcomes: Exploration and exploitation with electronic medical records. *Information & Management*, *52*(5), 550-562. (SSCI)
5. Chung, N., Han, H., & Koo, C. (2015). Adoption of travel information in user-generated content on social media: the moderating effect of social presence. *Behaviour & Information Technology*, *34*(9), 902-919. (SSCI)
6. Koo, C., Chung, N., & Kim, D. J. (2015). How do social media transform politics? The role of a podcast,'Naneun Ggomsuda'in South Korea. *Information Development*, *31*(5), 421-434. (SSCI)
7. Gretzel, U., Koo, C., Sigala, M., & Xiang, Z. (2015). Special issue on smart tourism: convergence of

information technologies, experiences, and theories. *Electronic Markets*, *25*(3), 175-177. (SSCI)

8. Gretzel, U., Sigala, M., Xiang, Z. & Chulmo Koo (2015). Smart Tourism: Foundations and Developments. *Electronic Markets,* *25*(1), 179-188. (SSCI)

9. Chung, N., & Koo, C. (2015). The use of social media in travel information search. *Telematics and Informatics*, *32*(2), 215-229.. (SSCI)

10. Kranz, J., Kolbe, L. M., Koo, C., & Boudreau, M. C. (2015). Smart energy: where do we stand and where should we go?. *Electronic Markets*, *25*(1), 7-16. (SSCI)

11. Koo, C., Chung, N., & Kim, H. W. (2015). Examining explorative and exploitative uses of smartphones: a user competence perspective. *Information Technology & People*. (SSCI)

12. Chung, N., & Koo, C. (2015). The use of social media in travel information search. *Telematics and Informatics*, *32*(2), 215-229. (SSCI)

13. Koo, C., Chung, N., & Nam, K. (2015). Assessing the impact of intrinsic and extrinsic motivators on smart green IT device use: Reference group perspectives. *International Journal of Information Management*, *35*(1), 64-79. (SSCI)

2014

1. Koo, C., & Chung, N. (2014). Examining the eco-technological knowledge of Smart Green IT adoption behavior: A self-determination perspective. *Technological forecasting and social change*, *88*, 140-155. (SSCI)

2. Koo, C., Chung, N., & Ryoo, S. Y. (2014). How does ecological responsibility affect manufacturing firms' environmental and economic performance?. *Total Quality Management & Business Excellence*, *25*(9-10), 1171-1189. (SSCI)

3. Chung, N., Koo, C., & Kim, J. K. (2014). Extrinsic and intrinsic motivation for using a booth recommender system service on exhibition attendees' unplanned visit behavior. *Computers in Human Behavior*, *30*, 59-68. (SSCI)

2013

1. Bae, J. K., & Koo, C. (2013). A study on the development of effective IT industrial cluster system: Teheran Valley and Daedeok Valley in Korea. *Journal of Convergence Information Technology*, *8*(17), 105. (SCOPUS)

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