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Cristina Oliveira



Research Interests

Consumer Behaviour, Service Quality, Social Media

Academic Qualifications

University/Institution	Type	Degree	Period
ISCTE/IUL	PhD	PhD in Tourism Management	2019
INDEG-IUL	Post-graduation	Gestão de Produtos Turísticos	2001
Cardiff University, Wales, UK	M.Sc.	Mestrado em Educação	1992

Total Citations

Web of Science®	211
Scopus	308

Publications

• **Scientific Journals**

- **Scientific journal paper**

1	Ting, Y., Moro, S., Rita, P. & Oliveira, C. (2022). Insights from sentiment analysis to leverage local tourism business in restaurants. <i>International Journal of Culture, Tourism, and Hospitality Research</i> . 16 (1), 321-336 - Times Cited Web of Science®: 12 - Times Cited Scopus: 16 - Times Cited Google Scholar: 26
2	Oliveira, C., Rita, P. & Moro, S. (2021). Unveiling island tourism in Cape Verde through online reviews. <i>Sustainability</i> . 13 (15) - Times Cited Web of Science®: 4 - Times Cited Scopus: 8 - Times Cited Google Scholar: 9
3	Brochado, A., Oliveira, C., Rita, P. & Oliveira, F. (2019). Shopping centres beyond purchasing of luxury goods: A tourism perspective. <i>Annals of Leisure Research</i> . 22 (4), 484-505 - Times Cited Web of Science®: 17 - Times Cited Scopus: 19 - Times Cited Google Scholar: 32
4	Brochado, A., Rita, P., Oliveira, C. & Oliveira, F. (2019). Airline passengers' perceptions of service quality: Themes in online reviews. <i>International Journal of Contemporary Hospitality Management</i> . 31 (2), 855-873 - Times Cited Web of Science®: 110 - Times Cited Scopus: 106 - Times Cited Google Scholar: 198
5	Oliveira, C., Brochado, A., Moro, S. & Rita, P. (2019). Consumer perception of tourist experience through online reviews. <i>Worldwide Hospitality and Tourism Themes</i> . 11 (6), 696-717 - Times Cited Scopus: 24 - Times Cited Google Scholar: 29
6	Moro, S., Rita, P., Esmerado, J. & Oliveira, C. (2019). Unfolding the drivers for sentiments generated by Airbnb experiences. <i>International Journal of Culture, Tourism, and Hospitality Research</i> . 13 (4), 430-442 - Times Cited Scopus: 18 - Times Cited Google Scholar: 29
7	Moro, S., Batista, F., Rita, P., Oliveira, C. & Ribeiro, R. (2019). Are the States United? An analysis of US hotels' offers through TripAdvisor's eyes. <i>Journal of Hospitality and Tourism Research</i> . 43 (7), 1112-1129 - Times Cited Web of Science®: 15 - Times Cited Scopus: 13 - Times Cited Google Scholar: 22
8	Oliveira, C., Brochado, A. & Correia, A. (2018). Seniors in international residential tourism: Looking for quality of life. <i>Anatolia</i> . 29 (1), 11-23 - Times Cited Scopus: 37 - Times Cited Google Scholar: 61
9	Moro, S., Rita, P. & Oliveira, C. (2018). Factors influencing hotels' online prices. <i>Journal of Hospitality Marketing and Management</i> . 27 (4), 443-464 - Times Cited Web of Science®: 53 - Times Cited Scopus: 51 - Times Cited Google Scholar: 90

10	Moro, S., Rita, P., Oliveira, C., Batista, F. & Ribeiro, R. (2018). Leveraging national tourist offices through data analytics. <i>International Journal of Culture, Tourism, and Hospitality Research</i> . 12 (4), 420-426 - Times Cited Scopus: 7 - Times Cited Google Scholar: 14
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• Books and Book Chapters

- Book author

1	Rita, P. & Oliveira, C. (2019). <i>Web Marketing</i> . Porto. Sociedade Portuguesa de Inovação.
2	Rita, P. & Oliveira, C. (2006). <i>O marketing no negócio electrónico</i> . Porto. SPI – Sociedade Portuguesa de Inovação. - Times Cited Google Scholar: 67

- Book chapter

1	Tiago, F., Oliveira, C., Brochado, A. & Moro, S. (2019). Mapping island tourism research. In Kavoura, A., Kefallonitis, E., and Theodoridis, P. (Ed.), <i>Strategic Innovative Marketing and Tourism</i> . Springer Proceedings in Business and Economics. (pp. 71-79). Northern Aegean: Springer Science and Business Media B.V. - Times Cited Scopus: 9 - Times Cited Google Scholar: 15
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• Conferences/Workshops and Talks

- Talk

1	Oliveira, C., Brochado, A. & Moro, S. (2018). <i>Island Tourism Experiences</i> . Global Marketing Conference, Tokyo, Japan.
2	Oliveira, C., Brochado, A. & Moro, S. (2017). <i>Critical review of research in Islands as tourist destinations - Preliminary findings</i> . XIII Iberian International Business Conference.
3	Oliveira, C., Brochado, A. & Moro, S. (2017). <i>Island Tourism Research: A Literature Review</i> . 4th World Research Summit for Tourism and Hospitality - University of Central Florida, Orlando, USA.
4	Oliveira, C., Brochado, A. & Moro, S. (2017). <i>Islands as Tourism Destination Research Review: A Text Analytics Approach</i> . PhD Doctoral Colloquium - University of Malta.
5	Oliveira, C., Brochado, A. & Moro, S. (2017). <i>Critical Review of Research on Islands as Tourist Destinations: preliminary findings</i> . 13th Iberian International Business Conference - ISCTE-IUL, Lisbon, Portugal.
6	Brochado, A., Oliveira, C., Oliveira-Brochado, F. & Rita, P. (2017). <i>Main Dimensions of Airline Passengers' Experience</i> . 4th World Research Summit for Tourism and Hospitality - University of Central Florida, Orlando, USA .
7	Oliveira, C., Brochado, A. & Correia, A. (2016). <i>Quality of life of Senior Residential Tourists: A Literature Review and Future Research</i> . Tourism and Ageing Conference - ISCTE-IUL, Lisbon, Portugal.