


Cross-culture differences in tourists faced with Japanese hospitality: A text mining and natural language processing study of satisfaction and dissatisfaction factors in Chinese and Western cultures

Elisa Claire Alemán Carreón ¹  · Hugo
Alberto Mendoza España ¹ · Hirofumi
Nonaka ¹ · Toru Hiraoka ²

Received: date / Accepted: date

Author Contribution

H. Nonaka and T. Hiraoka conceived of the presented idea. H. Nonaka and E. Alemán Carreón developed the theory. All members participated in planning the experiments. E. Alemán Carreón and H. Mendoza España performed data collection, the experiments, and computations. E. Alemán Carreón wrote the manuscript with support from H. Nonaka and H. Mendoza España. E. Alemán Carreón and H. Nonaka participated in the discussion of results. T. Hiraoka supervised the project.

✉ Elisa Claire Alemán Carreón
E-mail: elisa.claire.aleman.carreon@gmail.com
ORCID: 0000-0002-6437-0866

Hugo Alberto Mendoza España
E-mail: mendoza.espana@gmail.com

Hirofumi Nonaka
E-mail: nonaka@kjs.nagaokaut.ac.jp

Toru Hiraoka
E-mail: hiraoka@sun.ac.jp

¹ Nagaoka University of Technology, Nagaoka, Japan

² University of Nagasaki, Nagasaki, Japan