

Carlos Flavin

List of Publications by Citations

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

124
papers

7,393
citations

43
h-index

85
g-index

140
ext. papers

9,186
ext. citations

4.3
avg, IF

6.83
L-index

#	Paper	IF	Citations
124	The role played by perceived usability, satisfaction and consumer trust on website loyalty. <i>Information and Management</i> , 2006 , 43, 1-14	6.6	878
123	Perceived e-service quality (PeSQ). <i>Managing Service Quality</i> , 2007 , 17, 317-340		384
122	Consumer trust, perceived security and privacy policy. <i>Industrial Management and Data Systems</i> , 2006 , 106, 601-620	3.6	334
121	The impact of virtual, augmented and mixed reality technologies on the customer experience. <i>Journal of Business Research</i> , 2019 , 100, 547-560	8.7	320
120	Determinants of the intention to participate in firm-hosted online travel communities and effects on consumer behavioral intentions. <i>Tourism Management</i> , 2010 , 31, 898-911	10.8	300
119	The role of satisfaction and website usability in developing customer loyalty and positive word-of-mouth in the e-banking services. <i>International Journal of Bank Marketing</i> , 2008 , 26, 399-417	4	240
118	The impact of participation in virtual brand communities on consumer trust and loyalty. <i>Online Information Review</i> , 2007 , 31, 775-792	2	210
117	The role of security, privacy, usability and reputation in the development of online banking. <i>Online Information Review</i> , 2007 , 31, 583-603	2	209
116	Promoting Consumer's Participation in Virtual Brand Communities: A New Paradigm in Branding Strategy. <i>Journal of Marketing Communications</i> , 2008 , 14, 19-36	2.2	201
115	The influence of corporate image on consumer trust. <i>Internet Research</i> , 2005 , 15, 447-470	4.8	186
114	Influencers on Instagram: Antecedents and consequences of opinion leadership. <i>Journal of Business Research</i> , 2020 , 117, 510-519	8.7	181
113	Do online hotel rating schemes influence booking behaviors?. <i>International Journal of Hospitality Management</i> , 2015 , 49, 28-36	8.3	177
112	Understanding the intention to follow the advice obtained in an online travel community. <i>Computers in Human Behavior</i> , 2011 , 27, 622-633	7.7	168
111	The role of perceived usability, reputation, satisfaction and consumer familiarity on the website loyalty formation process. <i>Computers in Human Behavior</i> , 2008 , 24, 325-345	7.7	153
110	Relationship quality, community promotion and brand loyalty in virtual communities: Evidence from free software communities. <i>International Journal of Information Management</i> , 2010 , 30, 357-367	16.4	149
109	Understanding Interactive Online Advertising: Congruence and Product Involvement in Highly and Lowly Arousing, Skippable Video Ads. <i>Journal of Interactive Marketing</i> , 2017 , 37, 75-88	9.8	123
108	Service robot implementation: a theoretical framework and research agenda. <i>Service Industries Journal</i> , 2020 , 40, 203-225	5.7	121

107	Artificial Intelligence in FinTech: understanding robo-advisors adoption among customers. <i>Industrial Management and Data Systems</i> , 2019 , 119, 1411-1430	3.6	115
106	Intrinsic and extrinsic quality attributes, loyalty and buying intention: an analysis for a PDO product. <i>British Food Journal</i> , 2006 , 108, 646-662	2.8	107
105	Choice confidence in the webrooming purchase process: The impact of online positive reviews and the motivation to touch. <i>Journal of Consumer Behaviour</i> , 2016 , 15, 459-476	3	106
104	The Influence of Satisfaction, Perceived Reputation and Trust on a Consumer's Commitment to a Website. <i>Journal of Marketing Communications</i> , 2007 , 13, 1-17	2.2	100
103	Avoiding the dark side of positive online consumer reviews: Enhancing reviews' usefulness for high risk-averse travelers. <i>Journal of Business Research</i> , 2015 , 68, 1829-1835	8.7	98
102	Integrating trust and personal values into the Technology Acceptance Model: The case of e-government services adoption. <i>Cuadernos De Economía Y Dirección De La Empresa</i> , 2012 , 15, 192-204		94
101	Antecedents and Consequences of Consumer Participation in On-Line Communities: The Case of the Travel Sector. <i>International Journal of Electronic Commerce</i> , 2010 , 15, 137-167	5.4	93
100	How bricks-and-mortar attributes affect online banking adoption. <i>International Journal of Bank Marketing</i> , 2006 , 24, 406-423	4	89
99	The Role of Anticipated Emotions in Purchase Intentions. <i>Psychology and Marketing</i> , 2016 , 33, 629-645	3.9	86
98	Trust transfer in the continued usage of public e-services. <i>Information and Management</i> , 2014 , 51, 627-640	6	86
97	Effects of visual and textual information in online product presentations: looking for the best combination in website design. <i>European Journal of Information Systems</i> , 2010 , 19, 668-686	6.4	72
96	The role of intrinsic and extrinsic quality attributes on consumer behaviour for traditional food products. <i>Managing Service Quality</i> , 2007 , 17, 681-701		66
95	The influence of familiarity and usability on loyalty to online journalistic services: The role of user experience. <i>Journal of Retailing and Consumer Services</i> , 2006 , 13, 363-375	8.5	65
94	Loyalty to grocery stores in the Spanish market of the 1990s. <i>Journal of Retailing and Consumer Services</i> , 2001 , 8, 85-93	8.5	65
93	Corporate image measurement. <i>International Journal of Bank Marketing</i> , 2004 , 22, 366-384	4	62
92	Combining channels to make smart purchases: The role of webrooming and showrooming. <i>Journal of Retailing and Consumer Services</i> , 2020 , 52, 101923	8.5	62
91	The acceptance and diffusion of new consumer durables: differences between first and last adopters. <i>Journal of Consumer Marketing</i> , 1998 , 15, 323-342	2	59
90	Antecedents of consumer intention to follow and recommend an Instagram account. <i>Online Information Review</i> , 2017 , 41, 1046-1063	2	58

89	The influence of virtual communities on distribution strategies in the internet. <i>International Journal of Retail and Distribution Management</i> , 2005 , 33, 405-425	3.5	58
88	New members' integration: Key factor of success in online travel communities. <i>Journal of Business Research</i> , 2013 , 66, 706-710	8.7	55
87	Consequences of consumer trust in PDO food products: the role of familiarity. <i>Journal of Product and Brand Management</i> , 2011 , 20, 282-296	4.3	55
86	Consumer satisfaction. <i>British Food Journal</i> , 2008 , 110, 865-881	2.8	55
85	Understanding Consumer Interaction on Instagram: The Role of Satisfaction, Hedonism, and Content Characteristics. <i>Cyberpsychology, Behavior, and Social Networking</i> , 2017 , 20, 369-375	4.4	52
84	Analyzing the emotional outcomes of the online search behavior with search engines. <i>Computers in Human Behavior</i> , 2011 , 27, 540-551	7.7	48
83	Robots or frontline employees? Exploring customers' attributions of responsibility and stability after service failure or success. <i>Journal of Service Management</i> , 2020 , 31, 267-289	7.4	48
82	Feeling Confident and Smart with Webrooming: Understanding the Consumer's Path to Satisfaction. <i>Journal of Interactive Marketing</i> , 2019 , 47, 1-15	9.8	46
81	Web design: a key factor for the website success. <i>Journal of Systems and Information Technology</i> , 2009 , 11, 168-184	1.7	43
80	Integrating virtual reality devices into the body: effects of technological embodiment on customer engagement and behavioral intentions toward the destination. <i>Journal of Travel and Tourism Marketing</i> , 2019 , 36, 847-863	6.6	41
79	Frontline robots in tourism and hospitality: service enhancement or cost reduction?. <i>Electronic Markets</i> , 2020 , 1	4.8	41
78	The influence of scent on virtual reality experiences: The role of aroma-content congruence. <i>Journal of Business Research</i> , 2021 , 123, 289-301	8.7	41
77	Determinants of success in open source software networks. <i>Industrial Management and Data Systems</i> , 2009 , 109, 532-549	3.6	39
76	The effect of product presentation mode on the perceived content and content quality of web sites. <i>Online Information Review</i> , 2009 , 33, 1103-1128	2	37
75	Organisational antecedents of market orientation in the public university system. <i>International Journal of Public Sector Management</i> , 2006 , 19, 447-467	1.9	36
74	Fundamentals of trust management in the development of virtual communities. <i>Management Research Review</i> , 2008 , 31, 324-338		34
73	User adaptation to interactive advertising formats: The effect of previous exposure, habit and time urgency on ad skipping behaviors. <i>Telematics and Informatics</i> , 2017 , 34, 961-972	8.1	31
72	What may lead you to recommend and revisit a hotel after a service failure instead of complaining?. <i>International Journal of Contemporary Hospitality Management</i> , 2015 , 27, 214-235	7.5	31

71	Perceived substitutability between digital and physical channels: the case of newspapers. <i>Online Information Review</i> , 2007 , 31, 793-813	2	31
70	Facilitating imaginations through online product presentation videos: effects on imagery fluency, product attitude and purchase intention. <i>Electronic Commerce Research</i> , 2017 , 17, 661-700	2.1	30
69	The influence of online product presentation videos on persuasion and purchase channel preference: The role of imagery fluency and need for touch. <i>Telematics and Informatics</i> , 2017 , 34, 1544-1556	8.1	30
68	Antecedents of Consumer Commitment to a PDO Wine: An Empirical Analysis of Spanish Consumers. <i>Journal of Wine Research</i> , 2011 , 22, 205-225	1	30
67	Mobile payments adoption ¶Introducing mindfulness to better understand consumer behavior. <i>International Journal of Bank Marketing</i> , 2020 , 38, 1575-1599	4	29
66	Impacts of technological embodiment through virtual reality on potential guests¶emotions and engagement. <i>Journal of Hospitality Marketing and Management</i> , 2021 , 30, 1-20	6.4	29
65	The Influence of Consumer Degree of Knowledge on Consumer Behavior: The Case of Spanish Olive Oil. <i>Journal of Food Products Marketing</i> , 2008 , 15, 15-37	2.4	28
64	Understanding the cognitive, affective and evaluative components of social urban identity: Determinants, measurement, and practical consequences. <i>Journal of Environmental Psychology</i> , 2017 , 50, 138-153	6.7	27
63	Be creative, my friend! Engaging users on Instagram by promoting positive emotions. <i>Journal of Business Research</i> , 2021 , 130, 416-425	8.7	27
62	The influence of consumer involvement on quality signals perception. <i>British Food Journal</i> , 2009 , 111, 1212-1236	2.8	26
61	Reading newspapers on the Internet: the influence of web sites' attributes. <i>Internet Research</i> , 2008 , 18, 26-45	4.8	24
60	Consumer empowerment in interactive advertising and eWOM consequences: The PITRE model. <i>Journal of Marketing Communications</i> , 2020 , 26, 1-20	2.2	24
59	Users' motivations and attitude towards the online press. <i>Journal of Consumer Marketing</i> , 2009 , 26, 164-174		23
58	Food retailing strategies in the European Union. A comparative analysis in the UK and Spain. <i>Journal of Retailing and Consumer Services</i> , 2002 , 9, 125-138	8.5	23
57	Reciprocity and commitment in online travel communities. <i>Industrial Management and Data Systems</i> , 2019 , 119, 397-411	3.6	23
56	Examining the effects of robots' physical appearance, warmth, and competence in frontline services: The Humanness-Value-Loyalty model. <i>Psychology and Marketing</i> , 2021 , 38, 2357-2376	3.9	20
55	The role of symbols signalling the product status on online users' information processing. <i>Online Information Review</i> , 2013 , 37, 8-27	2	18
54	Redes sociales virtuales desarrolladas por organizaciones empresariales: antecedentes de la intenci3 de participaci3 del consumidor. <i>Cuadernos De Econom3a Y Direcci3 De La Empresa</i> , 2012 , 15, 42-51		17

53	The choice of digital newspapers: influence of reader goals and user experience. <i>Internet Research</i> , 2006 , 16, 231-247	4.8	17
52	Generating Trust and Satisfaction in E-Services: The Impact of Usability on Consumer Behavior. <i>Journal of Relationship Marketing</i> , 2010 , 9, 247-263	2.2	16
51	Spanish Air-Cured Ham with Protected Designation of Origin (PDO). <i>Journal of International Food and Agribusiness Marketing</i> , 2007 , 19, 5-30	1.5	16
50	Market Orientation of Spanish Public Universities: A Suitable Response to the Growing Competition. <i>Journal of Marketing for Higher Education</i> , 2007 , 17, 91-116	1.1	16
49	Strategic groups analysis (SGA) as a tool for strategic marketing. <i>European Journal of Marketing</i> , 1999 , 33, 548-569	4.4	15
48	Providing online public services successfully: the role of confirmation of citizens' expectations. <i>International Review on Public and Nonprofit Marketing</i> , 2010 , 7, 167-184	1.6	14
47	The role of customers in the gig economy: how perceptions of working conditions and service quality influence the use and recommendation of food delivery services. <i>Service Business</i> , 2021 , 15, 45-73	3.9	14
46	The Role of Place Identity in Smart Card Adoption. <i>Public Management Review</i> , 2014 , 16, 1205-1228	3.6	13
45	Antecedents and consequences of trust on a virtual team leader. <i>European Journal of Management and Business Economics</i> , 2019 , 28, 2-24	2.7	13
44	Intention to use analytical artificial intelligence (AI) in services: the effect of technology readiness and awareness. <i>Journal of Service Management</i> , 2021 , ahead-of-print,	7.4	13
43	Digital versus Traditional Newspapers: Influences on Perceived Substitutability. <i>International Journal of Market Research</i> , 2009 , 51, 635-657	1.7	12
42	A heuristic evaluation of websites design for achieving the web success. <i>International Journal of Services and Standards</i> , 2009 , 5, 17	0.1	11
41	An Integrative Perspective of Online Foraging Behavior with Search Engines. <i>Psychology and Marketing</i> , 2012 , 29, 836-849	3.9	9
40	Online social networks in the travel sector. <i>International Journal of Electronic Marketing and Retailing</i> , 2010 , 3, 321	0.8	9
39	Mobile word of mouth (m-WOM): analysing its negative impact on webrooming in omnichannel retailing. <i>International Journal of Retail and Distribution Management</i> , 2020 , 49, 394-420	3.5	9
38	Managing consumer experience and online flow: Differences in handheld devices vs PCs. <i>Technology in Society</i> , 2021 , 64, 101525	6.3	9
37	Enhancing the customer experience with virtual and augmented reality: The impact of content and device type. <i>International Journal of Hospitality Management</i> , 2021 , 98, 103019	8.3	9
36	The role of readers' motivations in the choice of digital versus traditional newspapers. <i>Journal of Targeting, Measurement and Analysis for Marketing</i> , 2006 , 14, 325-335		8

35	The role of utilitarian and hedonic aspects in the continuance intention to use social mobile apps. <i>Journal of Retailing and Consumer Services</i> , 2022 , 66, 102888	8.5	8
34	Brand recall of skippable vs non-skippable ads in YouTube. <i>Online Information Review</i> , 2020 , 44, 545-562		8
33	La construcción de lealtad en comunidades virtuales de marca. <i>Revista Europea De Dirección Y Economía De La Empresa</i> , 2013 , 22, 53-60		5
32	E-learning and market orientation in higher education. <i>Education and Information Technologies</i> , 2013 , 18, 69-83	3.6	5
31	Towards loyalty development in the e-banking business. <i>Journal of Systems and Information Technology</i> , 2008 , 10, 120-134	1.7	5
30	Subtle strategic insights from strategic groups analysis. <i>Journal of Strategic Marketing</i> , 1999 , 7, 89-106	2.7	5
29	Augmented reality filters on social media. Analyzing the drivers of playability based on uses and gratifications theory. <i>Psychology and Marketing</i> , 2022 , 39, 559-578	3.9	5
28	The Impact of Online Product Presentation on Consumers' Perceptions. <i>International Journal of E-Services and Mobile Applications</i> , 2009 , 1, 17-37	1.1	4
27	Some antecedents and effects of participation in Spanish virtual brand communities. <i>International Journal of Web Based Communities</i> , 2010 , 6, 25	1	4
26	Competitive strategies in Southern Europe: the case of Spanish retailers. <i>International Journal of Retail and Distribution Management</i> , 1998 , 26, 13-28	3.5	4
25	User Responses Towards Augmented Reality Face Filters: Implications for Social Media and Brands. <i>Progress in IS</i> , 2021 , 29-42	0.9	4
24	Digital versus Traditional Newspapers: Influences on Perceived Substitutability. <i>International Journal of Market Research</i> , 2009 , 51, 1-19	1.7	3
23	Alternative strategies in the Spanish large-scale retail food sector. <i>International Review of Retail, Distribution and Consumer Research</i> , 1998 , 8, 183-204	1.7	3
22	Customer Acceptance of Humanoid Robots in Services: The Moderating Role of Risk Aversion. <i>Smart Innovation, Systems and Technologies</i> , 2020 , 449-458	0.5	3
21	Consumer Behavior in Press Sector: The Influence of Reasons for Reading on the Choice of Digital Channel. <i>Journal of Internet Commerce</i> , 2007 , 6, 91-113	3.8	2
20	Duality of newspaper distribution channels: An analysis of readers' motivations. <i>International Review of Retail, Distribution and Consumer Research</i> , 2007 , 17, 63-78	1.7	2
19	ANALYZING THE IMPACT OF CONGRUENCE IN FASHION INFLUENCER MARKETING ON INSTAGRAM. <i>Global Fashion Management Conference</i> , 2019 , 2019, 423-424	0.9	2
18	M-Government Initiatives at the Local Level 2007 , 233-251		2

17	Virtual Community 2005 , 270-286		2
16	Analyzing the Influence of Websites Attributes on the Choice of Newspapers on the Internet. <i>Lecture Notes in Computer Science</i> , 2007 , 179-190	0.9	2
15	Virtual teams are here to stay: How personality traits, virtuality and leader gender impact trust in the leader and team commitment. <i>European Research on Management and Business Economics</i> , 2022 , 28, 100193	4.4	2
14	THE RELEVANCE OF CREATIVITY AND EMOTIONS IN ENGAGING USERS ON INSTAGRAM. <i>Global Fashion Management Conference</i> , 2018 , 2018, 4-5	0.9	1
13	La importancia de las denominaciones de origen protegidas como indicadores de calidad para el comportamiento del consumidor. El caso del aceite de oliva del Bajo Aragón. <i>Economía Agraria Y Recursos Naturales</i> , 2007 , 7, 3	0.9	1
12	Trust in Virtual Communities 2008 , 1697-1704		1
11	Stimulating Users in Online Pre-Roll Ads: How to Use Arousal for Different Advertising Audiences. <i>European Advertising Academy</i> , 2019 , 119-131	0.2	1
10	Market orientation: the key to the future of virtual universities. <i>International Journal of Management in Education</i> , 2013 , 7, 313	0.5	
9	Analysing the Key Factors of Web Design: A Heuristic Evaluation. <i>Lecture Notes in Computer Science</i> , 2008 , 31-40	0.9	
8	Exploring the Utilitarian and Hedonic Value Derived from Tourism Pre-experiences with Virtual Reality: Differences Between Destinations and Accommodations 2022 , 498-503		
7	The Impact of Online Product Presentation on Consumers' Perceptions 128-145		
6	Virtual Communities and E-Business Management 2006 , 1163-1168		
5	Online Journalistic Services 2009 , 60-74		
4	Virtual Communities and E-Business Management 2009 , 1740-1747		
3	The Importance of Confirming Citizens' Expectations in e-Government. <i>International Federation for Information Processing</i> , 2010 , 103-111		
2	A View of Augmented Reality in the Beauty Industry from an Exploratory Perspective: Generations X and Z. <i>Smart Innovation, Systems and Technologies</i> , 2022 , 575-583	0.5	
1	Trust in Virtual Communities 203-212		