

# Carlos Flaviã;n

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/1014197/publications.pdf>

Version: 2024-02-01

133  
papers

11,781  
citations

31949

53  
h-index

30058

103  
g-index

140  
all docs

140  
docs citations

140  
times ranked

6340  
citing authors

#	ARTICLE	IF	CITATIONS
1	The role played by perceived usability, satisfaction and consumer trust on website loyalty. <i>Information and Management</i> , 2006, 43, 1-14.	3.6	1,152
2	The impact of virtual, augmented and mixed reality technologies on the customer experience. <i>Journal of Business Research</i> , 2019, 100, 547-560.	5.8	661
3	Perceived e-service quality (PeSQ). <i>Managing Service Quality</i> , 2007, 17, 317-340.	2.4	539
4	Consumer trust, perceived security and privacy policy. <i>Industrial Management and Data Systems</i> , 2006, 106, 601-620.	2.2	526
5	Influencers on Instagram: Antecedents and consequences of opinion leadership. <i>Journal of Business Research</i> , 2020, 117, 510-519.	5.8	446
6	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.	5.8	359
7	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.	3.6	324
8	Artificial Intelligence in FinTech: understanding robo-advisors adoption among customers. <i>Industrial Management and Data Systems</i> , 2019, 119, 1411-1430.	2.2	287
9	Service robot implementation: a theoretical framework and research agenda. <i>Service Industries Journal</i> , 2020, 40, 203-225.	5.0	281
10	The role of security, privacy, usability and reputation in the development of online banking. <i>Online Information Review</i> , 2007, 31, 583-603.	2.2	269
11	The impact of participation in virtual brand communities on consumer trust and loyalty. <i>Online Information Review</i> , 2007, 31, 775-792.	2.2	258
12	Promoting Consumer's Participation in Virtual Brand Communities: A New Paradigm in Branding Strategy. <i>Journal of Marketing Communications</i> , 2008, 14, 19-36.	2.7	250
13	The influence of corporate image on consumer trust. <i>Internet Research</i> , 2005, 15, 447-470.	2.7	249
14	Do online hotel rating schemes influence booking behaviors?. <i>International Journal of Hospitality Management</i> , 2015, 49, 28-36.	5.3	223
15	Understanding the intention to follow the advice obtained in an online travel community. <i>Computers in Human Behavior</i> , 2011, 27, 622-633.	5.1	220
16	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.	5.1	206
17	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.	4.3	195
18	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.	10.5	169

#	ARTICLE	IF	CITATIONS
19	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.	2.6	167
20	Intrinsic and extrinsic quality attributes, loyalty and buying intention: an analysis for a PDO product. <i>British Food Journal</i> , 2006, 108, 646-662.	1.6	158
21	The Role of Anticipated Emotions in Purchase Intentions. <i>Psychology and Marketing</i> , 2016, 33, 629-645.	4.6	152
22	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.	5.8	148
23	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.	4.4	140
24	Trust transfer in the continued usage of public e-services. <i>Information and Management</i> , 2014, 51, 627-640.	3.6	137
25	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.	2.7	134
26	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.	0.5	126
27	Combining channels to make smart purchases: The role of webrooming and showrooming. <i>Journal of Retailing and Consumer Services</i> , 2020, 52, 101923.	5.3	116
28	Frontline robots in tourism and hospitality: service enhancement or cost reduction?. <i>Electronic Markets</i> , 2021, 31, 477-492.	4.4	115
29	How bricks&mortar attributes affect online banking adoption. <i>International Journal of Bank Marketing</i> , 2006, 24, 406-423.	3.6	114
30	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.	4.6	112
31	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.	1.4	111
32	Antecedents of consumer intention to follow and recommend an Instagram account. <i>Online Information Review</i> , 2017, 41, 1046-1063.	2.2	99
33	The influence of scent on virtual reality experiences: The role of aroma-content congruence. <i>Journal of Business Research</i> , 2021, 123, 289-301.	5.8	99
34	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.	5.5	98
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.	5.3	98
36	Intention to use analytical artificial intelligence (AI) in services – the effect of technology readiness and awareness. <i>Journal of Service Management</i> , 2022, 33, 293-320.	4.4	97

#	ARTICLE	IF	CITATIONS
37	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.	3.1	96
38	Impacts of technological embodiment through virtual reality on potential guests's™ emotions and engagement. <i>Journal of Hospitality Marketing and Management</i> , 2021, 30, 1-20.	5.1	95
39	Be creative, my friend! Engaging users on Instagram by promoting positive emotions. <i>Journal of Business Research</i> , 2021, 130, 416-425.	5.8	95
40	The role of intrinsic and extrinsic quality attributes on consumer behaviour for traditional food products. <i>Managing Service Quality</i> , 2007, 17, 681-701.	2.4	93
41	Consumer satisfaction. <i>British Food Journal</i> , 2008, 110, 865-881.	1.6	93
42	Corporate image measurement. <i>International Journal of Bank Marketing</i> , 2004, 22, 366-384.	3.6	92
43	Mobile payments adoption "introducing mindfulness to better understand consumer behavior. <i>International Journal of Bank Marketing</i> , 2020, 38, 1575-1599.	3.6	90
44	Loyalty to grocery stores in the Spanish market of the 1990s. <i>Journal of Retailing and Consumer Services</i> , 2001, 8, 85-93.	5.3	85
45	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.	5.3	84
46	Understanding Consumer Interaction on Instagram: The Role of Satisfaction, Hedonism, and Content Characteristics. <i>Cyberpsychology, Behavior, and Social Networking</i> , 2017, 20, 369-375.	2.1	83
47	Feeling Confident and Smart with Webrooming: Understanding the Consumer's Path to Satisfaction. <i>Journal of Interactive Marketing</i> , 2019, 47, 1-15.	4.3	83
48	Consequences of consumer trust in PDO food products: the role of familiarity. <i>Journal of Product and Brand Management</i> , 2011, 20, 282-296.	2.6	79
49	The influence of virtual communities on distribution strategies in the internet. <i>International Journal of Retail and Distribution Management</i> , 2005, 33, 405-425.	2.7	77
50	The acceptance and diffusion of new consumer durables: differences between first and last adopters. <i>Journal of Consumer Marketing</i> , 1998, 15, 323-342.	1.2	73
51	Analyzing the emotional outcomes of the online search behavior with search engines. <i>Computers in Human Behavior</i> , 2011, 27, 540-551.	5.1	70
52	New members' integration: Key factor of success in online travel communities. <i>Journal of Business Research</i> , 2013, 66, 706-710.	5.8	69
53	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.	3.5	65
54	Web design: a key factor for the website success. <i>Journal of Systems and Information Technology</i> , 2009, 11, 168-184.	0.8	63

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55	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.	3.5	59
56	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.	3.0	59
57	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.	5.3	56
58	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.	2.3	55
59	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.	4.6	55
60	Fundamentals of trust management in the development of virtual communities. <i>Management Research Review</i> , 2008, 31, 324-338.	0.8	51
61	Determinants of success in open source software networks. <i>Industrial Management and Data Systems</i> , 2009, 109, 532-549.	2.2	51
62	Artificial intelligence in services: current trends, benefits and challenges. <i>Service Industries Journal</i> , 2021, 41, 853-859.	5.0	50
63	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.	2.2	48
64	Consumer empowerment in interactive advertising and eWOM consequences: The PITRE model. <i>Journal of Marketing Communications</i> , 2020, 26, 1-20.	2.7	46
65	How Smart Should a Service Robot Be?. <i>Journal of Service Research</i> , 2022, 25, 565-582.	7.8	46
66	Organisational antecedents of market orientation in the public university system. <i>International Journal of Public Sector Management</i> , 2006, 19, 447-467.	1.2	44
67	The influence of consumer involvement on quality signals perception. <i>British Food Journal</i> , 2009, 111, 1212-1236.	1.6	44
68	Perceived substitutability between digital and physical channels: the case of newspapers. <i>Online Information Review</i> , 2007, 31, 793-813.	2.2	39
69	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.	5.3	39
70	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, 45-75.	2.2	38
71	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.	1.4	37
72	Reciprocity and commitment in online travel communities. <i>Industrial Management and Data Systems</i> , 2019, 119, 397-411.	2.2	37

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73	Antecedents of Consumer Commitment to a PDO Wine: An Empirical Analysis of Spanish Consumers. <i>Journal of Wine Research</i> , 2011, 22, 205-225.	0.9	36
74	Antecedents and consequences of trust on a virtual team leader. <i>European Journal of Management and Business Economics</i> , 2019, 28, 2-24.	1.7	34
75	Reading newspapers on the Internet: the influence of web sites' attributes. <i>Internet Research</i> , 2008, 18, 26-45.	2.7	31
76	Users' motivations and attitude towards the online press. <i>Journal of Consumer Marketing</i> , 2009, 26, 164-174.	1.2	30
77	Managing consumer experience and online flow: Differences in handheld devices vs PCs. <i>Technology in Society</i> , 2021, 64, 101525.	4.8	30
78	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.	5.3	27
79	Redes sociales virtuales desarrolladas por organizaciones empresariales: antecedentes de la intención de participación del consumidor. <i>Cuadernos De Economía Y Dirección De La Empresa</i> , 2012, 15, 42-51.	0.5	26
80	The choice of digital newspapers: influence of reader goals and user experience. <i>Internet Research</i> , 2006, 16, 231-247.	2.7	25
81	Brand recall of skippable vs non-skippable ads in YouTube. <i>Online Information Review</i> , 2020, 44, 545-562.	2.2	22
82	The role of symbols signalling the product status on online users' information processing. <i>Online Information Review</i> , 2013, 37, 8-27.	2.2	21
83	Spanish Air-Cured Ham with Protected Designation of Origin (PDO). <i>Journal of International Food and Agribusiness Marketing</i> , 2007, 19, 5-30.	1.0	19
84	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.	2.3	18
85	Generating Trust and Satisfaction in E-Services: The Impact of Usability on Consumer Behavior. <i>Journal of Relationship Marketing</i> , 2010, 9, 247-263.	2.8	18
86	The Role of Place Identity in Smart Card Adoption. <i>Public Management Review</i> , 2014, 16, 1205-1228.	3.4	17
87	Strategic groups analysis (SGA) as a tool for strategic marketing. <i>European Journal of Marketing</i> , 1999, 33, 548-569.	1.7	16
88	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.	1.3	16
89	The role of flow consciousness in consumer regret. <i>Internet Research</i> , 2021, ahead-of-print, .	2.7	16
90	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.	0.4	14

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91	A heuristic evaluation of websites design for achieving the web success. International Journal of Services and Standards, 2009, 5, 17.	0.2	14
92	Mobile word of mouth (m-WOM): analysing its negative impact on webrooming in omnichannel retailing. International Journal of Retail and Distribution Management, 2020, 49, 394-420.	2.7	14
93	Digital versus Traditional Newspapers: Influences on Perceived Substitutability. International Journal of Market Research, 2009, 51, 635-657.	2.8	12
94	Customer's Acceptance of Humanoid Robots in Services: The Moderating Role of Risk Aversion. Smart Innovation, Systems and Technologies, 2020, , 449-458.	0.5	12
95	An Integrative Perspective of Online Foraging Behavior with Search Engines. Psychology and Marketing, 2012, 29, 836-849.	4.6	11
96	Virtual teams are here to stay: How personality traits, virtuality and leader gender impact trust in the leader and team commitment. European Research on Management and Business Economics, 2022, 28, 100193.	3.4	11
97	Online social networks in the travel sector. International Journal of Electronic Marketing and Retailing, 2010, 3, 321.	0.1	10
98	User Responses Towards Augmented Reality Face Filters: Implications for Social Media and Brands. Progress in IS, 2021, , 29-42.	0.5	10
99	Subtle strategic insights from strategic groups analysis. Journal of Strategic Marketing, 1999, 7, 89-106.	3.7	8
100	La construcción de lealtad en comunidades virtuales de marca. Revista Europea De Dirección Y Economía De La Empresa, 2013, 22, 53-60.	0.3	8
101	Competitive strategies in Southern Europe: the case of Spanish retailers. International Journal of Retail and Distribution Management, 1998, 26, 13-28.	2.7	7
102	Towards loyalty development in the e-banking business. Journal of Systems and Information Technology, 2008, 10, 120-134.	0.8	7
103	Digital versus Traditional Newspapers: Influences on Perceived Substitutability. International Journal of Market Research, 2009, 51, 1-19.	2.8	7
104	E-learning and market orientation in higher education. Education and Information Technologies, 2013, 18, 69-83.	3.5	7
105	Some antecedents and effects of participation in Spanish virtual brand communities. International Journal of Web Based Communities, 2010, 6, 25.	0.2	6
106	Trust in Virtual Communities. , 2008, , 1697-1704.		5
107	The Impact of Online Product Presentation on Consumers' Perceptions. International Journal of E-Services and Mobile Applications, 2009, 1, 17-37.	0.6	4
108	Alternative strategies in the Spanish large-scale retail food sector. International Review of Retail, Distribution and Consumer Research, 1998, 8, 183-204.	1.3	3

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109	Consumer Behavior in Press Sector: The Influence of Reasons for Reading on the Choice of Digital Channel. Journal of Internet Commerce, 2007, 6, 91-113.	3.5	3
110	Duality of newspaper distribution channels: An analysis of readers' motivations. International Review of Retail, Distribution and Consumer Research, 2007, 17, 63-78.	1.3	3
111	Analyzing the Influence of Websites Attributes on the Choice of Newspapers on the Internet. Lecture Notes in Computer Science, 2007, , 179-190.	1.0	3
112	ANALYZING THE IMPACT OF CONGRUENCE IN FASHION INFLUENCER MARKETING ON INSTAGRAM. Global Fashion Management Conference, 2019, 2019, 423-424.	0.0	3
113	THE RELEVANCE OF CREATIVITY AND EMOTIONS IN ENGAGING USERS ON INSTAGRAM. Global Fashion Management Conference, 2018, 2018, 4-5.	0.0	3
114	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. Economía Agraria Y Recursos Naturales, 2007, 7, 3.	0.1	3
115	Virtual Community. , 2005, , 270-286.		3
116	The Importance of Confirming Citizens'™ Expectations in e-Government. International Federation for Information Processing, 2010, , 103-111.	0.4	3
117	Stimulating Users in Online Pre-Roll Ads: How to Use Arousal for Different Advertising Audiences. European Advertising Academy, 2019, , 119-131.	0.2	2
118	M-Government Initiatives at the Local Level. , 2007, , 233-251.		2
119	Analysing the Key Factors of Web Design: A Heuristic Evaluation. Lecture Notes in Computer Science, 2008, , 31-40.	1.0	1
120	ANTECEDENTS AND CONSEQUENCES OF FASHION OPINION LEADERSHIP IN INSTAGRAM. Global Fashion Management Conference, 2017, 2017, 5-6.	0.0	1
121	Virtual Communities and E-Business Management. , 2006, , 1163-1168.		1
122	WEBROOMING OR SHOWROOMING IN FASHION SHOPPING? A MATTER OF INVOLVEMENT. Global Fashion Management Conference, 2017, 2017, 475-480.	0.0	1
123	HOW TO USE AROUSAL STIMULI TO ENHANCE EFFECTIVENESS OF DIFFERENT PRE-ROLL ADVERTISING FORMATS. Global Fashion Management Conference, 2018, 2018, 1166-1167.	0.0	1
124	First International Workshop on Computers Users' Behaviour - CUB '08. , 2008, , .		0
125	Market orientation: the key to the future of virtual universities. International Journal of Management in Education, 2013, 7, 313.	0.1	0
126	Customer's perceptions of human features in frontline robots, consequences for service value and loyalty. , 2019, , .		0



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127	Online Journalistic Services. , 2009, , 60-74.		0
128	Virtual Communities and E-Business Management. , 2009, , 1740-1747.		0
129	THE EFFECTS OF EXTERNAL RECOMMENDATIONS ON CONSUMERS' PURCHASE DECISION IN A MULTICHANNEL SERVICE CONTEXT. , 2014, , .		0
130	The Impact of Recommendations on the Cross-Channel Shopping Behavior. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2016, , 295-301.	0.1	0
131	The Impact of Online Product Presentation on Consumers's™ Perceptions. , 0, , 128-145.		0
132	Virtual Community. , 0, , .		0
133	Trust in Virtual Communities. , 0, , 203-212.		0