

Carlos Flaviã;n

List of Publications by Year in descending order

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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	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
2	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
3	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
4	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.	3.4	11
5	How Smart Should a Service Robot Be?. <i>Journal of Service Research</i> , 2022, 25, 565-582.	7.8	46
6	Frontline robots in tourism and hospitality: service enhancement or cost reduction?. <i>Electronic Markets</i> , 2021, 31, 477-492.	4.4	115
7	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.	5.1	95
8	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
9	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
10	Managing consumer experience and online flow: Differences in handheld devices vs PCs. <i>Technology in Society</i> , 2021, 64, 101525.	4.8	30
11	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
12	The role of flow consciousness in consumer regret. <i>Internet Research</i> , 2021, ahead-of-print, .	2.7	16
13	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
14	User Responses Towards Augmented Reality Face Filters: Implications for Social Media and Brands. <i>Progress in IS</i> , 2021, , 29-42.	0.5	10
15	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
16	Artificial intelligence in services: current trends, benefits and challenges. <i>Service Industries Journal</i> , 2021, 41, 853-859.	5.0	50
17	Consumer empowerment in interactive advertising and eWOM consequences: The PITRE model. <i>Journal of Marketing Communications</i> , 2020, 26, 1-20.	2.7	46
18	Influencers on Instagram: Antecedents and consequences of opinion leadership. <i>Journal of Business Research</i> , 2020, 117, 510-519.	5.8	446

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19	Service robot implementation: a theoretical framework and research agenda. <i>Service Industries Journal</i> , 2020, 40, 203-225.	5.0	281
20	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
21	Mobile payments adoption – introducing mindfulness to better understand consumer behavior. <i>International Journal of Bank Marketing</i> , 2020, 38, 1575-1599.	3.6	90
22	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.	2.7	14
23	Brand recall of skippable vs non-skippable ads in YouTube. <i>Online Information Review</i> , 2020, 44, 545-562.	2.2	22
24	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
25	Customer's Acceptance of Humanoid Robots in Services: The Moderating Role of Risk Aversion. <i>Smart Innovation, Systems and Technologies</i> , 2020, , 449-458.	0.5	12
26	Customer's perceptions of human features in frontline robots, consequences for service value and loyalty. , 2019, , .		0
27	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
28	Artificial Intelligence in FinTech: understanding robo-advisors adoption among customers. <i>Industrial Management and Data Systems</i> , 2019, 119, 1411-1430.	2.2	287
29	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
30	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
31	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
32	Reciprocity and commitment in online travel communities. <i>Industrial Management and Data Systems</i> , 2019, 119, 397-411.	2.2	37
33	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	2
34	ANALYZING THE IMPACT OF CONGRUENCE IN FASHION INFLUENCER MARKETING ON INSTAGRAM. <i>Global Fashion Management Conference</i> , 2019, 2019, 423-424.	0.0	3
35	THE RELEVANCE OF CREATIVITY AND EMOTIONS IN ENGAGING USERS ON INSTAGRAM. <i>Global Fashion Management Conference</i> , 2018, 2018, 4-5.	0.0	3
36	HOW TO USE AROUSAL STIMULI TO ENHANCE EFFECTIVENESS OF DIFFERENT PRE-ROLL ADVERTISING FORMATS. <i>Global Fashion Management Conference</i> , 2018, 2018, 1166-1167.	0.0	1

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37	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
38	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
39	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
40	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
41	Antecedents of consumer intention to follow and recommend an Instagram account. <i>Online Information Review</i> , 2017, 41, 1046-1063.	2.2	99
42	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
43	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
44	ANTECEDENTS AND CONSEQUENCES OF FASHION OPINION LEADERSHIP IN INSTAGRAM. <i>Global Fashion Management Conference</i> , 2017, 2017, 5-6.	0.0	1
45	WEBROOMING OR SHOWROOMING IN FASHION SHOPPING? A MATTER OF INVOLVEMENT. <i>Global Fashion Management Conference</i> , 2017, 2017, 475-480.	0.0	1
46	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
47	The Role of Anticipated Emotions in Purchase Intentions. <i>Psychology and Marketing</i> , 2016, 33, 629-645.	4.6	152
48	The Impact of Recommendations on the Cross-Channel Shopping Behavior. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2016, , 295-301.	0.1	0
49	Do online hotel rating schemes influence booking behaviors?. <i>International Journal of Hospitality Management</i> , 2015, 49, 28-36.	5.3	223
50	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
51	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
52	The Role of Place Identity in Smart Card Adoption. <i>Public Management Review</i> , 2014, 16, 1205-1228.	3.4	17
53	Trust transfer in the continued usage of public e-services. <i>Information and Management</i> , 2014, 51, 627-640.	3.6	137
54	THE EFFECTS OF EXTERNAL RECOMMENDATIONS ON CONSUMERS' PURCHASE DECISION IN A MULTICHANNEL SERVICE CONTEXT. , 2014, , .		0

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55	New members' integration: Key factor of success in online travel communities. <i>Journal of Business Research</i> , 2013, 66, 706-710.	5.8	69
56	La construcción de lealtad en comunidades virtuales de marca. <i>Revista Europea De Dirección Y Economía De La Empresa</i> , 2013, 22, 53-60.	0.3	8
57	E-learning and market orientation in higher education. <i>Education and Information Technologies</i> , 2013, 18, 69-83.	3.5	7
58	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
59	Market orientation: the key to the future of virtual universities. <i>International Journal of Management in Education</i> , 2013, 7, 313.	0.1	0
60	An Integrative Perspective of Online Foraging Behavior with Search Engines. <i>Psychology and Marketing</i> , 2012, 29, 836-849.	4.6	11
61	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
62	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
63	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
64	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
65	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
66	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
67	Online social networks in the travel sector. <i>International Journal of Electronic Marketing and Retailing</i> , 2010, 3, 321.	0.1	10
68	Some antecedents and effects of participation in Spanish virtual brand communities. <i>International Journal of Web Based Communities</i> , 2010, 6, 25.	0.2	6
69	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
70	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
71	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
72	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

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73	Generating Trust and Satisfaction in E-Services: The Impact of Usability on Consumer Behavior. Journal of Relationship Marketing, 2010, 9, 247-263.	2.8	18
74	Relationship quality, community promotion and brand loyalty in virtual communities: Evidence from free software communities. International Journal of Information Management, 2010, 30, 357-367.	10.5	169
75	The Importance of Confirming Citizens'™ Expectations in e-Government. International Federation for Information Processing, 2010, , 103-111.	0.4	3
76	Digital versus Traditional Newspapers: Influences on Perceived Substitutability. International Journal of Market Research, 2009, 51, 1-19.	2.8	7
77	The Impact of Online Product Presentation on Consumers' Perceptions. International Journal of E-Services and Mobile Applications, 2009, 1, 17-37.	0.6	4
78	Determinants of success in open source software networks. Industrial Management and Data Systems, 2009, 109, 532-549.	2.2	51
79	Users' motivations and attitude towards the online press. Journal of Consumer Marketing, 2009, 26, 164-174.	1.2	30
80	The influence of consumer involvement on quality signals perception. British Food Journal, 2009, 111, 1212-1236.	1.6	44
81	Web design: a key factor for the website success. Journal of Systems and Information Technology, 2009, 11, 168-184.	0.8	63
82	The effect of product presentation mode on the perceived content and content quality of web sites. Online Information Review, 2009, 33, 1103-1128.	2.2	48
83	A heuristic evaluation of websites design for achieving the web success. International Journal of Services and Standards, 2009, 5, 17.	0.2	14
84	Digital versus Traditional Newspapers: Influences on Perceived Substitutability. International Journal of Market Research, 2009, 51, 635-657.	2.8	12
85	Online Journalistic Services. , 2009, , 60-74.		0
86	Virtual Communities and E-Business Management. , 2009, , 1740-1747.		0
87	The role of perceived usability, reputation, satisfaction and consumer familiarity on the website loyalty formation process. Computers in Human Behavior, 2008, 24, 325-345.	5.1	206
88	Promoting Consumer's Participation in Virtual Brand Communities: A New Paradigm in Branding Strategy. Journal of Marketing Communications, 2008, 14, 19-36.	2.7	250
89	Towards loyalty development in the e-banking business. Journal of Systems and Information Technology, 2008, 10, 120-134.	0.8	7
90	Fundamentals of trust management in the development of virtual communities. Management Research Review, 2008, 31, 324-338.	0.8	51

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91	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
92	Analysing the Key Factors of Web Design: A Heuristic Evaluation. <i>Lecture Notes in Computer Science</i> , 2008, , 31-40.	1.0	1
93	Consumer satisfaction. <i>British Food Journal</i> , 2008, 110, 865-881.	1.6	93
94	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
95	Reading newspapers on the Internet: the influence of web sites' attributes. <i>Internet Research</i> , 2008, 18, 26-45.	2.7	31
96	First International Workshop on Computers Users' Behaviour - CUB '08. , 2008, , .		0
97	Trust in Virtual Communities. , 2008, , 1697-1704.		5
98	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
99	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.	3.5	3
100	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
101	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
102	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
103	Perceived e-service quality (PeSQ). <i>Managing Service Quality</i> , 2007, 17, 317-340.	2.4	539
104	Perceived substitutability between digital and physical channels: the case of newspapers. <i>Online Information Review</i> , 2007, 31, 793-813.	2.2	39
105	Duality of newspaper distribution channels: An analysis of readers' motivations. <i>International Review of Retail, Distribution and Consumer Research</i> , 2007, 17, 63-78.	1.3	3
106	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
107	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
108	Analyzing the Influence of Websites Attributes on the Choice of Newspapers on the Internet. <i>Lecture Notes in Computer Science</i> , 2007, , 179-190.	1.0	3

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109	M-Government Initiatives at the Local Level. , 2007, , 233-251.		2
110	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
111	Consumer trust, perceived security and privacy policy. Industrial Management and Data Systems, 2006, 106, 601-620.	2.2	526
112	The influence of familiarity and usability on loyalty to online journalistic services: The role of user experience. Journal of Retailing and Consumer Services, 2006, 13, 363-375.	5.3	84
113	The role of readers' motivations in the choice of digital versus traditional newspapers. Journal of Targeting, Measurement and Analysis for Marketing, 2006, 14, 325-335.	0.4	14
114	The role played by perceived usability, satisfaction and consumer trust on website loyalty. Information and Management, 2006, 43, 1-14.	3.6	1,152
115	Organisational antecedents of market orientation in the public university system. International Journal of Public Sector Management, 2006, 19, 447-467.	1.2	44
116	Intrinsic and extrinsic quality attributes, loyalty and buying intention: an analysis for a PDO product. British Food Journal, 2006, 108, 646-662.	1.6	158
117	How bricks&mortar attributes affect online banking adoption. International Journal of Bank Marketing, 2006, 24, 406-423.	3.6	114
118	The choice of digital newspapers: influence of reader goals and user experience. Internet Research, 2006, 16, 231-247.	2.7	25
119	Virtual Communities and E-Business Management. , 2006, , 1163-1168.		1
120	The influence of corporate image on consumer trust. Internet Research, 2005, 15, 447-470.	2.7	249
121	The influence of virtual communities on distribution strategies in the internet. International Journal of Retail and Distribution Management, 2005, 33, 405-425.	2.7	77
122	Virtual Community. , 2005, , 270-286.		3
123	Corporate image measurement. International Journal of Bank Marketing, 2004, 22, 366-384.	3.6	92
124	Food retailing strategies in the European Union. A comparative analysis in the UK and Spain. Journal of Retailing and Consumer Services, 2002, 9, 125-138.	5.3	27
125	Loyalty to grocery stores in the Spanish market of the 1990s. Journal of Retailing and Consumer Services, 2001, 8, 85-93.	5.3	85
126	Strategic groups analysis (SGA) as a tool for strategic marketing. European Journal of Marketing, 1999, 33, 548-569.	1.7	16

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127	Subtle strategic insights from strategic groups analysis. Journal of Strategic Marketing, 1999, 7, 89-106.	3.7	8
128	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
129	The acceptance and diffusion of new consumer durables: differences between first and last adopters. Journal of Consumer Marketing, 1998, 15, 323-342.	1.2	73
130	Competitive strategies in Southern Europe: the case of Spanish retailers. International Journal of Retail and Distribution Management, 1998, 26, 13-28.	2.7	7
131	The Impact of Online Product Presentation on Consumers'™ Perceptions. , 0, , 128-145.		0
132	Virtual Community. , 0, , .		0
133	Trust in Virtual Communities. , 0, , 203-212.		0