

# Soocheong Jang

## 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.

96 papers	6,912 citations	40 h-index	82 g-index
98 ext. papers	7,960 ext. citations	6.5 avg, IF	6.65 L-index

#	Paper	IF	Citations
96	Perceived quality, emotions, and behavioral intentions: Application of an extended MehrabianRussell model to restaurants. <i>Journal of Business Research</i> , <b>2009</b> , 62, 451-460	8.7	604
95	Does Food Quality Really Matter in Restaurants? Its Impact On Customer Satisfaction and Behavioral Intentions. <i>Journal of Hospitality and Tourism Research</i> , <b>2007</b> , 31, 387-409	3.3	427
94	Perceptions of Chinese restaurants in the U.S.: What affects customer satisfaction and behavioral intentions?. <i>International Journal of Hospitality Management</i> , <b>2009</b> , 28, 338-348	8.3	327
93	Restaurant experiences triggering positive electronic word-of-mouth (eWOM) motivations. <i>International Journal of Hospitality Management</i> , <b>2011</b> , 30, 356-366	8.3	323
92	Relationships among hedonic and utilitarian values, satisfaction and behavioral intentions in the fast-casual restaurant industry. <i>International Journal of Contemporary Hospitality Management</i> , <b>2010</b> , 22, 416-432	7.5	317
91	Temporal destination revisit intention: The effects of novelty seeking and satisfaction. <i>Tourism Management</i> , <b>2007</b> , 28, 580-590	10.8	317
90	Effects of service quality and food quality: The moderating role of atmospherics in an ethnic restaurant segment. <i>International Journal of Hospitality Management</i> , <b>2010</b> , 29, 520-529	8.3	270
89	SeniorsTravel motivation and the influential factors: An examination of Taiwanese seniors. <i>Tourism Management</i> , <b>2006</b> , 27, 306-316	10.8	265
88	Perceived values, satisfaction, and behavioral intentions: The role of familiarity in Korean restaurants. <i>International Journal of Hospitality Management</i> , <b>2010</b> , 29, 2-13	8.3	262
87	The impact of the SARS outbreak on Taiwanese hotel stock performance: An event-study approach. <i>International Journal of Hospitality Management</i> , <b>2007</b> , 26, 200-212	8.3	257
86	The effects of dining atmospherics: An extended MehrabianRussell model. <i>International Journal of Hospitality Management</i> , <b>2009</b> , 28, 494-503	8.3	220
85	Perceived justice in service recovery and behavioral intentions: The role of relationship quality. <i>International Journal of Hospitality Management</i> , <b>2009</b> , 28, 319-327	8.3	189
84	The Effects of Quality and Satisfaction on Awareness and Behavioral Intentions: Exploring the Role of a Wine Festival. <i>Journal of Travel Research</i> , <b>2008</b> , 46, 279-288	6.3	184
83	Measuring the impact of human resource management practices on hospitality firms' performances. <i>International Journal of Hospitality Management</i> , <b>2006</b> , 25, 262-277	8.3	177
82	DINESCAPE: A Scale for Customers' Perception of Dining Environments. <i>Journal of Foodservice Business Research</i> , <b>2008</b> , 11, 2-22	2.5	172
81	The impact of eco-friendly practices on green image and customer attitudes: An investigation in a caf�� setting. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 41, 10-20	8.3	120
80	Effects of ethnic authenticity: Investigating Korean restaurant customers in the U.S.. <i>International Journal of Hospitality Management</i> , <b>2012</b> , 31, 990-1003	8.3	114

79	The effects of atmospheric elements on customer impression: the case of hotel lobbies. <i>International Journal of Contemporary Hospitality Management</i> , <b>2006</b> , 18, 534-545	7.5	114
78	Travel motivations and destination choice: A study of British outbound market. <i>Journal of Travel and Tourism Marketing</i> , <b>2002</b> , 13, 111-133	6.6	97
77	Perceived attributes of Asian foods: From the perspective of the American customers. <i>International Journal of Hospitality Management</i> , <b>2009</b> , 28, 63-70	8.3	96
76	Effects of authentic atmospherics in ethnic restaurants: investigating Chinese restaurants. <i>International Journal of Contemporary Hospitality Management</i> , <b>2011</b> , 23, 662-680	7.5	94
75	The effects of dining atmospherics on behavioral intentions through quality perception. <i>Journal of Services Marketing</i> , <b>2012</b> , 26, 204-215	4	90
74	Travel Motivations and Destination Choice:. <i>Journal of Travel and Tourism Marketing</i> , <b>2002</b> , 13, 111-133	6.6	88
73	Motivational drivers for status consumption: A study of Generation Y consumers. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 38, 39-47	8.3	83
72	Confused by too many choices? Choice overload in tourism. <i>Tourism Management</i> , <b>2013</b> , 35, 1-12	10.8	80
71	Effective destination advertising: Matching effect between advertising language and destination type. <i>Tourism Management</i> , <b>2015</b> , 50, 31-40	10.8	66
70	Working capital, cash holding, and profitability of restaurant firms. <i>International Journal of Hospitality Management</i> , <b>2015</b> , 48, 1-11	8.3	62
69	A scenario-based experiment and a field study: A comparative examination for service failure and recovery. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 41, 125-132	8.3	59
68	Attributes, consequences, and consumer values. <i>International Journal of Contemporary Hospitality Management</i> , <b>2013</b> , 25, 383-409	7.5	58
67	Variety seeking in restaurant choice and its drivers. <i>International Journal of Hospitality Management</i> , <b>2013</b> , 32, 155-168	8.3	57
66	Service Failures in Restaurants: Which Stage of Service Failure Is the Most Critical?. <i>Cornell Hospitality Quarterly</i> , <b>2010</b> , 51, 323-343	2.2	54
65	What drives caffcustomers to spread eWOM?. <i>International Journal of Contemporary Hospitality Management</i> , <b>2015</b> , 27, 261-282	7.5	51
64	Effects of compensation for service recovery: From the equity theory perspective. <i>International Journal of Hospitality Management</i> , <b>2012</b> , 31, 1235-1243	8.3	49
63	Enhancing ethnic food acceptance and reducing perceived risk: The effects of personality traits, cultural familiarity, and menu framing. <i>International Journal of Hospitality Management</i> , <b>2015</b> , 47, 85-95	8.3	47
62	The Past, Present, and Future Research of Online Information Search. <i>Journal of Travel and Tourism Marketing</i> , <b>2004</b> , 17, 41-47	6.6	43

61	Customer complaints in restaurants: Do they differ by service stages and loyalty levels?. <i>International Journal of Hospitality Management</i> , <b>2011</b> , 30, 495-502	8.3	42
60	Financial portfolio approach to optimal tourist market mixes. <i>Tourism Management</i> , <b>2008</b> , 29, 761-770	10.8	41
59	A Procedure for Target Market Selection in Tourism. <i>Journal of Travel and Tourism Marketing</i> , <b>2004</b> , 16, 19-33	6.6	41
58	Determinants of authentic experiences. <i>International Journal of Contemporary Hospitality Management</i> , <b>2016</b> , 28, 2247-2266	7.5	41
57	Why do customers switch? More satiated or less satisfied. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 37, 159-170	8.3	37
56	The impact of food safety events on the value of food-related firms: An event study approach. <i>International Journal of Hospitality Management</i> , <b>2013</b> , 33, 153-165	8.3	35
55	Price bundling presentation and consumer's bundle choice: The role of quality certainty. <i>International Journal of Hospitality Management</i> , <b>2011</b> , 30, 337-344	8.3	33
54	Anticipated guilt and pleasure in a healthy food consumption context. <i>International Journal of Hospitality Management</i> , <b>2015</b> , 48, 113-123	8.3	32
53	Can signaling impact customer satisfaction and behavioral intentions in times of service failure?: evidence from open versus closed kitchen restaurants. <i>Journal of Hospitality Marketing and Management</i> , <b>2019</b> , 28, 785-806	6.4	28
52	The Influence of Cultural Experience: Emotions in Relation to Authenticity at Ethnic Restaurants. <i>Journal of Foodservice Business Research</i> , <b>2015</b> , 18, 287-306	2.5	27
51	Symbolic Consumption in Upscale Cafés: Examining Korean Gen Y Consumers' Materialism, Conformity, Conspicuous Tendencies, and Functional Qualities. <i>Journal of Hospitality and Tourism Research</i> , <b>2017</b> , 41, 154-179	3.3	26
50	Destination image differences between visitors and non-visitors: a case of New York city. <i>International Journal of Tourism Research</i> , <b>2010</b> , 12, 642-645	3.7	26
49	The roles of brand equity and branding strategy: A study of restaurant food crises. <i>International Journal of Hospitality Management</i> , <b>2013</b> , 34, 192-201	8.3	25
48	The negative spillover effect of food crises on restaurant firms: Did Jack in the Box really recover from a scare?. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 39, 107-121	8.3	25
47	Restaurant operating expenses and their effects on profitability enhancement. <i>International Journal of Hospitality Management</i> , <b>2018</b> , 71, 68-76	8.3	24
46	Revisit and satiation patterns: Are your restaurant customers satiated?. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 38, 20-29	8.3	23
45	The Determinant of the Hospitality Industry's Unsystematic Risk: A Comparison Between Hotel and Restaurant Firms. <i>International Journal of Hospitality and Tourism Administration</i> , <b>2008</b> , 9, 105-127	2	23
44	An Expectancy Theory Model for Hotel Employee Motivation: Examining the Moderating Role of Communication Satisfaction. <i>International Journal of Hospitality and Tourism Administration</i> , <b>2008</b> , 9, 327-351	2	21

43	Price placebo effect in hedonic consumption. <i>International Journal of Hospitality Management</i> , <b>2013</b> , 35, 306-315	8.3	20
42	Consumer Dining Value: Does It Vary Across Different Restaurant Segments?. <i>Journal of Foodservice Business Research</i> , <b>2012</b> , 15, 123-142	2.5	20
41	Examining E-Relationship Marketing Features on Hotel Websites. <i>Journal of Travel and Tourism Marketing</i> , <b>2007</b> , 21, 33-48	6.6	20
40	Healthy menu promotions: A match between dining value and temporal distance. <i>International Journal of Hospitality Management</i> , <b>2015</b> , 45, 1-13	8.3	19
39	Information Value and Destination Image: Investigating the Moderating Role of Processing Fluency. <i>Journal of Hospitality Marketing and Management</i> , <b>2014</b> , 23, 790-814	6.4	19
38	The Effect of Financial Leverage on Profitability and Risk of Restaurant Firms. <i>Journal of Hospitality Financial Management</i> , <b>2005</b> , 13, 35-47		19
37	Open kitchen vs closed kitchen. <i>International Journal of Contemporary Hospitality Management</i> , <b>2018</b> , 30, 2214-2229	7.5	19
36	Did I Get the Best Discount? Counterfactual Thinking of Tourism Products. <i>Journal of Travel Research</i> , <b>2018</b> , 57, 17-30	6.3	18
35	Toward service recovery strategies: the role of consumer-organization relationship norms. <i>Journal of Services Marketing</i> , <b>2016</b> , 30, 724-735	4	18
34	The fading affect bias: Examining changes in affect and behavioral intentions in restaurant service failures and recoveries. <i>International Journal of Hospitality Management</i> , <b>2014</b> , 40, 109-119	8.3	17
33	Psychographics: Static or Dynamic?. <i>International Journal of Tourism Research</i> , <b>2014</b> , 16, 351-354	3.7	16
32	Do Loyal Customers Perceive the Quality of Restaurant Attributes Differently?: A Study of Korean Restaurant Customers. <i>Journal of Foodservice Business Research</i> , <b>2014</b> , 17, 257-266	2.5	15
31	Exploring Seniors' Casino Gaming Intention. <i>Journal of Hospitality and Tourism Research</i> , <b>2012</b> , 36, 312-334	3.3	15
30	The Tourism Efficient Frontier. <i>Journal of Travel and Tourism Marketing</i> , <b>2004</b> , 16, 33-46	6.6	15
29	Religiosity and food waste reduction intentions: A conceptual model. <i>International Journal of Consumer Studies</i> , <b>2021</b> , 45, 287-302	5.7	15
28	Consumer perceptions and emotions about sanitation conditions in full-service restaurants. <i>Journal of Foodservice Business Research</i> , <b>2016</b> , 19, 474-487	2.5	13
27	Heavy Spenders, Medium Spenders, and Light Spenders of Japanese Outbound Pleasure Travelers. <i>Journal of Hospitality Marketing and Management</i> , <b>2001</b> , 9, 83-106		12
26	Cognitive decline and emotional regulation of senior consumers. <i>International Journal of Hospitality Management</i> , <b>2015</b> , 44, 111-119	8.3	11

25	Consumers' Inference-dynamics about healthy menu promotions in a bundle context. <i>International Journal of Hospitality Management</i> , <b>2015</b> , 44, 12-22	8.3	11
24	The affective psychological process of self-image congruity and its influences on dining experience. <i>International Journal of Contemporary Hospitality Management</i> , <b>2018</b> , 30, 1563-1583	7.5	11
23	Factors affecting memorability of service failures: a longitudinal analysis. <i>International Journal of Contemporary Hospitality Management</i> , <b>2016</b> , 28, 1676-1701	7.5	11
22	The Evolution from Transportation to Tourism: The Case of the New York Canal System. <i>Tourism Geographies</i> , <b>2010</b> , 12, 435-459	9.3	11
21	Factors Affecting Organizational Information Technology Acceptance: A Comparison of Convention and Visitor Bureaus and Meeting Planners in the United States. <i>Journal of Convention and Event Tourism</i> , <b>2011</b> , 12, 1-24	0.8	11
20	Asian Foods in the U.S.: Developments, Customer Profiles, and Experiences. <i>Journal of Foodservice Business Research</i> , <b>2009</b> , 12, 403-412	2.5	11
19	A scale for restaurant customers' healthy menu choices: individual and environmental factors. <i>International Journal of Contemporary Hospitality Management</i> , <b>2019</b> , 31, 217-246	7.5	9
18	The effect of increasing employee compensation on firm performance: Evidence from the restaurant industry. <i>International Journal of Hospitality Management</i> , <b>2020</b> , 88, 102513	8.3	7
17	Considering Specializations: An Alternative for Ranking Hospitality and Tourism Graduate Programs. <i>Journal of Hospitality and Tourism Education</i> , <b>2004</b> , 16, 18-24	1.6	7
16	Would you bring home ugly produce? Motivators and demotivators for ugly food consumption. <i>Journal of Retailing and Consumer Services</i> , <b>2021</b> , 59, 102376	8.5	7
15	Share repurchases and stock market reactions: Messages from the restaurant industry. <i>International Journal of Hospitality Management</i> , <b>2020</b> , 86, 102457	8.3	6
14	External shocks and efficiency changes in the US airline industry. <i>Service Industries Journal</i> , <b>2011</b> , 31, 2411-2435	5.7	6
13	Moderating effects of self-image congruity on the relationship between advertisement message strength and revisiting intention. <i>Journal of Foodservice Business Research</i> , <b>2017</b> , 20, 238-248	2.5	5
12	The impact of sold-out information on tourist choice decisions. <i>Journal of Travel and Tourism Marketing</i> , <b>2018</b> , 35, 622-632	6.6	5
11	Ethnic food advertising formats and consumers' responses: Picture-dominant or text-dominant?. <i>International Journal of Hospitality Management</i> , <b>2019</b> , 82, 5-12	8.3	4
10	Boredom and Moderating Variables for Customers' Novelty Seeking. <i>Journal of Foodservice Business Research</i> , <b>2015</b> , 18, 404-422	2.5	4
9	Kosher labelling in restaurants: Examining the healthy halo effect. <i>Journal of Foodservice Business Research</i> , <b>2020</b> , 23, 46-56	2.5	4
8	Effectiveness of anthropomorphism in ugly food promotion: Do gender and age matter?. <i>Journal of Foodservice Business Research</i> , <b>2021</b> , 24, 596-611	2.5	3

7	When do consumers feel betrayal and face-loss? Examining service communality and social presence types in service failures. <i>Journal of Foodservice Business Research</i> , <b>2017</b> , 20, 116-125	2.5	2
6	Understanding beach tourists' environmentally responsible behaviors: an extended value-attitude-behavior model. <i>Journal of Travel and Tourism Marketing</i> , <b>2021</b> , 38, 696-709	6.6	2
5	Is differential treatment in response to service failures effective? The roles of comparison, loyalty, and scarcity messages. <i>International Journal of Hospitality Management</i> , <b>2021</b> , 95, 102952	8.3	2
4	Senior consumers' dining-out behaviors: the roles of physical, psychological and economic health. <i>International Journal of Contemporary Hospitality Management</i> , <b>2019</b> , ahead-of-print,	7.5	2
3	The effects of restaurant green demarketing on green skepticism and dining intentions: Investigating the roles of benefit associations and green reputation. <i>International Journal of Hospitality Management</i> , <b>2021</b> , 97, 103007	8.3	1
2	Visit intention of non-visitors: A step toward advancing a people-centered image. <i>Journal of Destination Marketing &amp; Management</i> , <b>2021</b> , 22, 100662	4.7	1
1	Who spoils the barrel? Negative spillover effect on competitor brands during food crises. <i>International Journal of Hospitality Management</i> , <b>2021</b> , 98, 103047	8.3	0