Dimitrios Buhalis

List of Publications by Year in descending order

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#	Article	IF	CITATIONS
1	Progress in information technology and tourism management: 20 years on and 10 years after the Internet—The state of eTourism research. Tourism Management, 2008, 29, 609-623.	5.8	2,357
2	Marketing the competitive destination of the future. Tourism Management, 2000, 21, 97-116.	5.8	1,984
3	Social Media in Tourism and Hospitality: A Literature Review. Journal of Travel and Tourism Marketing, 2013, 30, 3-22.	3.1	936
4	Metaverse beyond the hype: Multidisciplinary perspectives on emerging challenges, opportunities, and agenda for research, practice and policy. International Journal of Information Management, 2022, 66, 102542.	10.5	702
5	Strategic use of information technologies in the tourism industry. Tourism Management, 1998, 19, 409-421.	5.8	692
6	Social media as a destination marketing tool: its use by national tourism organisations. Current Issues in Tourism, 2013, 16, 211-239.	4.6	603
7	Progress on information and communication technologies in hospitality and tourism. International Journal of Contemporary Hospitality Management, 2014, 26, 727-750.	5.3	494
8	Progress in tourism management: A review of website evaluation in tourism research. Tourism Management, 2010, 31, 297-313.	5.8	461
9	The future eTourism intermediaries. Tourism Management, 2002, 23, 207-220.	5.8	412
10	A Typology of Technologyâ€Enhanced Tourism Experiences. International Journal of Tourism Research, 2014, 16, 340-350.	2.1	404
11	Smart tourism destinations: ecosystems for tourism destination competitiveness. International Journal of Tourism Cities, 2016, 2, 108-124.	1.2	381
12	Technological disruptions in services: lessons from tourism and hospitality. Journal of Service Management, 2019, 30, 484-506.	4.4	373
13	Smart technologies for personalized experiences: a case study in the hospitality domain. Electronic Markets, 2015, 25, 243-254.	4.4	364
14	A model of perceived image, memorable tourism experiences and revisit intention. Journal of Destination Marketing & Management, 2018, 8, 326-336.	3.4	359
15	Technology in tourism-from information communication technologies to eTourism and smart tourism towards ambient intelligence tourism: a perspective article. Tourism Review, 2020, 75, 267-272.	3.8	358
16	Real-time co-creation and nowness service: lessons from tourism and hospitality. Journal of Travel and Tourism Marketing, 2019, 36, 563-582.	3.1	344
17	Conceptualising technology enhanced destination experiences. Journal of Destination Marketing & Management, 2012, 1, 36-46.	3.4	327
18	SoCoMo marketing for travel and tourism: Empowering co-creation of value. Journal of Destination Marketing & Management, 2015, 4, 151-161.	3.4	312

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19	Smart Tourism Destinations Enhancing Tourism Experience Through Personalisation of Services. , 2015, , 377-389.		306
20	Information Communication Technology Revolutionizing Tourism. Tourism Recreation Research, 2005, 30, 7-16.	3.3	297
21	Serious games and the gamification of tourism. Tourism Management, 2017, 60, 244-256.	5.8	293
22	Smart Tourism Destinations. , 2013, , 553-564.		289
23	Smart hospitality—Interconnectivity and interoperability towards an ecosystem. International Journal of Hospitality Management, 2018, 71, 41-50.	5.3	245
24	The influence of e-word-of-mouth on hotel occupancy rate. International Journal of Contemporary Hospitality Management, 2016, 28, 2035-2051.	5.3	242
25	INFORMATION TECHNOLOGY APPLICATIONS IN HOSPITALITY AND TOURISM: A REVIEW OF PUBLICATIONS FROM 2005 TO 2007. Journal of Travel and Tourism Marketing, 2009, 26, 599-623.	3.1	232
26	Social Media Use and Impact during the Holiday Travel Planning Process. , 2012, , 13-24.		212
27	Conceptualising Customerâ€ŧoâ€customer Value Coâ€creation in Tourism. International Journal of Tourism Research, 2015, 17, 356-363.	2.1	208
28	DMO online platforms: Image and intention to visit. Tourism Management, 2018, 65, 116-130.	5.8	198
29	eAirlines: strategic and tactical use of ICTs in the airline industry. Information and Management, 2004, 41, 805-825.	3.6	189
30	The perception of small and medium sized tourism accommodation providers on the impacts of the tour operators' power in Eastern Mediterranean. Tourism Management, 2004, 25, 151-170.	5.8	185
31	Information technology in peripheral small and medium hospitality enterprises: strategic analysis and critical factors. International Journal of Contemporary Hospitality Management, 1998, 10, 198-202.	5.3	181
32	Conceptualising Smart Tourism Destination Dimensions. , 2015, , 391-403.		168
33	Tourists as Mobile Gamers: Gamification for Tourism Marketing. Journal of Travel and Tourism Marketing, 2016, 33, 1124-1142.	3.1	165
34	Social Media Impact on Holiday Travel Planning. International Journal of Online Marketing, 2011, 1, 1-19.	0.9	162
35	Relationships in the Distribution Channel of Tourism. International Journal of Hospitality and Tourism Administration, 2000, 1, 113-139.	1.7	161
36	Customer-to-customer co-creation practices in tourism: Lessons from Customer-Dominant logic. Tourism Management, 2018, 67, 362-375.	5.8	161

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37	Information Needs in Online Social Networks. Information Technology and Tourism, 2008, 10, 267-281.	3.4	145
38	Value co-creation and customer citizenship behavior. Annals of Tourism Research, 2019, 78, 102742.	3.7	143
39	Job satisfaction and employee turnover determinants in high contact services: Insights from Employees'Online reviews. Tourism Management, 2019, 75, 130-147.	5.8	139
40	Information-enabled tourism destination marketing: addressing the accessibility market. Current Issues in Tourism, 2011, 14, 145-168.	4.6	138
41	Social layers of customer-to-customer value co-creation. Journal of Service Management, 2013, 24, 553-566.	4.4	131
42	Accessible tourism futures: the world we dream to live in and the opportunities we hope to have. Journal of Tourism Futures, 2015, 1, 179-188.	2.3	119
43	E-Tourism Developments in Greece: Information Communication Technologies Adoption for the Strategic Management of the Greek Tourism Industry. Tourism and Hospitality Research, 2004, 5, 103-130.	2.4	117
44	ICTs and Internet adoption in China's tourism industry. International Journal of Information Management, 2003, 23, 451-467.	10.5	116
45	Managing change in tourism destinations: Key issues and current trends. Journal of Destination Marketing & Management, 2014, 2, 269-272.	3.4	115
46	Digital Divide in Tourism. Journal of Travel Research, 2010, 49, 267-281.	5.8	113
47	The dark side of the sharing economy: Balancing value coâ€creation and value coâ€destruction. Psychology and Marketing, 2020, 37, 689-704.	4.6	112
48	Experience Value Cocreation on Destination Online Platforms. Journal of Travel Research, 2018, 57, 1093-1107.	5.8	111
49	Customer empowerment in tourism through consumer centric marketing (CCM). Qualitative Market Research, 2007, 10, 265-281.	1.0	103
50	Enabling access to tourism through information schemes?. Annals of Tourism Research, 2008, 35, 189-210.	3.7	103
51	Tourism and Information Technologies: Past, Present and Future. Tourism Recreation Research, 2000, 25, 41-58.	3.3	96
52	A hierarchical model of technology adoption for small owner-managed travel firms: An organizational decision-making and leadership perspective. Tourism Management, 2012, 33, 1195-1208.	5.8	96
53	Big data empowered agility for dynamic, volatile, and time-sensitive service industries: the case of tourism sector. International Journal of Contemporary Hospitality Management, 2021, 33, 1015-1036.	5.3	95
54	Mixed Reality (MR) for Generation Z in Cultural Heritage Tourism Towards Metaverse. , 2022, , 16-27.		91

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55	Future eDestination Marketing. Journal of Travel Research, 2014, 53, 778-790.	5.8	90
56	The importance of lifestyle entrepreneurship: A conceptual study of the tourism industry. , 2009, 7, 393-405.		89
57	Tourism on the Greek Islands: Issues of peripherality, competitiveness and development. International Journal of Tourism Research, 1999, 1, 341-358.	2.1	86
58	Information provision for challenging markets: The case of the accessibility requiring market in the context of tourism. Information and Management, 2013, 50, 229-239.	3.6	85
59	Augmented Reality at Cultural Heritage sites. , 2016, , 607-619.		85
60	Online and social media recruitment. International Journal of Contemporary Hospitality Management, 2016, 28, 327-345.	5.3	84
61	Impacts of authenticity, degree of adaptation and cultural contrast on travellers' memorable gastronomy experiences. Journal of Hospitality Marketing and Management, 2019, 28, 743-764.	5.1	83
62	E-Commerce in China: The case of travel. International Journal of Information Management, 2006, 26, 153-166.	10.5	78
63	A tourist typology of online and face-to-face social contact: Destination immersion and tourism encapsulation/decapsulation. Annals of Tourism Research, 2019, 78, 102757.	3.7	78
64	Online Complaining Behavior in Mainland China Hotels: The Perception of Chinese and Non-Chinese Customers. International Journal of Hospitality and Tourism Administration, 2014, 15, 248-274.	1.7	76
65	Enhancing SMTEs' business performance through the Internet and eâ€learning platforms. Education and Training, 2003, 45, 483-494.	1.7	74
66	Family hotel businesses: strategic planning and the need for education and training. Education and Training, 2004, 46, 406-415.	1.7	71
67	The Formation of a Tourist Destination's Image via Information Sources: the Moderating Effect of Culture. International Journal of Tourism Research, 2012, 14, 437-450.	2.1	68
68	Network analysis and wine routes: the case of the Bairrada Wine Route. Service Industries Journal, 2010, 30, 1621-1641.	5.0	66
69	Forecasting tourist arrivals at attractions: Search engine empowered methodologies. Tourism Economics, 2019, 25, 425-447.	2.6	66
70	Information Technology as a Strategic Tool for Economic, Social, Cultural and Environmental Benefits Enhancement of Tourism at Destination Regions. International Journal of Tourism Research, 1997, 3, 71-93.	0.5	65
71	Usability of Chinese Destination Management Organization Websites. Journal of Travel and Tourism Marketing, 2008, 25, 182-198.	3.1	64

72 COMPETITION OR CO-OPERATION?., 0, , 324-346.

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73	Empirical Evaluation of Smartphone Augmented Reality Browsers in an Urban Tourism Destination Context. International Journal of Mobile Human Computer Interaction, 2014, 6, 10-31.	0.1	60
74	The impact of online reputation on hotel profitability. International Journal of Contemporary Hospitality Management, 2020, 32, 20-39.	5.3	60
75	RICIRMS as a strategic tool for small and medium tourism enterprises. Tourism Management, 1993, 14, 366-378.	5.8	58
76	Destinations' Information Competition and Web Reputation. Information Technology and Tourism, 2009, 11, 221-234.	3.4	57
77	Bridging marketing theory and big data analytics: The taxonomy of marketing attribution. International Journal of Information Management, 2021, 56, 102253.	10.5	57
78	Tourism in Greece: Strategic Analysis and Challenges. Current Issues in Tourism, 2001, 4, 440-480.	4.6	56
79	Community crosstalk: an exploratory analysis of destination and festival eWOM on Twitter. Journal of Marketing Management, 2015, 31, 1113-1140.	1.2	55
80	Web 2.0: A study of online travel community. , 2008, , 70-81.		55
81	Destination eWOM: A macro and meso network approach?. Annals of Tourism Research, 2017, 64, 87-101.	3.7	54
82	Hospitality entrepreneurs managing quality of life and business growth. Current Issues in Tourism, 2019, 22, 2014-2033.	4.6	54
83	Engineering Augmented Tourism Experiences. , 2013, , 24-35.		54
84	Standing out from the crowd – an exploration of signal attributes of Airbnb listings. International Journal of Contemporary Hospitality Management, 2019, 31, 4520-4542.	5.3	52
85	Best Practice in Accessible Tourism. , 2012, , .		52
86	Technology as a Catalyst of Change: Enablers and Barriers of the Tourist Experience and Their Consequences. , 2015, , 789-802.		50
87	Voice assistants in hospitality: using artificial intelligence for customer service. Journal of Hospitality and Tourism Technology, 2022, 13, 386-403.	2.5	47
88	Influence of young consumers' external and internal variables on their e-loyalty to tourism sites. Journal of Destination Marketing & Management, 2020, 15, 100409.	3.4	46
89	An Analysis of Academic Leadership in Hospitality and Tourism Journals. Journal of Hospitality and Tourism Research, 2010, 34, 455-477.	1.8	44
90	Cultural ecosystem services evaluation using geolocated social media data: a review. Tourism Geographies, 2022, 24, 646-668.	2.2	43

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91	Tourism Business Frontiers. , 0, , .		41
92	Content mining framework in social media: A FIFA world cup 2014 case analysis. Information and Management, 2017, 54, 786-801.	3.6	39
93	Exploring the Use of Chatbots in Hotels: Technology Providers' Perspective. , 2020, , 231-242.		39
94	The Strategic Impact of the Internet on the Tourism Industry. , 2007, , 481-492.		37
95	The influences and consequences of being digitally connected and/or disconnected to travellers. Information Technology and Tourism, 2017, 17, 121-141.	3.4	37
96	Cross–border tourism destination marketing: Prerequisites and critical success factors. Journal of Destination Marketing & Management, 2019, 14, 100392.	3.4	37
97	eEnabled Internet Distribution for Small and Medium Sized Hotels: The Case of Athens. Tourism Recreation Research, 2008, 33, 67-81.	3.3	36
98	Who booked five-star hotels in Macau? A study of hotel guests' online booking intention. Journal of Hospitality and Tourism Management, 2013, 20, 76-83.	3.5	36
99	National park visitors' car-use intention: A norm-neutralization model. Tourism Management, 2018, 69, 97-108.	5.8	35
100	Dining alone: improving the experience of solo restaurant goers. International Journal of Contemporary Hospitality Management, 2020, 32, 1347-1365.	5.3	35
101	E-destinations: Global Best Practice in Tourism Technologies and Applications. , 2013, , 119-130.		35
102	Outsourcing IT for small hotels: the opportunities and challenges of using application service providers. The Cornell Hotel and Restaurant Administration Quarterly, 2002, 43, 27-39.	1.1	31
103	Factors affecting hotel managers' intentions to adopt robotic technologies: A global study. International Journal of Hospitality Management, 2022, 102, 103139.	5.3	30
104	The role of family firm image perception in host-guest value co-creation of hospitality firms. Current Issues in Tourism, 2020, 23, 2410-2427.	4.6	28
105	Performance measures of net-enabled hypercompetitive industries: The case of tourism. International Journal of Information Management, 2008, 28, 168-180.	10.5	27
106	Architectural hybrids for living across the lifespan: lessons from dementia. Service Industries Journal, 2018, 38, 4-26.	5.0	27
107	Information Convergence in the Long Tail: The Case of Tourism Destination Information. , 2009, , 381-392.		27
108	In-destination tour products and the disrupted tourism industry: progress and prospects. Information Technology and Tourism, 2016, 16, 413-433.	3.4	26

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109	Destination Management Systems: Criteria for Success — An Exploratory Research. , 2000, , 473-484.		24
110	Brand management and cocreation lessons from tourism and hospitality: introduction to the special issue. Journal of Product and Brand Management, 2021, 30, 1-11.	2.6	24
111	High Tech for High Touch Experiences: A Case Study From the Hospitality Industry. , 2013, , 290-301.		24
112	Information Technology Penetration and E-commerce Developments in Greece, With a Focus on Small to Medium-sized Enterprises. Electronic Markets, 2003, 13, 309-324.	4.4	23
113	Learning About Managing the Business in the Hospitality Industry. Human Resource Development Quarterly, 2013, 24, 525-559.	2.1	23
114	In-room Voice-Based Al Digital Assistants Transforming On-Site Hotel Services and Guests' Experiences. , 2021, , 30-44.		23
115	Complaints on the Online Environment — The Case of Hong Kong Hotels. , 2009, , 73-85.		23
116	Harnessing the "wisdom of employees―from online reviews. Annals of Tourism Research, 2020, 80, 102694.	3.7	22
117	Information Technologies in tourism: Implications for the tourism curriculum. , 1998, , 289-297.		21
118	Real time response (RTR): Conceptualizing a smart systems approach to destination resilience. Journal of Destination Marketing & Management, 2022, 23, 100687.	3.4	21
119	Evaluating the effectiveness of tourist advertising to improve the competitiveness of destinations. Tourism Economics, 2020, 26, 1001-1020.	2.6	20
120	ENTREPRENEURIAL NETWORKS AND SUPPLY COMMUNITIES IN THE ITALIAN eTOURISM. Information Technology and Tourism, 2003, 5, 175-184.	3.4	20
121	The Impact of Culture on eComplaints: Evidence from Chinese Consumers in Hospitality Organisations. , 2010, , 285-296.		19
122	Marketing Tourism via Electronic Games: Understanding the Motivation of Tourist Players. , 2013, , .		19
123	Practice-based segmentation: taxonomy of C2C co-creation practice segments. International Journal of Contemporary Hospitality Management, 2019, 31, 3799-3818.	5.3	19
124	Stronger Together? Tourists' Behavioral Responses to Joint Brand Advertising. Journal of Advertising, 2020, 49, 525-539.	4.1	18
125	Connectivity and the Consequences of Being (Dis)connected. , 2016, , 31-44.		18
126	Perspectives on experiences of tourists with disabilities: implications for their daily lives and for the tourist industry. Tourism Recreation Research, 2024, 49, 48-62.	3.3	18

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127	Destination Marketing through User Personalised Content (UPC). , 2010, , 519-530.		17
128	Knowledge mapping of sharing accommodation: A bibliometric analysis. Tourism Management Perspectives, 2021, 40, 100897.	3.2	16
129	Information technology and the reengineering of tourism. Annals of Tourism Research, 1997, 24, 245-247.	3.7	15
130	Testing the relationship between value co-creation, perceived justice and guests' enjoyment. Current Issues in Tourism, 2023, 26, 587-602.	4.6	15
131	Smart cruising: smart technology applications and their diffusion in cruise tourism. Journal of Hospitality and Tourism Technology, 2022, 13, 626-649.	2.5	15
132	Influential Factors of Internet Users Booking Online in China's Domestic Tourism ä½;ç"¨ä²'è³ ç½'在粿é¢"订ç٤ Tourism Research, 2008, 4, 172-188.	5"å½±å"å 1.2	›ç′—以ä¸å 14
133	Branding Transformation Through Social Media and Co-creation: Lessons from Marriott International. , 2018, , 257-269.		14
134	The loyalty of young residents in an island destination: An integrated model. Journal of Destination Marketing & Management, 2017, 6, 444-455.	3.4	13
135	Emotional intelligence: a competitive advantage for tourism and hospitality managers. Tourism Recreation Research, 2022, 47, 359-371.	3.3	13
136	Blending work and leisure: a future digital worker hybrid lifestyle perspective. Annals of Leisure Research, 0, , 1-21.	1.0	13
137	Price-personalization: Customer typology based on hospitality business. Journal of Business Research, 2022, 147, 462-476.	5.8	12
138	Information and telecommunication technologies as a strategic tool for tourism enhancement at destination regions. , 1996, , 131-142.		11
139	The cost and benefits of Information Technology and the Internet for small and medium-sized tourism enterprises. , 1999, , 218-227.		10
140	A Comparison of Chinese and International Online User Perceptions of the Usefulness of Hotel Websites. Information Technology and Tourism, 2009, 11, 329-340.	3.4	10
141	Comparative evaluation study of the websites of China-based and international luxury hotels. Journal of China Tourism Research, 2017, 13, 1-25.	1.2	10
142	Disruptive innovations. Information Technology and Tourism, 2016, 16, 327-329.	3.4	9
143	Impacts of the Internet on Travel Satisfaction and Overall Life Satisfaction. , 2012, , 321-337.		9

144 Predicting Internet Usage for Travel Bookings in China. , 2005, , 429-439.

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145	Dynamics of hotel website browsing activity: the power of informatics and data analytics. Industrial Management and Data Systems, 2021, 121, 1398-1416.	2.2	7
146	Catalysts in introducing information technology in small and medium sized hospitality organisations. , 1997, , 275-285.		7
147	Co-creation Through Technology: Dimensions of Social Connectedness. , 2013, , 339-352.		6
148	The Social Impact of Events in Social Media Conversation. , 2015, , 283-294.		5
149	eTourism Developments in Greece. , 2003, , 39-48.		5
150	The Future Role of the Travel E-mediaries (CRSs, GDSs, Switch Companies, Videotext). , 2001, , 139-149.		5
151	Tourism Branding, Identity, Reputation Co-creation, and Word-of-Mouth in the Age of Social Media. , 2014, , 15-40.		4
152	Interdisciplinary Research on Information Science and Tourism. , 2013, , 302-313.		4
153	Entrepreneurship in the Contemporary Tourism Ecosystem: The Case of Incoming Tour Operators in Taiwan. , 2017, , 101-113.		3
154	75 years of <i>Tourism Review</i> : survival by transformation: a perspective article. Tourism Review, 2019, 75, 4-7.	3.8	3
155	Technology Empowered Real-Time Service. , 2018, , 283-295.		3
156	Technology Enabled Distribution of Hotels: An Investigation of the Hotel Sector in Athens, Greece. , 2003, , 280-288.		3
157	Virtual Travel Community. , 2010, , 130-144.		3
158	Travel Enjoyment and Website Sensory Features. , 2011, , 599-610.		3
159	Regional Integrated Computer Information Reservation Management Systems and tourism distribution channels. , 1995, , 53-64.		3
160	Technology transfer for African tourism. Tourism Management, 1996, 17, 619-620.	5.8	2
161	A Modified Fuzzy Hierarchical TOPSIS Model for Hotel Website Evaluation. International Journal of Fuzzy System Applications, 2013, 3, 82-101.	0.5	2
162	Hosted Application Provision for Small and Medium Sized Tourism Enterprises: Are We Ready for This?. , 2002, , 407-416.		2

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163	Distributing B&B accommodation in York, UK: Advantages and developments emerging through the Internet. , 1999, , 228-237.		2
164	Tiscover - development and growth , 2006, , 62-72.		2
165	A Study of Chinese and International Online User Perceptions of Hotel Websites' Usefulness. , 2009, , 285-296.		2
166	Empirical Evaluation of Smartphone Augmented Reality Browsers in an Urban Tourism Destination Context. , 0, , 481-502.		2
167	Information and Communications Technologies for Tourism. , 0, , 232-245.		2
168	Tourism and the environment: a search for hope in Greece. Tourism Management, 1993, 14, 151-153.	5.8	1
169	Towards the millennium: global civilization in change?. Tourism Management, 1996, 17, 230-232.	5.8	1
170	Tourism in the mediterranean. Tourism Recreation Research, 1998, 23, 90-91.	3.3	1
171	Title is missing!. Tourism Management, 2008, 29, 1240-1241.	5.8	1
172	A Modified Fuzzy Hierarchical TOPSIS Model for Hotel Website Evaluation. , 0, , 263-283.		1
173	Hong Kong Residents' Perception of Travel Websites. , 2010, , 75-86.		1
174	Social Media Impact on Holiday Travel Planning. , 2013, , 230-249.		1
175	Accessible Tourism Introduction to the Special Thematic Session. Lecture Notes in Computer Science, 2008, , 969-972.	1.0	1
176	Conclusion The Sharing Economy Perspectives, opportunities and challenges. , 2022, , .		1
177	Eurotourism: research and perspectives, Greece, May 1994. Tourism Management, 1994, 15, 474-476.	5.8	0
178	Eurotourism: Research and perspectives. Annals of Tourism Research, 1995, 22, 697-699.	3.7	0
179	Taking a Road Less Travelled: Welcome to Tourism and Hospitality. Tourism and Hospitality, 2020, 1, 20-22.	0.7	0
180	Enhancing SMTEs Business Performance through the Internet and Online Learning Platforms. , 2004, , 580-591.		0

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#	Article	IF	CITATIONS
181	Evaluation of the Usability of Chinese Destination Management Organisation Websites. , 2007, , 267-278.		0

182 Introduction The Sharing Economy and the Tourism Industry. , 2022, , .