Dimitrios Buhalis

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.

177 papers	14,702 citations	58 h-index	120 g-index
202 ext. papers	17,188 ext. citations	6.1 avg, IF	7.55 L-index

#	Paper	IF	Citations
177	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	10.8	1811
176	Marketing the competitive destination of the future. *Tourism Management*, **2000**, 21, 97-116	10.8	1479
175	Social Media in Tourism and Hospitality: A Literature Review. *Journal of Travel and Tourism Marketing*, **2013**, 30, 3-22	6.6	691
174	Strategic use of information technologies in the tourism industry. *Tourism Management*, **1998**, 19, 409-421	10.8	547
173	Social media as a destination marketing tool: its use by national tourism organisations. *Current Issues in Tourism*, **2013**, 16, 211-239	5.8	467
172	Progress in tourism management: A review of website evaluation in tourism research. *Tourism Management*, **2010**, 31, 297-313	10.8	387
171	Progress on information and communication technologies in hospitality and tourism. *International Journal of Contemporary Hospitality Management*, **2014**, 26, 727-750	7.5	377
170	The future eTourism intermediaries. *Tourism Management*, **2002**, 23, 207-220	10.8	341
169	A Typology of Technology-Enhanced Tourism Experiences. *International Journal of Tourism Research*, **2014**, 16, 340-350	3.7	307
168	Conceptualising technology enhanced destination experiences. *Journal of Destination Marketing & Management*, **2012**, 1, 36-46	4.7	259
167	Smart tourism destinations: ecosystems for tourism destination competitiveness. *International Journal of Tourism Cities*, **2016**, 2, 108-124	2.6	255
166	Smart technologies for personalized experiences: a case study in the hospitality domain. *Electronic Markets*, **2015**, 25, 243-254	4.8	250
165	SoCoMo marketing for travel and tourism: Empowering co-creation of value. *Journal of Destination Marketing & Management*, **2015**, 4, 151-161	4.7	229
164	Information Communication Technology Revolutionizing Tourism. *Tourism Recreation Research*, **2005**, 30, 7-16	2.1	218
163	Real-time co-creation and nowness service: lessons from tourism and hospitality. *Journal of Travel and Tourism Marketing*, **2019**, 36, 563-582	6.6	206
162	Technological disruptions in services: lessons from tourism and hospitality. *Journal of Service Management*, **2019**, 30, 484-506	7.4	189
161	A model of perceived image, memorable tourism experiences and revisit intention. *Journal of Destination Marketing & Management*, **2018**, 8, 326-336	4.7	188

160	Serious games and the gamification of tourism. *Tourism Management*, **2017**, 60, 244-256	10.8	187
159	The influence of e-word-of-mouth on hotel occupancy rate. *International Journal of Contemporary Hospitality Management*, **2016**, 28, 2035-2051	7.5	181
158	INFORMATION TECHNOLOGY APPLICATIONS IN HOSPITALITY AND TOURISM: A REVIEW OF PUBLICATIONS FROM 2005 TO 2007View all notes. *Journal of Travel and Tourism Marketing*, **2009**, 26, 599-623	6.6	176
157	Smart Tourism Destinations **2013**, 553-564		162
156	Technology in tourism-from information communication technologies to eTourism and smart tourism towards ambient intelligence tourism: a perspective article. *Tourism Review*, **2019**, 75, 267-272	5.2	162
155	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	10.8	157
154	Smart Tourism Destinations Enhancing Tourism Experience Through Personalisation of Services **2015**, 377-389		155
153	Smart hospitality□nterconnectivity and interoperability towards an ecosystem. *International Journal of Hospitality Management*, **2018**, 71, 41-50	8.3	153
152	Conceptualising Customer-to-customer Value Co-creation in Tourism. *International Journal of Tourism Research*, **2015**, 17, 356-363	3.7	150
151	Information technology in peripheral small and medium hospitality enterprises: strategic analysis and critical factors. *International Journal of Contemporary Hospitality Management*, **1998**, 10, 198-202	7.5	143
150	Social Media Use and Impact during the Holiday Travel Planning Process **2012**, 13-24		140
149	eAirlines: strategic and tactical use of ICTs in the airline industry. *Information and Management*, **2004**, 41, 805-825	6.6	140
148	DMO online platforms: Image and intention to visit. *Tourism Management*, **2018**, 65, 116-130	10.8	124
147	Social Media Impact on Holiday Travel Planning. *International Journal of Online Marketing*, **2011**, 1, 1-19	0.4	123
146	Relationships in the Distribution Channel of Tourism. *International Journal of Hospitality and Tourism Administration*, **2000**, 1, 113-139	2	118
145	Tourists as Mobile Gamers: Gamification for Tourism Marketing. *Journal of Travel and Tourism Marketing*, **2016**, 33, 1124-1142	6.6	110
144	Information Needs in Online Social Networks. *Information Technology and Tourism*, **2008**, 10, 267-281	4.8	110
143	Customer-to-customer co-creation practices in tourism: Lessons from Customer-Dominant logic. *Tourism Management*, **2018**, 67, 362-375	10.8	104

142	Social layers of customer-to-customer value co-creation. *Journal of Service Management*, **2013**, 24, 553-566	7.4	103
141	Information-enabled tourism destination marketing: addressing the accessibility market. *Current Issues in Tourism*, **2011**, 14, 145-168	5.8	95
140	Digital Divide in Tourism. *Journal of Travel Research*, **2010**, 49, 267-281	6.3	95
139	Managing change in tourism destinations: Key issues and current trends. *Journal of Destination Marketing & Management*, **2014**, 2, 269-272	4.7	93
138	Customer empowerment in tourism through consumer centric marketing (CCM). *Qualitative Market Research*, **2007**, 10, 265-281	1.6	84
137	ICTs and Internet adoption in China's tourism industry. *International Journal of Information Management*, **2003**, 23, 451-467	16.4	84
136	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	2.2	82
135	Tourism on the Greek Islands: Issues of peripherality, competitiveness and development. *International Journal of Tourism Research*, **1999**, 1, 341-358	3.7	74
134	Enabling access to tourism through information schemes?. *Annals of Tourism Research*, **2008**, 35, 189-210	7.7	73
133	Conceptualising Smart Tourism Destination Dimensions **2015**, 391-403		73
132	Future eDestination Marketing: Perspective of an Australian Tourism Stakeholder Network. *Journal of Travel Research*, **2014**, 53, 778-790	6.3	72
131	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	3.2	70
130	Value co-creation and customer citizenship behavior. *Annals of Tourism Research*, **2019**, 78, 102742	7.7	69
129	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	10.8	69
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127	Experience Value Cocreation on Destination Online Platforms. *Journal of Travel Research*, **2018**, 57, 1093-1107	6.3	67
126	Augmented Reality at Cultural Heritage sites **2016**, 607-619		66
125	E-Commerce in China: The case of travel. *International Journal of Information Management*, **2006**, 26, 153-166	16.4	65

124	The importance of lifestyle entrepreneurship: A conceptual study of the tourism industry **2009**, 7, 393-405		63
123	Online and social media recruitment. *International Journal of Contemporary Hospitality Management* , **2016**, 28, 327-345	7.5	62
122	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	2	60
121	Job satisfaction and employee turnover determinants in high contact services: Insights from Employees Online reviews. *Tourism Management*, **2019**, 75, 130-147	10.8	59
120	Usability of Chinese Destination Management Organization WebsitesView all notes. *Journal of Travel and Tourism Marketing*, **2008**, 25, 182-198	6.6	58
119	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	3.7	55
118	Information provision for challenging markets: The case of the accessibility requiring market in the context of tourism. *Information and Management*, **2013**, 50, 229-239	6.6	54
117	Destinations' Information Competition and Web Reputation. *Information Technology and Tourism*, **2009**, 11, 221-234	4.8	53
116	Enhancing SMTEs' business performance through the Internet and e-learning platforms. *Education and Training*, **2003**, 45, 483-494	2.2	53
115	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		49
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111	Tourism in Greece: Strategic Analysis and Challenges. *Current Issues in Tourism*, **2001**, 4, 440-480	5.8	46
110	Forecasting tourist arrivals at attractions: Search engine empowered methodologies. *Tourism Economics*, **2019**, 25, 425-447	3.1	46
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107	COMPETITION OR CO-OPERATION?324-346		44

106	Empirical Evaluation of Smartphone Augmented Reality Browsers in an Urban Tourism Destination Context. *International Journal of Mobile Human Computer Interaction*, **2014**, 6, 10-31	0.8	43
105	Engineering Augmented Tourism Experiences **2013**, 24-35		43
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103	Web 2.0: A study of online travel community **2008**, 70-81		41
102	Destination eWOM: A macro and meso network approach?. *Annals of Tourism Research*, **2017**, 64, 87-101	7.7	40
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99	Best Practice in Accessible Tourism **2012**,		36
98	Standing out from the crowd □an exploration of signal attributes of Airbnb listings. *International Journal of Contemporary Hospitality Management*, **2019**, 31, 4520-4542	7.5	32
97	Hospitality entrepreneurs managing quality of life and business growth. *Current Issues in Tourism*, **2019**, 22, 2014-2033	5.8	32
96	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	6	31
95	The impact of online reputation on hotel profitability. *International Journal of Contemporary Hospitality Management*, **2020**, 32, 20-39	7.5	31
94	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	7.5	31
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92	Content mining framework in social media: A FIFA world cup 2014 case analysis. *Information and Management*, **2017**, 54, 786-801	6.6	29
91	eEnabled Internet Distribution for Small and Medium Sized Hotels: The Case of Athens. *Tourism Recreation Research*, **2008**, 33, 67-81	2.1	26
90	The Strategic Impact of the Internet on the Tourism Industry **2007**, 481-492		25
89	Tourism Business Frontiers		25

88	E-destinations: Global Best Practice in Tourism Technologies and Applications **2013**, 119-130		24
87	National park visitors' car-use intention: A norm-neutralization model. *Tourism Management*, **2018**, 69, 97-108	10.8	23
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84	Bridging marketing theory and big data analytics: The taxonomy of marketing attribution. *International Journal of Information Management*, **2021**, 56, 102253	16.4	23
83	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		21
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79	Architectural hybrids for living across the lifespan: lessons from dementia. *Service Industries Journal* , **2018**, 38, 4-26	5.7	18
78	In-destination tour products and the disrupted tourism industry: progress and prospects. *Information Technology and Tourism*, **2016**, 16, 413-433	4.8	18
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76	The Impact of Culture on eComplaints: Evidence from Chinese Consumers in Hospitality Organisations **2010**, 285-296		16
75	Mixed Reality (MR) for Generation Z in Cultural Heritage Tourism Towards Metaverse **2022**, 16-27		16
74	ENTREPRENEURIAL NETWORKS AND SUPPLY COMMUNITIES IN THE ITALIAN eTOURISM. *Information Technology and Tourism*, **2003**, 5, 175-184	4.8	16
73	Technology as a Catalyst of Change: Enablers and Barriers of the Tourist Experience and Their Consequences **2015**, 789-802		16
72	High Tech for High Touch Experiences: A Case Study From the Hospitality Industry **2013**, 290-301		16
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70	Cultural ecosystem services evaluation using geolocated social media data: a review. *Tourism Geographies*, **2020**, 1-23	9.3	16
69	Destination Marketing through User Personalised Content (UPC) **2010**, 519-530		15
68	Destination Management Systems: Criteria for Success An Exploratory Research **2000**, 473-484		14
67	Practice-based segmentation: taxonomy of C2C co-creation practice segments. *International Journal of Contemporary Hospitality Management*, **2019**, 31, 3799-3818	7.5	14
66	**2013**,		13
65	Information Technology Penetration and E-commerce Developments in Greece, With a Focus on Small to Medium-sized Enterprises. *Electronic Markets*, **2003**, 13, 309-324	4.8	13
64	Connectivity and the Consequences of Being (Dis)connected **2016**, 31-44		13
63	SoCoMo Marketing for Travel and Tourism **2013**, 175-185		12
62	Exploring the Use of Chatbots in Hotels: Technology Providers Perspective **2020**, 231-242		12
61	Evaluating the effectiveness of tourist advertising to improve the competitiveness of destinations. *Tourism Economics*, **2020**, 26, 1001-1020	3.1	12
60	Information technology and the reengineering of tourism. *Annals of Tourism Research*, **1997**, 24, 245-247	7.7	11
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58	The role of family firm image perception in host-guest value co-creation of hospitality firms. *Current Issues in Tourism*, **2020**, 23, 2410-2427	5.8	11
57	Comparative evaluation study of the websites of China-based and international luxury hotels. *Journal of China Tourism Research*, **2017**, 13, 1-25	1.6	10
56	Branding Transformation Through Social Media and Co-creation: Lessons from Marriott International **2018**, 257-269		10
55	A Comparison of Chinese and International Online User Perceptions of the Usefulness of Hotel Websites. *Information Technology and Tourism*, **2009**, 11, 329-340	4.8	10
54	Harnessing the wisdom of employees from online reviews. *Annals of Tourism Research*, **2020**, 80, 102694	7.7	10
53	The loyalty of young residents in an island destination: An integrated model. *Journal of Destination Marketing & Management*, **2017**, 6, 444-455	4.7	9

52	Dining alone: improving the experience of solo restaurant goers. *International Journal of Contemporary Hospitality Management*, **2020**, 32, 1347-1365	7.5	9
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50	Predicting Internet Usage for Travel Bookings in China **2005**, 429-439		7
49	The cost and benefits of Information Technology and the Internet for small and medium-sized tourism enterprises **1999**, 218-227		7
48	Catalysts in introducing information technology in small and medium sized hospitality organisations **1997**, 275-285		7
47	Information and telecommunication technologies as a strategic tool for tourism enhancement at destination regions **1996**, 131-142		7
46	In-room Voice-Based AI Digital Assistants Transforming On-Site Hotel Services and Guests Experiences **2021**, 30-44		7
45	Global Alliances in Tourism and Hospitality Management		6
44	Factors affecting hotel managers Intentions to adopt robotic technologies: A global study. *International Journal of Hospitality Management*, **2022**, 102, 103139	8.3	5
43	Impacts of the Internet on Travel Satisfaction and Overall Life Satisfaction **2012**, 321-337		5
42	Perspectives on experiences of tourists with disabilities: implications for their daily lives and for the tourist industry. *Tourism Recreation Research*,1-15	2.1	4
41	Co-creation Through Technology: Dimensions of Social Connectedness **2013**, 339-352		4
40	The Social Impact of Events in Social Media Conversation **2015**, 283-294		4
39	The Future Role of the Travel E-mediaries (CRSs, GDSs, Switch Companies, Videotext) **2001**, 139-149		4
38	Stronger Together? Tourists Behavioral Responses to Joint Brand Advertising. *Journal of Advertising*, **2020**, 49, 525-539	4.4	4
37	Entrepreneurship in the Contemporary Tourism Ecosystem: The Case of Incoming Tour Operators in Taiwan **2017**, 101-113		3
36	Testing the relationship between value co-creation, perceived justice and guests enjoyment. *Current Issues in Tourism*,1-16	5.8	3
35	Real time response (RTR): Conceptualizing a smart systems approach to destination resilience. *Journal of Destination Marketing & Management*, **2022**, 23, 100687	4.7	3

34	Interdisciplinary Research on Information Science and Tourism **2013**, 302-313		3
33	Technology Enabled Distribution of Hotels: An Investigation of the Hotel Sector in Athens, Greece **2003**, 280-288		3
32	A Modified Fuzzy Hierarchical TOPSIS Model for Hotel Website Evaluation. *International Journal of Fuzzy System Applications*, **2013**, 3, 82-101	0.6	2
31	Technology transfer for African tourism. *Tourism Management*, **1996**, 17, 619-620	10.8	2
30	Information and Communications Technologies for Tourism232-245		2
29	Knowledge mapping of sharing accommodation: A bibliometric analysis. *Tourism Management Perspectives*, **2021**, 40, 100897	5.8	2
28	Technology Empowered Real-Time Service **2018**, 283-295		2
27	eTourism Developments in Greece **2003**, 39-48		2
26	Distributing B&B accommodation in York, UK: Advantages and developments emerging through the Internet **1999**, 228-237		2
25	Tiscover - development and growth. **2006**, 62-72		2
24	Regional Integrated Computer Information Reservation Management Systems and tourism distribution channels **1995**, 53-64		2
23	A Study of Chinese and International Online User Perceptions of Hotel Websites Usefulness **2009**, 285-296		2
22	Travel Enjoyment and Website Sensory Features **2011**, 599-610		2
21	Emotional intelligence: a competitive advantage for tourism and hospitality managers. *Tourism Recreation Research*, **2020**, 1-13	2.1	2
20	75 years of Tourism Review: survival by transformation: a perspective article. *Tourism Review*, **2019**, 75, 4-7	5.2	2
19	Blending work and leisure: a future digital worker hybrid lifestyle perspective. *Annals of Leisure Research*,1-21	1.5	2
18	A Modified Fuzzy Hierarchical TOPSIS Model for Hotel Website Evaluation263-283		1
17	Tourism Branding, Identity, Reputation Co-creation, and Word-of-Mouth in the Age of Social Media **2014**, 15-40		1

16	Tourism in the mediterranean. *Tourism Recreation Research*, **1998**, 23, 90-91	2.1	1
15	Empirical Evaluation of Smartphone Augmented Reality Browsers in an Urban Tourism Destination Context481–502		1
14	Accessible Tourism Introduction to the Special Thematic Session. *Lecture Notes in Computer Science*, **2008**, 969-972	0.9	1
13	Social Media Impact on Holiday Travel Planning **2013**, 230-249		1
12	Information Technology in Hospitality Education. *Innovation and Change in Professional Education*, **2018**, 87-100	0.1	1
11	Hong Kong Residents Perception of Travel Websites **2010**, 75-86		1
10	Hosted Application Provision for Small and Medium Sized Tourism Enterprises: Are We Ready for This? **2002**, 407-416		1
9	Information Technologies in Hospitality Businesses: The case study of La Plagne, France **1997**, 265-274		1
8	Virtual Travel Community **2010**, 130-144		1
7	Dynamics of hotel website browsing activity: the power of informatics and data analytics. *Industrial Management and Data Systems*, **2021**, 121, 1398-1416	3.6	1
6	Price-personalization: Customer typology based on hospitality business. *Journal of Business Research*, **2022**, 147, 462-476	8.7	1
5	Evaluation of the Usability of Chinese Destination Management Organisation Websites **2007**, 267-278		
4	ICTs & Internet Adoption in China Tourism Industry **2003**, 345-354		
3	Enhancing SMTEs Business Performance through the Internet and Online Learning Platforms **2004**, 580-591		
2	Greece, tourism **2015**, 1-2		
1	Drivers of e-Tourism **2022**, 1-17		