

Dimitrios Buhalis

List of Publications by Year in Descending Order

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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	Mixed Reality (MR) for Generation Z in Cultural Heritage Tourism Towards Metaverse 2022 , 16-27		16
176	Real time response (RTR): Conceptualizing a smart systems approach to destination resilience. <i>Journal of Destination Marketing & Management</i> , 2022 , 23, 100687	4.7	3
175	Factors affecting hotel managers' intentions to adopt robotic technologies: A global study. <i>International Journal of Hospitality Management</i> , 2022 , 102, 103139	8.3	5
174	Drivers of e-Tourism 2022 , 1-17		
173	Price-personalization: Customer typology based on hospitality business. <i>Journal of Business Research</i> , 2022 , 147, 462-476	8.7	1
172	Knowledge mapping of sharing accommodation: A bibliometric analysis. <i>Tourism Management Perspectives</i> , 2021 , 40, 100897	5.8	2
171	Dynamics of hotel website browsing activity: the power of informatics and data analytics. <i>Industrial Management and Data Systems</i> , 2021 , 121, 1398-1416	3.6	1
170	Bridging marketing theory and big data analytics: The taxonomy of marketing attribution. <i>International Journal of Information Management</i> , 2021 , 56, 102253	16.4	23
169	Big data empowered agility for dynamic, volatile, and time-sensitive service industries: the case of tourism sector. <i>International Journal of Contemporary Hospitality Management</i> , 2021 , 33, 1015-1036	7.5	31
168	In-room Voice-Based AI Digital Assistants Transforming On-Site Hotel Services and Guests' Experiences 2021 , 30-44		7
167	The dark side of the sharing economy: Balancing value co-creation and value co-destruction. <i>Psychology and Marketing</i> , 2020 , 37, 689-704	3.9	45
166	Influence of young consumers' external and internal variables on their e-loyalty to tourism sites. <i>Journal of Destination Marketing & Management</i> , 2020 , 15, 100409	4.7	17
165	Exploring the Use of Chatbots in Hotels: Technology Providers' Perspective 2020 , 231-242		12
164	The impact of online reputation on hotel profitability. <i>International Journal of Contemporary Hospitality Management</i> , 2020 , 32, 20-39	7.5	31
163	Emotional intelligence: a competitive advantage for tourism and hospitality managers. <i>Tourism Recreation Research</i> , 2020 , 1-13	2.1	2
162	Dining alone: improving the experience of solo restaurant goers. <i>International Journal of Contemporary Hospitality Management</i> , 2020 , 32, 1347-1365	7.5	9
161	Cultural ecosystem services evaluation using geolocated social media data: a review. <i>Tourism Geographies</i> , 2020 , 1-23	9.3	16

160	Stronger Together? Tourists' Behavioral Responses to Joint Brand Advertising. <i>Journal of Advertising</i> , 2020 , 49, 525-539	4.4	4
159	The role of family firm image perception in host-guest value co-creation of hospitality firms. <i>Current Issues in Tourism</i> , 2020 , 23, 2410-2427	5.8	11
158	Evaluating the effectiveness of tourist advertising to improve the competitiveness of destinations. <i>Tourism Economics</i> , 2020 , 26, 1001-1020	3.1	12
157	Harnessing the Wisdom of employees' from online reviews. <i>Annals of Tourism Research</i> , 2020 , 80, 102694-7	7.7	10
156	Impacts of authenticity, degree of adaptation and cultural contrast on travellers' memorable gastronomy experiences. <i>Journal of Hospitality Marketing and Management</i> , 2019 , 28, 743-764	6.4	39
155	Value co-creation and customer citizenship behavior. <i>Annals of Tourism Research</i> , 2019 , 78, 102742	7.7	69
154	Technological disruptions in services: lessons from tourism and hospitality. <i>Journal of Service Management</i> , 2019 , 30, 484-506	7.4	189
153	Job satisfaction and employee turnover determinants in high contact services: Insights from Employees' Online reviews. <i>Tourism Management</i> , 2019 , 75, 130-147	10.8	59
152	Real-time co-creation and nowness service: lessons from tourism and hospitality. <i>Journal of Travel and Tourism Marketing</i> , 2019 , 36, 563-582	6.6	206
151	A tourist typology of online and face-to-face social contact: Destination immersion and tourism encapsulation/decapsulation. <i>Annals of Tourism Research</i> , 2019 , 78, 102757	7.7	45
150	75 years of Tourism Review: survival by transformation: a perspective article. <i>Tourism Review</i> , 2019 , 75, 4-7	5.2	2
149	Practice-based segmentation: taxonomy of C2C co-creation practice segments. <i>International Journal of Contemporary Hospitality Management</i> , 2019 , 31, 3799-3818	7.5	14
148	Standing out from the crowd: An exploration of signal attributes of Airbnb listings. <i>International Journal of Contemporary Hospitality Management</i> , 2019 , 31, 4520-4542	7.5	32
147	Technology in tourism-from information communication technologies to eTourism and smart tourism towards ambient intelligence tourism: a perspective article. <i>Tourism Review</i> , 2019 , 75, 267-272	5.2	162
146	Cross-Border tourism destination marketing: Prerequisites and critical success factors. <i>Journal of Destination Marketing & Management</i> , 2019 , 14, 100392	4.7	21
145	Forecasting tourist arrivals at attractions: Search engine empowered methodologies. <i>Tourism Economics</i> , 2019 , 25, 425-447	3.1	46
144	Hospitality entrepreneurs managing quality of life and business growth. <i>Current Issues in Tourism</i> , 2019 , 22, 2014-2033	5.8	32
143	Smart hospitality: Interconnectivity and interoperability towards an ecosystem. <i>International Journal of Hospitality Management</i> , 2018 , 71, 41-50	8.3	153

142	Branding Transformation Through Social Media and Co-creation: Lessons from Marriott International 2018 , 257-269		10
141	Customer-to-customer co-creation practices in tourism: Lessons from Customer-Dominant logic. <i>Tourism Management</i> , 2018 , 67, 362-375	10.8	104
140	A model of perceived image, memorable tourism experiences and revisit intention. <i>Journal of Destination Marketing & Management</i> , 2018 , 8, 326-336	4.7	188
139	Experience Value Cocreation on Destination Online Platforms. <i>Journal of Travel Research</i> , 2018 , 57, 1093-1107	6.7	67
138	DMO online platforms: Image and intention to visit. <i>Tourism Management</i> , 2018 , 65, 116-130	10.8	124
137	Architectural hybrids for living across the lifespan: lessons from dementia. <i>Service Industries Journal</i> , 2018 , 38, 4-26	5.7	18
136	National park visitors' car-use intention: A norm-neutralization model. <i>Tourism Management</i> , 2018 , 69, 97-108	10.8	23
135	Information Technology in Hospitality Education. <i>Innovation and Change in Professional Education</i> , 2018 , 87-100	0.1	1
134	Technology Empowered Real-Time Service 2018 , 283-295		2
133	Entrepreneurship in the Contemporary Tourism Ecosystem: The Case of Incoming Tour Operators in Taiwan 2017 , 101-113		3
132	Comparative evaluation study of the websites of China-based and international luxury hotels. <i>Journal of China Tourism Research</i> , 2017 , 13, 1-25	1.6	10
131	Content mining framework in social media: A FIFA world cup 2014 case analysis. <i>Information and Management</i> , 2017 , 54, 786-801	6.6	29
130	Destination eWOM: A macro and meso network approach?. <i>Annals of Tourism Research</i> , 2017 , 64, 87-101	7.7	40
129	Serious games and the gamification of tourism. <i>Tourism Management</i> , 2017 , 60, 244-256	10.8	187
128	The influences and consequences of being digitally connected and/or disconnected to travellers. <i>Information Technology and Tourism</i> , 2017 , 17, 121-141	4.8	30
127	The loyalty of young residents in an island destination: An integrated model. <i>Journal of Destination Marketing & Management</i> , 2017 , 6, 444-455	4.7	9
126	Disruptive innovations. <i>Information Technology and Tourism</i> , 2016 , 16, 327-329	4.8	8
125	In-destination tour products and the disrupted tourism industry: progress and prospects. <i>Information Technology and Tourism</i> , 2016 , 16, 413-433	4.8	18

124	Smart tourism destinations: ecosystems for tourism destination competitiveness. <i>International Journal of Tourism Cities</i> , 2016 , 2, 108-124	2.6	255
123	Online and social media recruitment. <i>International Journal of Contemporary Hospitality Management</i> , 2016 , 28, 327-345	7.5	62
122	Tourists as Mobile Gamers: Gamification for Tourism Marketing. <i>Journal of Travel and Tourism Marketing</i> , 2016 , 33, 1124-1142	6.6	110
121	Augmented Reality at Cultural Heritage sites 2016 , 607-619		66
120	Connectivity and the Consequences of Being (Dis)connected 2016 , 31-44		13
119	The influence of e-word-of-mouth on hotel occupancy rate. <i>International Journal of Contemporary Hospitality Management</i> , 2016 , 28, 2035-2051	7.5	181
118	Smart technologies for personalized experiences: a case study in the hospitality domain. <i>Electronic Markets</i> , 2015 , 25, 243-254	4.8	250
117	Community crosstalk: an exploratory analysis of destination and festival eWOM on Twitter. <i>Journal of Marketing Management</i> , 2015 , 31, 1113-1140	3.2	41
116	SoCoMo marketing for travel and tourism: Empowering co-creation of value. <i>Journal of Destination Marketing & Management</i> , 2015 , 4, 151-161	4.7	229
115	Conceptualising Customer-to-customer Value Co-creation in Tourism. <i>International Journal of Tourism Research</i> , 2015 , 17, 356-363	3.7	150
114	Accessible tourism futures: the world we dream to live in and the opportunities we hope to have. <i>Journal of Tourism Futures</i> , 2015 , 1, 179-188	3.2	70
113	The Social Impact of Events in Social Media Conversation 2015 , 283-294		4
112	Smart Tourism Destinations Enhancing Tourism Experience Through Personalisation of Services 2015 , 377-389		155
111	Conceptualising Smart Tourism Destination Dimensions 2015 , 391-403		73
110	Technology as a Catalyst of Change: Enablers and Barriers of the Tourist Experience and Their Consequences 2015 , 789-802		16
109	Greece, tourism 2015 , 1-2		
108	Managing change in tourism destinations: Key issues and current trends. <i>Journal of Destination Marketing & Management</i> , 2014 , 2, 269-272	4.7	93
107	Progress on information and communication technologies in hospitality and tourism. <i>International Journal of Contemporary Hospitality Management</i> , 2014 , 26, 727-750	7.5	377

106	Online Complaining Behavior in Mainland China Hotels: The Perception of Chinese and Non-Chinese Customers. <i>International Journal of Hospitality and Tourism Administration</i> , 2014 , 15, 248-274	2	60
105	Future eDestination Marketing: Perspective of an Australian Tourism Stakeholder Network. <i>Journal of Travel Research</i> , 2014 , 53, 778-790	6.3	72
104	A Typology of Technology-Enhanced Tourism Experiences. <i>International Journal of Tourism Research</i> , 2014 , 16, 340-350	3.7	307
103	Empirical Evaluation of Smartphone Augmented Reality Browsers in an Urban Tourism Destination Context. <i>International Journal of Mobile Human Computer Interaction</i> , 2014 , 6, 10-31	0.8	43
102	Tourism Branding, Identity, Reputation Co-creation, and Word-of-Mouth in the Age of Social Media 2014 , 15-40		1
101	Social media as a destination marketing tool: its use by national tourism organisations. <i>Current Issues in Tourism</i> , 2013 , 16, 211-239	5.8	467
100	Information provision for challenging markets: The case of the accessibility requiring market in the context of tourism. <i>Information and Management</i> , 2013 , 50, 229-239	6.6	54
99	Social layers of customer-to-customer value co-creation. <i>Journal of Service Management</i> , 2013 , 24, 553-566	6.6	103
98	Who booked five-star hotels in Macau? A study of hotel guests' online booking intention. <i>Journal of Hospitality and Tourism Management</i> , 2013 , 20, 76-83	6	31
97	Social Media in Tourism and Hospitality: A Literature Review. <i>Journal of Travel and Tourism Marketing</i> , 2013 , 30, 3-22	6.6	691
96	SoCoMo Marketing for Travel and Tourism 2013 , 175-185		12
95	2013 ,		13
94	Learning About Managing the Business in the Hospitality Industry. <i>Human Resource Development Quarterly</i> , 2013 , 24, 525-559	2.4	19
93	A Modified Fuzzy Hierarchical TOPSIS Model for Hotel Website Evaluation. <i>International Journal of Fuzzy System Applications</i> , 2013 , 3, 82-101	0.6	2
92	Social Media Impact on Holiday Travel Planning 2013 , 230-249		1
91	Co-creation Through Technology: Dimensions of Social Connectedness 2013 , 339-352		4
90	Smart Tourism Destinations 2013 , 553-564		162
89	E-destinations: Global Best Practice in Tourism Technologies and Applications 2013 , 119-130		24

88	High Tech for High Touch Experiences: A Case Study From the Hospitality Industry 2013 , 290-301		16
87	Interdisciplinary Research on Information Science and Tourism 2013 , 302-313		3
86	Engineering Augmented Tourism Experiences 2013 , 24-35		43
85	A hierarchical model of technology adoption for small owner-managed travel firms: An organizational decision-making and leadership perspective. <i>Tourism Management</i> , 2012 , 33, 1195-1208	10.8	69
84	Social Media Use and Impact during the Holiday Travel Planning Process 2012 , 13-24		140
83	Conceptualising technology enhanced destination experiences. <i>Journal of Destination Marketing & Management</i> , 2012 , 1, 36-46	4.7	259
82	The Formation of a Tourist Destination's Image via Information Sources: the Moderating Effect of Culture. <i>International Journal of Tourism Research</i> , 2012 , 14, 437-450	3.7	55
81	Best Practice in Accessible Tourism 2012 ,		36
80	Impacts of the Internet on Travel Satisfaction and Overall Life Satisfaction 2012 , 321-337		5
79	Information-enabled tourism destination marketing: addressing the accessibility market. <i>Current Issues in Tourism</i> , 2011 , 14, 145-168	5.8	95
78	Social Media Impact on Holiday Travel Planning. <i>International Journal of Online Marketing</i> , 2011 , 1, 1-19	0.4	123
77	Travel Enjoyment and Website Sensory Features 2011 , 599-610		2
76	The Impact of Culture on eComplaints: Evidence from Chinese Consumers in Hospitality Organisations 2010 , 285-296		16
75	An Analysis of Academic Leadership in Hospitality and Tourism Journals. <i>Journal of Hospitality and Tourism Research</i> , 2010 , 34, 455-477	3.3	39
74	Digital Divide in Tourism. <i>Journal of Travel Research</i> , 2010 , 49, 267-281	6.3	95
73	Network analysis and wine routes: the case of the Bairrada Wine Route. <i>Service Industries Journal</i> , 2010 , 30, 1621-1641	5.7	48
72	Progress in tourism management: A review of website evaluation in tourism research. <i>Tourism Management</i> , 2010 , 31, 297-313	10.8	387
71	Destination Marketing through User Personalised Content (UPC) 2010 , 519-530		15

70	Hong Kong Residents' Perception of Travel Websites 2010 , 75-86		1
69	Virtual Travel Community 2010 , 130-144		1
68	INFORMATION TECHNOLOGY APPLICATIONS IN HOSPITALITY AND TOURISM: A REVIEW OF PUBLICATIONS FROM 2005 TO 2007 View all notes. <i>Journal of Travel and Tourism Marketing</i> , 2009 , 26, 599-623	6.6	176
67	A Comparison of Chinese and International Online User Perceptions of the Usefulness of Hotel Websites. <i>Information Technology and Tourism</i> , 2009 , 11, 329-340	4.8	10
66	Destinations' Information Competition and Web Reputation. <i>Information Technology and Tourism</i> , 2009 , 11, 221-234	4.8	53
65	The importance of lifestyle entrepreneurship: A conceptual study of the tourism industry 2009 , 7, 393-405		63
64	Information Convergence in the Long Tail: The Case of Tourism Destination Information 2009 , 381-392		23
63	Complaints on the Online Environment – The Case of Hong Kong Hotels 2009 , 73-85		19
62	A Study of Chinese and International Online User Perceptions of Hotel Websites' Usefulness 2009 , 285-296		2
61	Enabling access to tourism through information schemes?. <i>Annals of Tourism Research</i> , 2008 , 35, 189-210	7.7	73
60	Usability of Chinese Destination Management Organization Websites View all notes. <i>Journal of Travel and Tourism Marketing</i> , 2008 , 25, 182-198	6.6	58
59	Performance measures of net-enabled hypercompetitive industries: The case of tourism. <i>International Journal of Information Management</i> , 2008 , 28, 168-180	16.4	23
58	Influential Factors of Internet Users Booking Online in China's Domestic Tourism ??????????????????????????????????????. <i>Journal of China Tourism Research</i> , 2008 , 4, 172-188	1.6	11
57	eEnabled Internet Distribution for Small and Medium Sized Hotels: The Case of Athens. <i>Tourism Recreation Research</i> , 2008 , 33, 67-81	2.1	26
56	Information Needs in Online Social Networks. <i>Information Technology and Tourism</i> , 2008 , 10, 267-281	4.8	110
55	Progress in information technology and tourism management: 20 years on and 10 years after the Internet – The state of eTourism research. <i>Tourism Management</i> , 2008 , 29, 609-623	10.8	1811
54	Accessible Tourism Introduction to the Special Thematic Session. <i>Lecture Notes in Computer Science</i> , 2008 , 969-972	0.9	1
53	Web 2.0: A study of online travel community 2008 , 70-81		41

52	The Strategic Impact of the Internet on the Tourism Industry 2007 , 481-492		25
51	Customer empowerment in tourism through consumer centric marketing (CCM). <i>Qualitative Market Research</i> , 2007 , 10, 265-281	1.6	84
50	Evaluation of the Usability of Chinese Destination Management Organisation Websites 2007 , 267-278		
49	E-Commerce in China: The case of travel. <i>International Journal of Information Management</i> , 2006 , 26, 153-166	16.4	65
48	Tiscover - development and growth. 2006 , 62-72		2
47	Predicting Internet Usage for Travel Bookings in China 2005 , 429-439		7
46	Information Communication Technology Revolutionizing Tourism. <i>Tourism Recreation Research</i> , 2005 , 30, 7-16	2.1	218
45	eAirlines: strategic and tactical use of ICTs in the airline industry. <i>Information and Management</i> , 2004 , 41, 805-825	6.6	140
44	The perception of small and medium sized tourism accommodation providers on the impacts of the tour operators' power in Eastern Mediterranean. <i>Tourism Management</i> , 2004 , 25, 151-170	10.8	157
43	Family hotel businesses: strategic planning and the need for education and training. <i>Education and Training</i> , 2004 , 46, 406-415	2.2	47
42	E-Tourism Developments in Greece: Information Communication Technologies Adoption for the Strategic Management of the Greek Tourism Industry. <i>Tourism and Hospitality Research</i> , 2004 , 5, 103-130	2.2	82
41	Enhancing SMTEs Business Performance through the Internet and Online Learning Platforms 2004 , 580-591		
40	Enhancing SMTEs' business performance through the Internet and e-learning platforms. <i>Education and Training</i> , 2003 , 45, 483-494	2.2	53
39	Information Technology Penetration and E-commerce Developments in Greece, With a Focus on Small to Medium-sized Enterprises. <i>Electronic Markets</i> , 2003 , 13, 309-324	4.8	13
38	ICTs and Internet adoption in China's tourism industry. <i>International Journal of Information Management</i> , 2003 , 23, 451-467	16.4	84
37	ENTREPRENEURIAL NETWORKS AND SUPPLY COMMUNITIES IN THE ITALIAN eTOURISM. <i>Information Technology and Tourism</i> , 2003 , 5, 175-184	4.8	16
36	ICTs & Internet Adoption in China's Tourism Industry 2003 , 345-354		
35	Technology Enabled Distribution of Hotels: An Investigation of the Hotel Sector in Athens, Greece 2003 , 280-288		3

34	eTourism Developments in Greece 2003 , 39-48		2
33	Outsourcing IT for small hotels: the opportunities and challenges of using application service providers. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2002 , 43, 27-39		21
32	The future eTourism intermediaries. <i>Tourism Management</i> , 2002 , 23, 207-220	10.8	341
31	Hosted Application Provision for Small and Medium Sized Tourism Enterprises: Are We Ready for This? 2002 , 407-416		1
30	Tourism in Greece: Strategic Analysis and Challenges. <i>Current Issues in Tourism</i> , 2001 , 4, 440-480	5.8	46
29	The Future Role of the Travel E-mediaries (CRSs, GDSs, Switch Companies, Videotext) 2001 , 139-149		4
28	Marketing the competitive destination of the future. <i>Tourism Management</i> , 2000 , 21, 97-116	10.8	1479
27	Relationships in the Distribution Channel of Tourism. <i>International Journal of Hospitality and Tourism Administration</i> , 2000 , 1, 113-139	2	118
26	Tourism and Information Technologies: Past, Present and Future. <i>Tourism Recreation Research</i> , 2000 , 25, 41-58	2.1	68
25	Destination Management Systems: Criteria for Success [An Exploratory Research 2000 , 473-484		14
24	The cost and benefits of Information Technology and the Internet for small and medium-sized tourism enterprises 1999 , 218-227		7
23	Tourism on the Greek Islands: Issues of peripherality, competitiveness and development. <i>International Journal of Tourism Research</i> , 1999 , 1, 341-358	3.7	74
22	Distributing B&B accommodation in York, UK: Advantages and developments emerging through the Internet 1999 , 228-237		2
21	Strategic use of information technologies in the tourism industry. <i>Tourism Management</i> , 1998 , 19, 409-421	10.8	547
20	Information technology in peripheral small and medium hospitality enterprises: strategic analysis and critical factors. <i>International Journal of Contemporary Hospitality Management</i> , 1998 , 10, 198-202	7.5	143
19	Tourism in the mediterranean. <i>Tourism Recreation Research</i> , 1998 , 23, 90-91	2.1	1
18	Information Technologies in tourism: Implications for the tourism curriculum 1998 , 289-297		16
17	Information technology and the reengineering of tourism. <i>Annals of Tourism Research</i> , 1997 , 24, 245-247	7.7	11

16	Information Technology as a Strategic Tool for Economic, Social, Cultural and Environmental Benefits Enhancement of Tourism at Destination Regions. <i>International Journal of Tourism Research</i> , 1997, 3, 71-93		49
15	Catalysts in introducing information technology in small and medium sized hospitality organisations 1997, 275-285		7
14	Information Technologies in Hospitality Businesses: The case study of La Plagne, France 1997, 265-274		1
13	Technology transfer for African tourism. <i>Tourism Management</i> , 1996, 17, 619-620	10.8	2
12	Information and telecommunication technologies as a strategic tool for tourism enhancement at destination regions 1996, 131-142		7
11	Regional Integrated Computer Information Reservation Management Systems and tourism distribution channels 1995, 53-64		2
10	RICIRMS as a strategic tool for small and medium tourism enterprises. <i>Tourism Management</i> , 1993, 14, 366-378	10.8	48
9	A Modified Fuzzy Hierarchical TOPSIS Model for Hotel Website Evaluation 263-283		1
8	Testing the relationship between value co-creation, perceived justice and guests' enjoyment. <i>Current Issues in Tourism</i> , 1-16	5.8	3
7	Empirical Evaluation of Smartphone Augmented Reality Browsers in an Urban Tourism Destination Context 481-502		1
6	Information and Communications Technologies for Tourism 232-245		2
5	Tourism Business Frontiers		25
4	COMPETITION OR CO-OPERATION? 324-346		44
3	Global Alliances in Tourism and Hospitality Management		6
2	Perspectives on experiences of tourists with disabilities: implications for their daily lives and for the tourist industry. <i>Tourism Recreation Research</i> , 1-15	2.1	4
1	Blending work and leisure: a future digital worker hybrid lifestyle perspective. <i>Annals of Leisure Research</i> , 1-21	1.5	2