# Taegoo Terry Kim

List of Publications by Year
in descending order

| 33 papers | 2,978 citations | 304602 22 h-index | 377752 34 g-index |
|---|---|---|---|
| 34 all docs | 34 docs citations | 34 times ranked | 2164 citing authors |

| # | ARTICLE | IF | CITATIONS |
|---|---------|-----|-----------|
| 1 | The effects of perceived justice on recovery satisfaction, trust, word-of-mouth, and revisit intention in upscale hotels. Tourism Management, 2009, 30, 51-62. | 5.8 | 470 |
| 2 | Modeling roles of subjective norms and eTrust in customers' acceptance of airline B2C eCommerce websites. Tourism Management, 2009, 30, 266-277. | 5.8 | 304 |
| 3 | An empirical examination of the acceptance behaviour of hotel front office systems: An extended technology acceptance model. Tourism Management, 2008, 29, 500-513. | 5.8 | 276 |
| 4 | Hospitality employee knowledge-sharing behaviors in the relationship between goal orientations and service innovative behavior. International Journal of Hospitality Management, 2013, 34, 324-337. | 5.3 | 224 |
| 5 | Why is hospitality employees' psychological capital important? The effects of psychological capital on work engagement and employee morale. International Journal of Hospitality Management, 2015, 50, 9-26. | 5.3 | 212 |
| 6 | Testing the stressor–strain–outcome model of customer-related social stressors in predicting emotional exhaustion, customer orientation and service recovery performance. International Journal of Hospitality Management, 2014, 36, 272-285. | 5.3 | 158 |
| 7 | An exploration of the factors influencing social media continuance usage and information sharing intentions among Korean travellers. Tourism Management, 2017, 63, 170-178. | 5.8 | 156 |
| 8 | A comparison of competing theoretical models for understanding acceptance behavior of information systems in upscale hotels. International Journal of Hospitality Management, 2009, 28, 121-134. | 5.3 | 150 |
| 9 | Social capital, knowledge sharing and organizational performance. International Journal of Contemporary Hospitality Management, 2013, 25, 683-704. | 5.3 | 128 |
| 10 | Motivate to innovate. International Journal of Contemporary Hospitality Management, 2018, 30, 776-796. | 5.3 | 126 |
| 11 | Modelling roles of task–technology fit and self–efficacy in hotel employees' usage behaviours of hotel information systems. International Journal of Tourism Research, 2010, 12, 709-725. | 2.1 | 92 |
| 12 | Servant leadership, organisational trust, and bank employee outcomes. Service Industries Journal, 2019, 39, 86-108. | 5.0 | 86 |
| 13 | Intellectual Capital and Business Performance: What Structural Relationships Do They Have in Upper–Upscale Hotels?. International Journal of Tourism Research, 2012, 14, 391-408. | 2.1 | 65 |
| 14 | Frontline service employees' customer-related social stressors, emotional exhaustion, and service recovery performance: customer orientation as a moderator. Service Business, 2012, 6, 503-526. | 2.2 | 63 |
| 15 | Management commitment to the ecological environment, green work engagement and their effects on hotel employees' green work outcomes. International Journal of Contemporary Hospitality Management, 2022, 34, 3084-3112. | 5.3 | 58 |
| 16 | Psychological contract breach and service innovation behavior: psychological capital as a mediator. Service Business, 2018, 12, 305-329. | 2.2 | 45 |
| 17 | The HOINCAP scale: measuring intellectual capital in the hotel industry. Service Industries Journal, 2011, 31, 2243-2272. | 5.0 | 34 |
| 18 | A modified and extended Triandis model for the enablers–process–outcomes relationship in hotel employees' knowledge sharing. Service Industries Journal, 2012, 32, 2059-2090. | 5.0 | 34 |

| # | Article | IF | Citations |
|---|---------|----|-----------|
| 19 | The managed heart: The structural analysis of the stressor–strain relationship and customer orientation among emotional labor workers in Korean hotels. International Journal of Hospitality Management, 2012, 31, 1067-1082. | 5.3 | 34 |
| 20 | Factors Affecting the Travel Expenditure of Visitors to Macau, China. Tourism Economics, 2011, 17, 857-883. | 2.6 | 29 |
| 21 | Is political skill really an antidote in the workplace incivility-emotional exhaustion and outcome relationship in the hotel industry?. Journal of Hospitality and Tourism Management, 2019, 40, 40-49. | 3.5 | 29 |
| 22 | Online travel information value and its influence on the continuance usage intention of social media. Service Business, 2018, 12, 85-120. | 2.2 | 25 |
| 23 | The effects of nonwork and personal resources on frontline bank employees' work engagement and critical job outcomes. International Journal of Bank Marketing, 2019, 37, 858-879. | 3.6 | 25 |
| 24 | Social Network Analysis as a Valuable Tool for Understanding Tourists' Multi-Attraction Travel Behavioral Intention to Revisit and Recommend. Sustainability, 2019, 11, 2497. | 1.6 | 24 |
| 25 | Do Gender and Prior Experience Moderate the Factors Influencing Attitude toward Using Social Media for Festival Attendance?. Sustainability, 2018, 10, 3509. | 1.6 | 21 |
| 26 | When Customers Complain. Cornell Hospitality Quarterly, 2015, 56, 411-426. | 2.2 | 19 |
| 27 | Got political skill?. International Journal of Contemporary Hospitality Management, 2019, 31, 1367-1389. | 5.3 | 17 |
| 28 | A Study on the Instructor Role in Dealing with Mixed Contents: How It Affects Learner Satisfaction and Retention in e-Learning. Sustainability, 2018, 10, 850. | 1.6 | 16 |
| 29 | The Moderating Effects of Resident Characteristics on Perceived Gaming Impacts and Gaming Industry Support: The Case of Macao. Journal of Travel and Tourism Marketing, 2014, 31, 229-250. | 3.1 | 15 |
| 30 | Test of an integrative model of travel-related social media users' switching intentions. Service Business, 2019, 13, 339-361. | 2.2 | 12 |
| 31 | Investigating the selected consequences of boreout among cabin crew. Journal of Air Transport Management, 2020, 82, 101739. | 2.4 | 12 |
| 32 | Structural Relationships among Antecedents to Perceived Value of Ecotourism for Sichuan Giant Pandas in China. Sustainability, 2019, 11, 210. | 1.6 | 10 |
| 33 | Leader political skill and casino dealer morale: the mediating role of follower perceptions of leader–member exchange. Service Business, 2017, 11, 665-692. | 2.2 | 6 |