

# Daniel Belanche Gracia

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/3492362/publications.pdf>

Version: 2024-02-01

46  
papers

3,376  
citations

159358

30  
h-index

243296

44  
g-index

46  
all docs

46  
docs citations

46  
times ranked

2085  
citing authors

#	ARTICLE	IF	CITATIONS
1	Artificial Intelligence in FinTech: understanding robo-advisors adoption among customers. <i>Industrial Management and Data Systems</i> , 2019, 119, 1411-1430.	2.2	287
2	Service robot implementation: a theoretical framework and research agenda. <i>Service Industries Journal</i> , 2020, 40, 203-225.	5.0	281
3	Website usability, consumer satisfaction and the intention to use a website: The moderating effect of perceived risk. <i>Journal of Retailing and Consumer Services</i> , 2012, 19, 124-132.	5.3	229
4	Understanding Interactive Online Advertising: Congruence and Product Involvement in Highly and Lowly Arousing, Skippable Video Ads. <i>Journal of Interactive Marketing</i> , 2017, 37, 75-88.	4.3	195
5	City attachment and use of urban services: Benefits for smart cities. <i>Cities</i> , 2016, 50, 75-81.	2.7	155
6	The Role of Anticipated Emotions in Purchase Intentions. <i>Psychology and Marketing</i> , 2016, 33, 629-645.	4.6	152
7	The effects of learner-generated videos for YouTube on learning outcomes and satisfaction. <i>Computers and Education</i> , 2016, 95, 254-269.	5.1	145
8	Robots or frontline employees? Exploring customers' attributions of responsibility and stability after service failure or success. <i>Journal of Service Management</i> , 2020, 31, 267-289.	4.4	140
9	Trust transfer in the continued usage of public e-services. <i>Information and Management</i> , 2014, 51, 627-640.	3.6	137
10	Integrating trust and personal values into the Technology Acceptance Model: The case of e-government services adoption. <i>Cuadernos De Economía Y Dirección De La Empresa</i> , 2012, 15, 192-204.	0.5	126
11	Understanding influencer marketing: The role of congruence between influencers, products and consumers. <i>Journal of Business Research</i> , 2021, 132, 186-195.	5.8	126
12	Frontline robots in tourism and hospitality: service enhancement or cost reduction?. <i>Electronic Markets</i> , 2021, 31, 477-492.	4.4	115
13	Examining the effects of robots' physical appearance, warmth, and competence in frontline services: The Humanness-Value-Loyalty model. <i>Psychology and Marketing</i> , 2021, 38, 2357-2376.	4.6	112
14	Intention to use analytical artificial intelligence (AI) in services – the effect of technology readiness and awareness. <i>Journal of Service Management</i> , 2022, 33, 293-320.	4.4	97
15	Mobile Apps Use and WOM in the Food Delivery Sector: The Role of Planned Behavior, Perceived Security and Customer Lifestyle Compatibility. <i>Sustainability</i> , 2020, 12, 4275.	1.6	88
16	Building influencers' credibility on Instagram: Effects on followers' attitudes and behavioral responses toward the influencer. <i>Journal of Retailing and Consumer Services</i> , 2021, 61, 102585.	5.3	80
17	Determinants of multi-service smartcard success for smart cities development: A study based on citizens' privacy and security perceptions. <i>Government Information Quarterly</i> , 2015, 32, 154-163.	4.0	78
18	Instagram Stories versus Facebook Wall: an advertising effectiveness analysis. <i>Spanish Journal of Marketing - ESIC</i> , 2019, 23, 69-94.	2.7	70

#	ARTICLE	IF	CITATIONS
19	Eight social media challenges for marketing managers. Spanish Journal of Marketing - ESIC, 2016, 20, 73-80.	2.7	63
20	User adaptation to interactive advertising formats: The effect of previous exposure, habit and time urgency on ad skipping behaviors. Telematics and Informatics, 2017, 34, 961-972.	3.5	59
21	Understanding the cognitive, affective and evaluative components of social urban identity: Determinants, measurement, and practical consequences. Journal of Environmental Psychology, 2017, 50, 138-153.	2.3	55
22	Why did they do it? How customers' self-service technology introduction attributions affect the customer-provider relationship. Journal of Service Management, 2016, 27, 276-298.	4.4	48
23	Local place identity: A comparison between residents of rural and urban communities. Journal of Rural Studies, 2021, 82, 242-252.	2.1	48
24	Attitudes toward service robots: analyses of explicit and implicit attitudes based on anthropomorphism and construal level theory. International Journal of Contemporary Hospitality Management, 2023, 35, 2816-2837.	5.3	48
25	Consumer empowerment in interactive advertising and eWOM consequences: The PITRE model. Journal of Marketing Communications, 2020, 26, 1-20.	2.7	46
26	How Smart Should a Service Robot Be?. Journal of Service Research, 2022, 25, 565-582.	7.8	46
27	Followers' reactions to influencers' Instagram posts. Spanish Journal of Marketing - ESIC, 2020, 24, 37-54.	2.7	41
28	The role of customers in the gig economy: how perceptions of working conditions and service quality influence the use and recommendation of food delivery services. Service Business, 2021, 15, 45-75.	2.2	38
29	The effect of culture in forming e-loyalty intentions: A cross-cultural analysis between Argentina and Spain. BRQ Business Research Quarterly, 2015, 18, 275-292.	2.2	37
30	Reciprocity and commitment in online travel communities. Industrial Management and Data Systems, 2019, 119, 397-411.	2.2	37
31	The Role of Consumer Happiness in Relationship Marketing. Journal of Relationship Marketing, 2013, 12, 79-94.	2.8	34
32	Customer adoption of p2p mobile payment systems: The role of perceived risk. Telematics and Informatics, 2022, 72, 101851.	3.5	26
33	Ethical limits to the intrusiveness of online advertising formats: A critical review of Better Ads Standards. Journal of Marketing Communications, 2019, 25, 685-701.	2.7	22
34	Brand recall of skippable vs non-skippable ads in YouTube. Online Information Review, 2020, 44, 545-562.	2.2	22
35	The Role of Place Identity in Smart Card Adoption. Public Management Review, 2014, 16, 1205-1228.	3.4	17
36	Providing online public services successfully: the role of confirmation of citizens' expectations. International Review on Public and Nonprofit Marketing, 2010, 7, 167-184.	1.3	16

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37	Influencers and brands successful collaborations: A mutual reinforcement to promote products and services on social media. <i>Journal of Marketing Communications</i> , 2022, 28, 469-486.	2.7	15
38	How to make online public services trustworthy. <i>Electronic Government</i> , 2012, 9, 291.	0.1	11
39	Online social networks in the travel sector. <i>International Journal of Electronic Marketing and Retailing</i> , 2010, 3, 321.	0.1	10
40	Developing a Learning Network on YouTube: Analysis of Student Satisfaction with a Learner-Generated Content Activity. <i>Lecture Notes in Social Networks</i> , 2020, , 195-231.	0.8	9
41	Comunicación comercial y boca-a-boca electrónico en sitios web corporativos: un análisis desde la perspectiva del marketing de relaciones. <i>Investigaciones Europeas De Dirección Y Economía De La Empresa</i> , 2013, 19, 31-41.	0.6	6
42	Fostering Future Purchase Intentions through Website Interactivity: the Mediating Role of Consumer Trust. <i>Advances in Information Sciences and Service Sciences</i> , 2011, 3, 210-219.	0.1	4
43	The Importance of Confirming Citizens'™ Expectations in e-Government. <i>International Federation for Information Processing</i> , 2010, , 103-111.	0.4	3
44	Stimulating Users in Online Pre-Roll Ads: How to Use Arousal for Different Advertising Audiences. <i>European Advertising Academy</i> , 2019, , 119-131.	0.2	2
45	Customer's perceptions of human features in frontline robots, consequences for service value and loyalty. , 2019, , .		0
46	Instagram as a Learning Space to Introduce Virtual Technology Tools Into Post-COVID Higher Education. <i>Advances in Educational Technologies and Instructional Design Book Series</i> , 2021, , 188-215.	0.2	0