Soey Sut Ieng Lei

List of Publications by Year
in descending order

16	541	840776	940533
papers	citations	11	16
		h-index	g-index

16	16	16	395
all docs	docs citations	times ranked	citing authors

#	Article	IF	Citations
1	Mobile-based value co-creation: contextual factors towards customer experiences. Tourism Review, 2022, 77, 1153-1165.	6.4	18
2	Will tourists take mobile travel advice? Examining the personalization-privacy paradox. Journal of Hospitality and Tourism Management, 2022, 50, 288-297.	6.6	15
3	Enhancing social media branded content effectiveness: strategies via telepresence and social presence. Information Technology and Tourism, 2022, 24, 245-263.	5.8	3
4	Linking tourists' performing arts experience and perceived destination image. Tourism Recreation Research, 2021, 46, 71-84.	4.9	2
5	Online Teaching and Learning Experiences During the COVID-19 Pandemic – A Comparison of Teacher and Student Perceptions. Journal of Hospitality and Tourism Education, 2021, 33, 148-162.	3.2	61
6	A comparison between chatbot and human service: customer perception and reuse intention. International Journal of Contemporary Hospitality Management, 2021, 33, 3977-3995.	8.0	46
7	Determinants of instant messaging use for communication with hotels: a policy-capturing study. International Journal of Contemporary Hospitality Management, 2021, 33, 4237-4257.	8.0	2
8	The effectiveness of tryvertising in hotels. International Journal of Hospitality Management, 2020, 85, 102403.	8.8	4
9	Social presence, telepresence and customers' intention to purchase online peer-to-peer accommodation: A mediating model. Journal of Hospitality and Tourism Management, 2020, 42, 119-129.	6.6	72
10	Engaging Customers in Value Co-Creation Through Mobile Instant Messaging in the Tourism and Hospitality Industry. Journal of Hospitality and Tourism Research, 2020, 44, 229-251.	2.9	51
11	Digital free tourism – An exploratory study of tourist motivations. Tourism Management, 2020, 79, 104098.	9.8	73
12	Hoteliers' service design for mobile-based value co-creation. International Journal of Contemporary Hospitality Management, 2019, 31, 4338-4356.	8.0	39
13	Perceived technology affordance and value of hotel mobile apps: A comparison of hoteliers and customers. Journal of Hospitality and Tourism Management, 2019, 39, 201-211.	6.6	44
14	The impact of distribution channels on budget hotel performance. International Journal of Hospitality Management, 2019, 81, 141-149.	8.8	28
15	Asymmetry of Hotel Ratings on TripAdvisor: Evidence from Single- Versus Dual-Valence Reviews. Journal of Hospitality Marketing and Management, 2017, 26, 67-82.	8.2	36
16	Factors influencing customer engagement with branded content in the social network sites of integrated resorts. Asia Pacific Journal of Tourism Research, 2017, 22, 316-328.	3.7	47