

Keng-Boon Ooi

List of Publications by Year in descending order

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Version: 2024-02-01

138
papers

11,688
citations

16411

64
h-index

31759

101
g-index

138
all docs

138
docs citations

138
times ranked

5147
citing authors

#	ARTICLE	IF	CITATIONS
1	Predicting consumer decisions to adopt mobile commerce: Cross country empirical examination between China and Malaysia. <i>Decision Support Systems</i> , 2012, 53, 34-43.	3.5	421
2	What drives Malaysian m-commerce adoption? An empirical analysis. <i>Industrial Management and Data Systems</i> , 2009, 109, 370-388.	2.2	358
3	Predicting the determinants of the NFC-enabled mobile credit card acceptance: A neural networks approach. <i>Expert Systems With Applications</i> , 2013, 40, 5604-5620.	4.4	344
4	Mobile technology acceptance model: An investigation using mobile users to explore smartphone credit card. <i>Expert Systems With Applications</i> , 2016, 59, 33-46.	4.4	335
5	Time to seize the digital evolution: Adoption of blockchain in operations and supply chain management among Malaysian SMEs. <i>International Journal of Information Management</i> , 2020, 52, 101997.	10.5	332
6	Predicting the drivers of behavioral intention to use mobile learning: A hybrid SEM-Neural Networks approach. <i>Computers in Human Behavior</i> , 2014, 36, 198-213.	5.1	306
7	The effects of convenience and speed in m-payment. <i>Industrial Management and Data Systems</i> , 2015, 115, 311-331.	2.2	281
8	NFC mobile credit card: The next frontier of mobile payment?. <i>Telematics and Informatics</i> , 2014, 31, 292-307.	3.5	262
9	What catalyses mobile apps usage intention: an empirical analysis. <i>Industrial Management and Data Systems</i> , 2015, 115, 1269-1291.	2.2	245
10	Unearthing the determinants of Blockchain adoption in supply chain management. <i>International Journal of Production Research</i> , 2020, 58, 2100-2123.	4.9	232
11	Online banking adoption: an empirical analysis. <i>International Journal of Bank Marketing</i> , 2010, 28, 267-287.	3.6	218
12	Mobile social tourism shopping: A dual-stage analysis of a multi-mediation model. <i>Tourism Management</i> , 2018, 66, 121-139.	5.8	218
13	Predicting mobile wallet resistance: A two-staged structural equation modeling-artificial neural network approach. <i>International Journal of Information Management</i> , 2020, 51, 102047.	10.5	207
14	Cloud computing in manufacturing: The next industrial revolution in Malaysia?. <i>Expert Systems With Applications</i> , 2018, 93, 376-394.	4.4	200
15	An SEM-artificial-neural-network analysis of the relationships between SERVPERF, customer satisfaction and loyalty among low-cost and full-service airline. <i>Expert Systems With Applications</i> , 2015, 42, 6620-6634.	4.4	197
16	Understanding and predicting the motivators of mobile music acceptance - A multi-stage MRA-artificial neural network approach. <i>Telematics and Informatics</i> , 2014, 31, 569-584.	3.5	183
17	Gender and age: Do they really moderate mobile tourism shopping behavior?. <i>Telematics and Informatics</i> , 2018, 35, 1617-1642.	3.5	182
18	Predicting RFID adoption in healthcare supply chain from the perspectives of users. <i>International Journal of Production Economics</i> , 2015, 159, 66-75.	5.1	176

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19	Knowledge management: a key determinant in advancing technological innovation?. Journal of Knowledge Management, 2013, 17, 848-872.	3.2	173
20	The age of mobile social commerce: An Artificial Neural Network analysis on its resistances. Technological Forecasting and Social Change, 2019, 144, 311-324.	6.2	154
21	Interrelationships between intellectual capital and performance. Industrial Management and Data Systems, 2011, 111, 810-829.	2.2	143
22	Creating technological innovation via green supply chain management: An empirical analysis. Expert Systems With Applications, 2014, 41, 6983-6994.	4.4	140
23	Are TQM practices supporting customer satisfaction and service quality?. Journal of Services Marketing, 2011, 25, 410-419.	1.7	138
24	Mobile advertising: The changing landscape of the advertising industry. Telematics and Informatics, 2015, 32, 720-734.	3.5	137
25	Predicting the antecedents of trust in social commerce – A hybrid structural equation modeling with neural network approach. Journal of Business Research, 2020, 110, 24-40.	5.8	135
26	Mobile social commerce: The booster for brand loyalty?. Computers in Human Behavior, 2016, 59, 142-154.	5.1	134
27	Wearable payment: A deep learning-based dual-stage SEM-ANN analysis. Expert Systems With Applications, 2020, 157, 113477.	4.4	129
28	Modeling the stimulators of the behavioral intention to use mobile entertainment: Does gender really matter?. Computers in Human Behavior, 2013, 29, 2109-2121.	5.1	127
29	A gateway to realising sustainability performance via green supply chain management practices: A PLS-ANN approach. Expert Systems With Applications, 2018, 107, 1-14.	4.4	125
30	Influence of interorganizational relationships on SMEs' e-business adoption. Internet Research, 2009, 19, 313-331.	2.7	124
31	A hybrid SEM-neural network analysis of social media addiction. Expert Systems With Applications, 2019, 133, 296-316.	4.4	124
32	The disruptive mobile wallet in the hospitality industry: An extended mobile technology acceptance model. Technology in Society, 2020, 63, 101430.	4.8	121
33	Can Malaysian firms improve organizational/innovation performance via SCM?. Industrial Management and Data Systems, 2011, 111, 410-431.	2.2	119
34	HRM practices and knowledge sharing: an empirical study. International Journal of Manpower, 2011, 32, 704-723.	2.5	118
35	TQM: A facilitator to enhance knowledge management? A structural analysis. Expert Systems With Applications, 2014, 41, 5167-5179.	4.4	118
36	Mobile applications in tourism: the future of the tourism industry?. Industrial Management and Data Systems, 2017, 117, 560-581.	2.2	118

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37	Does TQM influence employees' job satisfaction? An empirical case analysis. <i>International Journal of Quality and Reliability Management</i> , 2007, 24, 62-77.	1.3	115
38	QR code and mobile payment: The disruptive forces in retail. <i>Journal of Retailing and Consumer Services</i> , 2021, 58, 102300.	5.3	114
39	The relationship between supply chain factors and adoption of e-Collaboration tools: An empirical examination. <i>International Journal of Production Economics</i> , 2009, 122, 150-160.	5.1	113
40	Why consumers adopt mobile payment? A partial least squares structural equation modelling (PLS-SEM) approach. <i>International Journal of Mobile Communications</i> , 2015, 13, 478.	0.2	111
41	Can competitive advantage be achieved through knowledge management? A case study on SMEs. <i>Expert Systems With Applications</i> , 2016, 65, 136-151.	4.4	111
42	The interactive mobile social media advertising: An imminent approach to advertise tourism products and services?. <i>Telematics and Informatics</i> , 2018, 35, 2270-2288.	3.5	111
43	TQM and customer satisfaction in Malaysia's service sector. <i>Industrial Management and Data Systems</i> , 2009, 109, 957-975.	2.2	110
44	Why do consumers buy impulsively during live streaming? A deep learning-based dual-stage SEM-ANN analysis. <i>Journal of Business Research</i> , 2022, 147, 325-337.	5.8	109
45	Can the demographic and subjective norms influence the adoption of mobile banking?. <i>International Journal of Mobile Communications</i> , 2012, 10, 578.	0.2	108
46	HRM and TQM: association with job involvement. <i>Personnel Review</i> , 2007, 36, 939-962.	1.6	101
47	Adoption of mobile social networking sites for learning?. <i>Online Information Review</i> , 2015, 39, 762-778.	2.2	97
48	Switching from cash to mobile payment: what's the hold-up?. <i>Internet Research</i> , 2020, 31, 376-399.	2.7	97
49	Adoption of 3G services among Malaysian consumers: an empirical analysis. <i>International Journal of Mobile Communications</i> , 2010, 8, 129.	0.2	93
50	The relationship between TQM, learning orientation and market performance in service organisations: an empirical analysis. <i>Total Quality Management and Business Excellence</i> , 2011, 22, 1277-1297.	2.4	93
51	A structural analysis of the relationship between TQM practices and product innovation. <i>Asian Journal of Technology Innovation</i> , 2010, 18, 73-96.	1.7	89
52	A structural analysis of greening the supplier, environmental performance and competitive advantage. <i>Production Planning and Control</i> , 2015, 26, 116-130.	5.8	88
53	Generating travel-related contents through mobile social tourism: Does privacy paradox persist?. <i>Telematics and Informatics</i> , 2017, 34, 914-935.	3.5	88
54	The blockchain-based Halal traceability systems: a hype or reality?. <i>Supply Chain Management</i> , 2020, 25, 863-879.	3.7	88

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55	A structural equation model of TQM, market orientation and service quality. <i>Managing Service Quality</i> , 2012, 22, 281-309.	2.4	86
56	An empirical analysis of the determinants of 3G adoption in China. <i>Computers in Human Behavior</i> , 2012, 28, 360-369.	5.1	86
57	Do Electronic Word-of-Mouth and Elaboration Likelihood Model Influence Hotel Booking?. <i>Journal of Computer Information Systems</i> , 2019, 59, 146-160.	2.0	86
58	Mobile TV: a new form of entertainment?. <i>Industrial Management and Data Systems</i> , 2014, 114, 1050-1067.	2.2	85
59	Predicting Drivers of Mobile Entertainment Adoption: A Two-Stage SEM-Artificial-Neural-Network Analysis. <i>Journal of Computer Information Systems</i> , 2016, 56, 352-370.	2.0	83
60	TQM practices and knowledge sharing: An empirical study of Malaysia's manufacturing organizations. <i>Asia Pacific Journal of Management</i> , 2012, 29, 59-78.	2.9	82
61	Can e-business adoption be influenced by knowledge management? An empirical analysis of Malaysian SMEs. <i>Journal of Knowledge Management</i> , 2014, 18, 121-136.	3.2	81
62	DOES TQM SUPPORT INNOVATION PERFORMANCE IN MALAYSIA'S MANUFACTURING INDUSTRY?. <i>Journal of Business Economics and Management</i> , 2012, 13, 366-393.	1.1	78
63	Influence of individual characteristics, perceived usefulness and ease of use on mobile entertainment adoption. <i>International Journal of Mobile Communications</i> , 2011, 9, 359.	0.2	76
64	An empirical analysis of the adoption of m-learning in Malaysia. <i>International Journal of Mobile Communications</i> , 2011, 9, 1.	0.2	72
65	Mobile shopping: the next frontier of the shopping industry? An emerging market perspective. <i>International Journal of Mobile Communications</i> , 2015, 13, 92.	0.2	71
66	Could the mobile and social perspectives of mobile social learning platforms motivate learners to learn continuously?. <i>Computers and Education</i> , 2018, 120, 127-145.	5.1	69
67	Alexa, what's on my shopping list? Transforming customer experience with digital voice assistants. <i>Technological Forecasting and Social Change</i> , 2022, 180, 121711.	6.2	63
68	Can mobile TV be a new revolution in the television industry?. <i>Computers in Human Behavior</i> , 2016, 55, 764-776.	5.1	62
69	Can COVID-19 pandemic influence experience response in mobile learning?. <i>Telematics and Informatics</i> , 2021, 64, 101676.	3.5	59
70	Revisiting TAM2 in behavioral targeting advertising: A deep learning-based dual-stage SEM-ANN analysis. <i>Technological Forecasting and Social Change</i> , 2022, 175, 121345.	6.2	51
71	TQM practices and its association with production workers. <i>Industrial Management and Data Systems</i> , 2008, 108, 909-927.	2.2	50
72	Exploring factors influencing consumers' behavioral intention to adopt broadband in Malaysia. <i>Computers in Human Behavior</i> , 2011, 27, 1168-1178.	5.1	50

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73	Towards a Cashless Society: The Imminent Role of Wearable Technology. <i>Journal of Computer Information Systems</i> , 2022, 62, 39-49.	2.0	49
74	Predicting trust in online advertising with an SEM-artificial neural network approach. <i>Expert Systems With Applications</i> , 2020, 162, 113849.	4.4	49
75	Tourism research progress – a bibliometric analysis of tourism review publications. <i>Tourism Review</i> , 2021, 76, 1-26.	3.8	45
76	Artificial intelligence-driven risk management for enhancing supply chain agility: A deep-learning-based dual-stage PLS-SEM-ANN analysis. <i>International Journal of Production Research</i> , 0, 1-21.	4.9	45
77	The effects of supply chain management on technological innovation: The mediating role of guanxi. <i>International Journal of Production Economics</i> , 2018, 205, 15-29.	5.1	44
78	Unfolding the privacy paradox among mobile social commerce users: a multi-mediation approach. <i>Behaviour and Information Technology</i> , 2018, 37, 575-595.	2.5	44
79	Does total quality management reduce employees' role conflict?. <i>Industrial Management and Data Systems</i> , 2009, 109, 1118-1136.	2.2	42
80	The Dark Side of Mobile Learning via Social Media: How Bad Can It Get?. <i>Information Systems Frontiers</i> , 2022, 24, 1887-1904.	4.1	41
81	TQM, knowledge management and collaborative commerce adoption: A literature review and research framework. <i>Total Quality Management and Business Excellence</i> , 2010, 21, 457-473.	2.4	40
82	Tapping the Next Purchase: Embracing the Wave of Mobile Payment. <i>Journal of Computer Information Systems</i> , 2022, 62, 527-535.	2.0	39
83	Does TQM impact on role stressors? A conceptual model. <i>Industrial Management and Data Systems</i> , 2008, 108, 1029-1044.	2.2	38
84	The dawning of mobile tourism: what contributes to its system success?. <i>International Journal of Mobile Communications</i> , 2016, 14, 170.	0.2	38
85	The adoption of PDA for future healthcare system: an emerging market perspective. <i>International Journal of Mobile Communications</i> , 2015, 13, 1.	0.2	37
86	Fashion shopping on the go: A Dual-stage predictive-analytics SEM-ANN analysis on usage behaviour, experience response and cross-category usage. <i>Journal of Retailing and Consumer Services</i> , 2022, 65, 102851.	5.3	36
87	Predicting actual spending in online group buying – An artificial neural network approach. <i>Electronic Commerce Research and Applications</i> , 2019, 38, 100898.	2.5	35
88	Mobile social media marketing: a new marketing channel among digital natives in higher education?. <i>Journal of Marketing for Higher Education</i> , 2022, 32, 113-137.	2.3	34
89	Taxi within a grab? A gender-invariant model of mobile taxi adoption. <i>Industrial Management and Data Systems</i> , 2020, 121, 312-332.	2.2	34
90	Structural relationship between TQM practices and learning organisation in Malaysia's manufacturing industry. <i>Production Planning and Control</i> , 2012, 23, 885-902.	5.8	33

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91	Does TQM improve employees' quality of work life? Empirical evidence from Malaysia's manufacturing firms. <i>Production Planning and Control</i> , 2013, 24, 72-89.	5.8	33
92	Be my friend! Cultivating parasocial relationships with social media influencers: findings from PLS-SEM and fsQCA. <i>Information Technology and People</i> , 2023, 36, 66-94.	1.9	33
93	Understanding trust in ms-commerce: The roles of reported experience, linguistic style, profile photo, emotional, and cognitive trust. <i>Information and Management</i> , 2021, 58, 103416.	3.6	32
94	Relationships of TQM practices and employees' propensity to remain: an empirical case study. <i>The TQM Journal</i> , 2006, 18, 528-541.	0.9	31
95	Influence of gender and English proficiency on Facebook mobile adoption. <i>International Journal of Mobile Communications</i> , 2011, 9, 495.	0.2	31
96	Unfolding the impact of supply chain quality management practices on sustainability performance: an artificial neural network approach. <i>Supply Chain Management</i> , 2022, 27, 611-624.	3.7	31
97	TQM practices and knowledge management: a multi-group analysis of constructs and structural invariance between the manufacturing and service sectors. <i>Total Quality Management and Business Excellence</i> , 2015, 26, 1131-1145.	2.4	29
98	The determinants of customer loyalty in Malaysian mobile telecommunication services: a structural analysis. <i>International Journal of Services, Economics and Management</i> , 2012, 4, 209.	0.2	27
99	Unfolding the impact of leadership and management on sustainability performance: Green and lean practices and guanxi as the dual mediators. <i>Business Strategy and the Environment</i> , 2021, 30, 4136-4153.	8.5	27
100	The Eureka moment in understanding luxury brand purchases! A non-linear fsQCA-ANN approach. <i>Journal of Retailing and Consumer Services</i> , 2022, 68, 103039.	5.3	27
101	Total Quality Management and Knowledge Sharing: Comparing Malaysia's Manufacturing and Service Organizations. <i>Journal of Applied Sciences</i> , 2009, 9, 1422-1431.	0.1	26
102	Are Chinese consumers ready to adopt mobile smart home? An empirical analysis. <i>International Journal of Mobile Communications</i> , 2014, 12, 496.	0.2	25
103	A meta-analysis of consumer innovation resistance: is there a cultural invariance?. <i>Industrial Management and Data Systems</i> , 2021, 121, 1784-1823.	2.2	25
104	Applying the Malcolm Baldrige National Quality Award criteria: an approach to strengthen organisational memory and process innovation. <i>Total Quality Management and Business Excellence</i> , 2015, 26, 1373-1386.	2.4	24
105	Psychological and System-Related Barriers to Adopting Blockchain for Operations Management: An Artificial Neural Network Approach. <i>IEEE Transactions on Engineering Management</i> , 2023, 70, 67-81.	2.4	24
106	TQM and service quality: a survey of commercial banking industry in Malaysia. <i>International Journal of Services, Economics and Management</i> , 2011, 3, 78.	0.2	23
107	The effectiveness of TQM: A stimulator for knowledge distribution?. <i>Total Quality Management and Business Excellence</i> , 2012, 23, 653-671.	2.4	23
108	The role of cybersecurity and policy awareness in shifting employee compliance attitudes: Building supply chain capabilities. <i>International Journal of Information Management</i> , 2022, 66, 102520.	10.5	22

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109	On the way: Hailing a taxi with a smartphone? A hybrid SEM-neural network approach. Machine Learning With Applications, 2021, 4, 100034.	3.0	20
110	Intellectual capital: national implications for industrial competitiveness. Industrial Management and Data Systems, 2012, 112, 866-890.	2.2	19
111	Can mobile taxi redefine the transportation industry? A systematic literature review from the consumer perspective. International Journal of Mobile Communications, 2018, 16, 341.	0.2	17
112	What's Stopping You from Migrating to Mobile Tourism Shopping?. Journal of Computer Information Systems, 2022, 62, 1223-1238.	2.0	17
113	Supply chain quality management for product innovation performance: insights from small and medium-sized manufacturing enterprises. Industrial Management and Data Systems, 2021, 121, 2118-2142.	2.2	15
114	Collaborative Commerce in Supply Chain Management: A study of Adoption Status in Malaysian Electrical and Electronic Industry. Journal of Applied Sciences, 2008, 8, 3836-3844.	0.1	15
115	The Dark Side of Compulsory e-education: Are Students Really Happy and Learning during the COVID-19 Pandemic?. International Journal of Human-Computer Interaction, 2022, 38, 1168-1181.	3.3	15
116	Role Conflict in Information Systems Personnel: A TQM Perspective. Journal of Applied Sciences, 2009, 9, 2701-2713.	0.1	14
117	Structural analysis of TQM and its impact on customer satisfaction and innovation. International Journal of Modelling in Operations Management, 2010, 1, 157.	0.0	13
118	Sustaining higher education reforms. International Journal of Educational Management, 2012, 26, 284-301.	0.9	13
119	Embracing mobile shopping: what matters most in the midst of a pandemic?. Industrial Management and Data Systems, 2022, 122, 1645-1664.	2.2	12
120	Mobile Social Cyberbullying: Why are Keyboard Warriors Raging?. Journal of Computer Information Systems, 2021, 61, 371-382.	2.0	11
121	The role of TQM and KM in Supply Chain Learning: a conceptual model. International Journal of Innovation and Learning, 2010, 8, 332.	0.4	10
122	Productivity management: integrating the intellectual capital. Industrial Management and Data Systems, 2013, 113, 840-855.	2.2	10
123	Integrating TQM, organisational learning and technological innovation. International Journal of Innovation and Learning, 2013, 13, 78.	0.4	10
124	Strengthening supply chain risk management for business continuity: a case study approach. International Journal of Management and Enterprise Development, 2014, 13, 278.	0.1	10
125	HRM practices and organisational learning: a critical review and research agenda. International Journal of Innovation and Learning, 2011, 10, 414.	0.4	8
126	Organisational learning as a mediating factor of TQM practices and technological innovation: an empirical analysis of Malaysia's manufacturing firms. International Journal of Innovation and Learning, 2015, 18, 222.	0.4	8

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127	The effectiveness of HRM and KM in innovation performance: a literature review and research agenda. <i>International Journal of Innovation and Learning</i> , 2011, 9, 339.	0.4	6
128	Factors Affecting Customers' Intention to Use Mobile Payment Services in the Retailing Industry. <i>Lecture Notes in Networks and Systems</i> , 2022, , 621-637.	0.5	6
129	Computer Science in ASEAN: A Ten-Year Bibliometric Analysis (2009–2018). <i>Journal of Computer Information Systems</i> , 2021, 61, 247-255.	2.0	5
130	Integrating TQM and HRM to achieve a higher knowledge sharing in Malaysian service firms: an SEM approach. <i>International Journal of Services, Economics and Management</i> , 2012, 4, 186.	0.2	4
131	Adoption of electronic commerce in China and Malaysia: a comparative study. <i>Electronic Government</i> , 2012, 9, 221.	0.1	3
132	Mobile Shopping. , 2016, , 1448-1460.		3
133	King's Biscuits Berhad: crafting the next move?. <i>Emerald Emerging Markets Case Studies</i> , 2011, 1, 1-4.	0.1	2
134	A case study on Japanese HRM practices in Malaysia: Japanisation or localisation?. <i>International Journal of Innovation and Learning</i> , 2012, 12, 332.	0.4	2
135	Can Mobile Taxi Redefine the Transportation Industry? A Systematic Literature Review from the Consumer Perspective. <i>International Journal of Mobile Communications</i> , 2018, 16, 1.	0.2	2
136	The relationship between organisational culture and job outcomes: a review and research agenda. <i>International Journal of Innovation and Learning</i> , 2012, 12, 142.	0.4	1
137	Security Mechanism in Computer Network Environment: A Study of Adoption Status in Malaysian Company. <i>Journal of Applied Sciences</i> , 2009, 9, 2735-2743.	0.1	1
138	Correction to: "Does TQM improve employees' quality of work life? Empirical evidence from Malaysia's manufacturing firms". <i>Production Planning and Control</i> , 2013, 24, 548-548.	5.8	0