

Keng-Boon Ooi

List of Publications by Citations

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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.

136
papers

7,513
citations

56
h-index

83
g-index

138
ext. papers

9,195
ext. citations

4.5
avg, IF

6.78
L-index

#	Paper	IF	Citations
136	Predicting consumer decisions to adopt mobile commerce: Cross country empirical examination between China and Malaysia. <i>Decision Support Systems</i> , 2012 , 53, 34-43	5.6	335
135	What drives Malaysian m-commerce adoption? An empirical analysis. <i>Industrial Management and Data Systems</i> , 2009 , 109, 370-388	3.6	263
134	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	7.8	259
133	Mobile technology acceptance model: An investigation using mobile users to explore smartphone credit card. <i>Expert Systems With Applications</i> , 2016 , 59, 33-46	7.8	221
132	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	7.7	207
131	NFC mobile credit card: The next frontier of mobile payment?. <i>Telematics and Informatics</i> , 2014 , 31, 292-307		198
130	The effects of convenience and speed in m-payment. <i>Industrial Management and Data Systems</i> , 2015 , 115, 311-331	3.6	182
129	What catalyses mobile apps usage intention: an empirical analysis. <i>Industrial Management and Data Systems</i> , 2015 , 115, 1269-1291	3.6	176
128	Online banking adoption: an empirical analysis. <i>International Journal of Bank Marketing</i> , 2010 , 28, 267-287		147
127	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	8.1	146
126	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	7.8	142
125	Cloud computing in manufacturing: The next industrial revolution in Malaysia?. <i>Expert Systems With Applications</i> , 2018 , 93, 376-394	7.8	132
124	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	16.4	132
123	Predicting RFID adoption in healthcare supply chain from the perspectives of users. <i>International Journal of Production Economics</i> , 2015 , 159, 66-75	9.3	131
122	Mobile social tourism shopping: A dual-stage analysis of a multi-mediation model. <i>Tourism Management</i> , 2018 , 66, 121-139	10.8	127
121	Knowledge management: a key determinant in advancing technological innovation?. <i>Journal of Knowledge Management</i> , 2013 , 17, 848-872	7.3	126
120	Gender and age: Do they really moderate mobile tourism shopping behavior?. <i>Telematics and Informatics</i> , 2018 , 35, 1617-1642	8.1	114

119	Modeling the stimulators of the behavioral intention to use mobile entertainment: Does gender really matter?. <i>Computers in Human Behavior</i> , 2013 , 29, 2109-2121	7.7	108
118	Mobile advertising: The changing landscape of the advertising industry. <i>Telematics and Informatics</i> , 2015 , 32, 720-734	8.1	107
117	Interrelationships between intellectual capital and performance. <i>Industrial Management and Data Systems</i> , 2011 , 111, 810-829	3.6	106
116	Are TQM practices supporting customer satisfaction and service quality?. <i>Journal of Services Marketing</i> , 2011 , 25, 410-419	4	104
115	Influence of interorganizational relationships on SMEs' e-business adoption. <i>Internet Research</i> , 2009 , 19, 313-331	4.8	103
114	Unearthing the determinants of Blockchain adoption in supply chain management. <i>International Journal of Production Research</i> , 2020 , 58, 2100-2123	7.8	97
113	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	9.3	97
112	Creating technological innovation via green supply chain management: An empirical analysis. <i>Expert Systems With Applications</i> , 2014 , 41, 6983-6994	7.8	94
111	HRM practices and knowledge sharing: an empirical study. <i>International Journal of Manpower</i> , 2011 , 32, 704-723	2.5	93
110	Mobile social commerce: The booster for brand loyalty?. <i>Computers in Human Behavior</i> , 2016 , 59, 142-154	7.7	89
109	Can Malaysian firms improve organizational/innovation performance via SCM?. <i>Industrial Management and Data Systems</i> , 2011 , 111, 410-431	3.6	87
108	Can the demographic and subjective norms influence the adoption of mobile banking?. <i>International Journal of Mobile Communications</i> , 2012 , 10, 578	1.2	86
107	Mobile applications in tourism: the future of the tourism industry?. <i>Industrial Management and Data Systems</i> , 2017 , 117, 560-581	3.6	81
106	Predicting mobile wallet resistance: A two-staged structural equation modeling-artificial neural network approach. <i>International Journal of Information Management</i> , 2020 , 51, 102047	16.4	81
105	TQM: A facilitator to enhance knowledge management? A structural analysis. <i>Expert Systems With Applications</i> , 2014 , 41, 5167-5179	7.8	79
104	Adoption of 3G services among Malaysian consumers: an empirical analysis. <i>International Journal of Mobile Communications</i> , 2010 , 8, 129	1.2	79
103	The age of mobile social commerce: An Artificial Neural Network analysis on its resistances. <i>Technological Forecasting and Social Change</i> , 2019 , 144, 311-324	9.5	79
102	The interactive mobile social media advertising: An imminent approach to advertise tourism products and services?. <i>Telematics and Informatics</i> , 2018 , 35, 2270-2288	8.1	76

101	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	2.7	74
100	Adoption of mobile social networking sites for learning?. <i>Online Information Review</i> , 2015 , 39, 762-778	2	73
99	HRM and TQM: association with job involvement. <i>Personnel Review</i> , 2007 , 36, 939-962	2.4	73
98	A gateway to realising sustainability performance via green supply chain management practices: A PLS-ANN approach. <i>Expert Systems With Applications</i> , 2018 , 107, 1-14	7.8	71
97	Can competitive advantage be achieved through knowledge management? A case study on SMEs. <i>Expert Systems With Applications</i> , 2016 , 65, 136-151	7.8	71
96	A hybrid SEM-neural network analysis of social media addiction. <i>Expert Systems With Applications</i> , 2019 , 133, 296-316	7.8	70
95	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	1.2	70
94	TQM practices and knowledge sharing: An empirical study of Malaysia's manufacturing organizations. <i>Asia Pacific Journal of Management</i> , 2012 , 29, 59-78	2.5	68
93	A structural analysis of the relationship between TQM practices and product innovation. <i>Asian Journal of Technology Innovation</i> , 2010 , 18, 73-96	1.1	68
92	An empirical analysis of the determinants of 3G adoption in China. <i>Computers in Human Behavior</i> , 2012 , 28, 360-369	7.7	67
91	Does TQM influence employees' job satisfaction? An empirical case analysis. <i>International Journal of Quality and Reliability Management</i> , 2007 , 24, 62-77	2	66
90	TQM and customer satisfaction in Malaysia's service sector. <i>Industrial Management and Data Systems</i> , 2009 , 109, 957-975	3.6	65
89	Mobile TV: a new form of entertainment?. <i>Industrial Management and Data Systems</i> , 2014 , 114, 1050-1063	3.6	64
88	A structural analysis of greening the supplier, environmental performance and competitive advantage. <i>Production Planning and Control</i> , 2015 , 26, 116-130	4.3	63
87	Influence of individual characteristics, perceived usefulness and ease of use on mobile entertainment adoption. <i>International Journal of Mobile Communications</i> , 2011 , 9, 359	1.2	62
86	The disruptive mobile wallet in the hospitality industry: An extended mobile technology acceptance model. <i>Technology in Society</i> , 2020 , 63, 101430	6.3	61
85	Wearable payment: A deep learning-based dual-stage SEM-ANN analysis. <i>Expert Systems With Applications</i> , 2020 , 157, 113477	7.8	60
84	Generating travel-related contents through mobile social tourism: Does privacy paradox persist?. <i>Telematics and Informatics</i> , 2017 , 34, 914-935	8.1	59

83	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	1.9	59
82	Predicting the antecedents of trust in social commerce [A hybrid structural equation modeling with neural network approach. <i>Journal of Business Research</i> , 2020 , 110, 24-40	8.7	59
81	A structural equation model of TQM, market orientation and service quality. <i>Managing Service Quality</i> , 2012 , 22, 281-309		57
80	Mobile shopping: the next frontier of the shopping industry? An emerging market perspective. <i>International Journal of Mobile Communications</i> , 2015 , 13, 92	1.2	56
79	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	7.3	55
78	DOES TQM SUPPORT INNOVATION PERFORMANCE IN MALAYSIA'S MANUFACTURING INDUSTRY?. <i>Journal of Business Economics and Management</i> , 2012 , 13, 366-393	2	55
77	QR code and mobile payment: The disruptive forces in retail. <i>Journal of Retailing and Consumer Services</i> , 2021 , 58, 102300	8.5	52
76	An empirical analysis of the adoption of m-learning in Malaysia. <i>International Journal of Mobile Communications</i> , 2011 , 9, 1	1.2	50
75	Do Electronic Word-of-Mouth and Elaboration Likelihood Model Influence Hotel Booking?. <i>Journal of Computer Information Systems</i> , 2019 , 59, 146-160	1.9	47
74	Can mobile TV be a new revolution in the television industry?. <i>Computers in Human Behavior</i> , 2016 , 55, 764-776	7.7	43
73	Switching from cash to mobile payment: what's the hold-up?. <i>Internet Research</i> , 2020 , 31, 376-399	4.8	41
72	Exploring factors influencing consumers behavioral intention to adopt broadband in Malaysia. <i>Computers in Human Behavior</i> , 2011 , 27, 1168-1178	7.7	40
71	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	9.5	35
70	TQM practices and its association with production workers. <i>Industrial Management and Data Systems</i> , 2008 , 108, 909-927	3.6	35
69	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	2.7	34
68	The adoption of PDA for future healthcare system: an emerging market perspective. <i>International Journal of Mobile Communications</i> , 2015 , 13, 1	1.2	33
67	The blockchain-based Halal traceability systems: a hype or reality?. <i>Supply Chain Management</i> , 2020 , 25, 863-879	10	31
66	The dawning of mobile tourism: what contributes to its system success?. <i>International Journal of Mobile Communications</i> , 2016 , 14, 170	1.2	29

65	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	4.3	28
64	Does total quality management reduce employees' role conflict?. <i>Industrial Management and Data Systems</i> , 2009 , 109, 1118-1136	3.6	28
63	Structural relationship between TQM practices and learning organisation in Malaysia's manufacturing industry. <i>Production Planning and Control</i> , 2012 , 23, 885-902	4.3	27
62	Unfolding the privacy paradox among mobile social commerce users: a multi-mediation approach. <i>Behaviour and Information Technology</i> , 2018 , 37, 575-595	2.4	27
61	Can COVID-19 pandemic influence experience response in mobile learning?. <i>Telematics and Informatics</i> , 2021 , 64, 101676	8.1	27
60	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	2.7	26
59	Does TQM impact on role stressors? A conceptual model. <i>Industrial Management and Data Systems</i> , 2008 , 108, 1029-1044	3.6	25
58	Towards a Cashless Society: The Imminent Role of Wearable Technology. <i>Journal of Computer Information Systems</i> , 2019 , 1-11	1.9	25
57	Influence of gender and English proficiency on Facebook mobile adoption. <i>International Journal of Mobile Communications</i> , 2011 , 9, 495	1.2	24
56	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	9.3	24
55	Total Quality Management and Knowledge Sharing: Comparing Malaysia's Manufacturing and Service Organizations. <i>Journal of Applied Sciences</i> , 2009 , 9, 1422-1431	0.3	23
54	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	0.4	22
53	The effectiveness of TQM: A stimulator for knowledge distribution?. <i>Total Quality Management and Business Excellence</i> , 2012 , 23, 653-671	2.7	21
52	Relationships of TQM practices and employees' propensity to remain: an empirical case study. <i>The TQM Journal</i> , 2006 , 18, 528-541		21
51	Are Chinese consumers ready to adopt mobile smart home? An empirical analysis. <i>International Journal of Mobile Communications</i> , 2014 , 12, 496	1.2	20
50	The Dark Side of Mobile Learning via Social Media: How Bad Can It Get?. <i>Information Systems Frontiers</i> , 2021 , 1-18	4	20
49	Predicting actual spending in online group buying: An artificial neural network approach. <i>Electronic Commerce Research and Applications</i> , 2019 , 38, 100898	4.6	19
48	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	2.7	19

47	Predicting trust in online advertising with an SEM-artificial neural network approach. <i>Expert Systems With Applications</i> , 2020 , 162, 113849	7.8	19
46	Mobile social media marketing: a new marketing channel among digital natives in higher education?. <i>Journal of Marketing for Higher Education</i> , 2020 , 1-25	1.1	19
45	Tapping the Next Purchase: Embracing the Wave of Mobile Payment. <i>Journal of Computer Information Systems</i> , 1-9	1.9	18
44	Taxi within a grab? A gender-invariant model of mobile taxi adoption. <i>Industrial Management and Data Systems</i> , 2020 , 121, 312-332	3.6	16
43	TQM and service quality: a survey of commercial banking industry in Malaysia. <i>International Journal of Services, Economics and Management</i> , 2011 , 3, 78	0.4	16
42	Revisiting TAM2 in behavioral targeting advertising: A deep learning-based dual-stage SEM-ANN analysis. <i>Technological Forecasting and Social Change</i> , 2021 , 175, 121345	9.5	16
41	Can mobile taxi redefine the transportation industry? A systematic literature review from the consumer perspective. <i>International Journal of Mobile Communications</i> , 2018 , 16, 341	1.2	15
40	Collaborative Commerce in Supply Chain Management: A study of Adoption Status in Malaysian Electrical and Electronic Industry. <i>Journal of Applied Sciences</i> , 2008 , 8, 3836-3844	0.3	14
39	Tourism research progress in bibliometric analysis of tourism review publications. <i>Tourism Review</i> , 2021 , 76, 1-26	5.2	14
38	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	8.7	14
37	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	8.5	13
36	Role Conflict in Information Systems Personnel: A TQM Perspective. <i>Journal of Applied Sciences</i> , 2009 , 9, 2701-2713	0.3	12
35	Unfolding the impact of supply chain quality management practices on sustainability performance: an artificial neural network approach. <i>Supply Chain Management</i> , 2021 , ahead-of-print,	10	12
34	Intellectual capital: national implications for industrial competitiveness. <i>Industrial Management and Data Systems</i> , 2012 , 112, 866-890	3.6	11
33	Structural analysis of TQM and its impact on customer satisfaction and innovation. <i>International Journal of Modelling in Operations Management</i> , 2010 , 1, 157	0.1	11
32	What's Stopping You from Migrating to Mobile Tourism Shopping?. <i>Journal of Computer Information Systems</i> , 1-16	1.9	10
31	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> ,	8.6	10
30	Integrating TQM, organisational learning and technological innovation. <i>International Journal of Innovation and Learning</i> , 2013 , 13, 78	0.6	9

29	The role of TQM and KM in Supply Chain Learning: a conceptual model. <i>International Journal of Innovation and Learning</i> , 2010 , 8, 332	0.6	9
28	Psychological and System-Related Barriers to Adopting Blockchain for Operations Management: An Artificial Neural Network Approach. <i>IEEE Transactions on Engineering Management</i> , 2021 , 1-15	2.6	9
27	Sustaining higher education reforms. <i>International Journal of Educational Management</i> , 2012 , 26, 284-300.	0.9	8
26	On the way: Hailing a taxi with a smartphone? A hybrid SEM-neural network approach. <i>Machine Learning With Applications</i> , 2021 , 4, 100034	6.5	8
25	Productivity management: integrating the intellectual capital. <i>Industrial Management and Data Systems</i> , 2013 , 113, 840-855	3.6	7
24	Organisational learning as a mediating factor of TQM practices and technological innovation: an empirical analysis of Malaysia's manufacturing firms. <i>International Journal of Innovation and Learning</i> , 2015 , 18, 222	0.6	7
23	Be my friend! Cultivating parasocial relationships with social media influencers: findings from PLS-SEM and fsQCA. <i>Information Technology and People</i> , 2022 , ahead-of-print,	3.4	7
22	A meta-analysis of consumer innovation resistance: is there a cultural invariance?. <i>Industrial Management and Data Systems</i> , 2021 , 121, 1784-1823	3.6	7
21	Alexa, what's on my shopping list? Transforming customer experience with digital voice assistants. <i>Technological Forecasting and Social Change</i> , 2022 , 180, 121711	9.5	7
20	Mobile Social Cyberbullying: Why are Keyboard Warriors Raging?. <i>Journal of Computer Information Systems</i> , 2019 , 1-12	1.9	6
19	Strengthening supply chain risk management for business continuity: a case study approach. <i>International Journal of Management and Enterprise Development</i> , 2014 , 13, 278	0.3	6
18	The Dark Side of Compulsory e-education: Are Students Really Happy and Learning during the COVID-19 Pandemic?. <i>International Journal of Human-Computer Interaction</i> , 1-14	3.6	6
17	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	6.6	6
16	HRM practices and organisational learning: a critical review and research agenda. <i>International Journal of Innovation and Learning</i> , 2011 , 10, 414	0.6	5
15	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	0.6	5
14	Supply chain quality management for product innovation performance: insights from small and medium-sized manufacturing enterprises. <i>Industrial Management and Data Systems</i> , 2021 , ahead-of-print,	3.6	5
13	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	5
12	Embracing mobile shopping: what matters most in the midst of a pandemic?. <i>Industrial Management and Data Systems</i> , 2022 , 122, 1645	3.6	5

11	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> , 1-27	7.8	4
10	A case study on Japanese HRM practices in Malaysia: Japanisation or localisation?. <i>International Journal of Innovation and Learning</i> , 2012, 12, 332	0.6	2
9	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	0.4	2
8	Mobile Shopping 2016, 1448-1460		2
7	Computer Science in ASEAN: A Ten-Year Bibliometric Analysis (2009-2018). <i>Journal of Computer Information Systems</i> , 2021, 61, 247-255	1.9	2
6	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	16.4	2
5	King's Biscuits Berhad: crafting the next move?. <i>Emerald Emerging Markets Case Studies</i> , 2011, 1, 1-4	0.2	1
4	Adoption of electronic commerce in China and Malaysia: a comparative study. <i>Electronic Government</i> , 2012, 9, 221	0.9	1
3	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	4.3	
2	The relationship between organisational culture and job outcomes: a review and research agenda. <i>International Journal of Innovation and Learning</i> , 2012, 12, 142	0.6	
1	Security Mechanism in Computer Network Environment: A Study of Adoption Status in Malaysian Company. <i>Journal of Applied Sciences</i> , 2009, 9, 2735-2743	0.3	