

# Keng-Boon Ooi

## List of Publications by Year in Descending Order

**Source:** <https://exaly.com/author-pdf/4016042/keng-boon-ooi-publications-by-year.pdf>

**Version:** 2024-04-26

This document has been generated based on the publications and citations recorded by exaly.com. For the latest version of this publication list, visit the link given above.

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	Be my friend! Cultivating parasocial relationships with social media influencers: findings from PLS-SEM and fsQCA. <i>Information Technology and People</i> , <b>2022</b> , ahead-of-print,	3.4	7
135	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> , <b>2022</b> , 65, 102851	8.5	13
134	Factors Affecting Customers' Intention to Use Mobile Payment Services in the Retailing Industry. <i>Lecture Notes in Networks and Systems</i> , <b>2022</b> , 621-637	0.5	5
133	Why do consumers buy impulsively during live streaming? A deep learning-based dual-stage SEM-ANN analysis. <i>Journal of Business Research</i> , <b>2022</b> , 147, 325-337	8.7	14
132	Alexa, what's on my shopping list? Transforming customer experience with digital voice assistants. <i>Technological Forecasting and Social Change</i> , <b>2022</b> , 180, 121711	9.5	7
131	The role of cybersecurity and policy awareness in shifting employee compliance attitudes: Building supply chain capabilities. <i>International Journal of Information Management</i> , <b>2022</b> , 66, 102520	16.4	2
130	Embracing mobile shopping: what matters most in the midst of a pandemic?. <i>Industrial Management and Data Systems</i> , <b>2022</b> , 122, 1645	3.6	5
129	Revisiting TAM2 in behavioral targeting advertising: A deep learning-based dual-stage SEM-ANN analysis. <i>Technological Forecasting and Social Change</i> , <b>2021</b> , 175, 121345	9.5	16
128	The Dark Side of Mobile Learning via Social Media: How Bad Can It Get?. <i>Information Systems Frontiers</i> , <b>2021</b> , 1-18	4	20
127	On the way: Hailing a taxi with a smartphone? A hybrid SEM-neural network approach. <i>Machine Learning With Applications</i> , <b>2021</b> , 4, 100034	6.5	8
126	Supply chain quality management for product innovation performance: insights from small and medium-sized manufacturing enterprises. <i>Industrial Management and Data Systems</i> , <b>2021</b> , ahead-of-print,	3.6	5
125	A meta-analysis of consumer innovation resistance: is there a cultural invariance?. <i>Industrial Management and Data Systems</i> , <b>2021</b> , 121, 1784-1823	3.6	7
124	Unfolding the impact of supply chain quality management practices on sustainability performance: an artificial neural network approach. <i>Supply Chain Management</i> , <b>2021</b> , ahead-of-print,	10	12
123	Computer Science in ASEAN: A Ten-Year Bibliometric Analysis (2009-2018). <i>Journal of Computer Information Systems</i> , <b>2021</b> , 61, 247-255	1.9	2
122	Tourism research progress – a bibliometric analysis of tourism review publications. <i>Tourism Review</i> , <b>2021</b> , 76, 1-26	5.2	14
121	QR code and mobile payment: The disruptive forces in retail. <i>Journal of Retailing and Consumer Services</i> , <b>2021</b> , 58, 102300	8.5	52
120	Understanding trust in m-commerce: The roles of reported experience, linguistic style, profile photo, emotional, and cognitive trust. <i>Information and Management</i> , <b>2021</b> , 58, 103416	6.6	6

119	Can COVID-19 pandemic influence experience response in mobile learning?. <i>Telematics and Informatics</i> , <b>2021</b> , 64, 101676	8.1	27
118	Psychological and System-Related Barriers to Adopting Blockchain for Operations Management: An Artificial Neural Network Approach. <i>IEEE Transactions on Engineering Management</i> , <b>2021</b> , 1-15	2.6	9
117	Taxi within a grab? A gender-invariant model of mobile taxi adoption. <i>Industrial Management and Data Systems</i> , <b>2020</b> , 121, 312-332	3.6	16
116	Unearthing the determinants of Blockchain adoption in supply chain management. <i>International Journal of Production Research</i> , <b>2020</b> , 58, 2100-2123	7.8	97
115	Wearable payment: A deep learning-based dual-stage SEM-ANN analysis. <i>Expert Systems With Applications</i> , <b>2020</b> , 157, 113477	7.8	60
114	Predicting the antecedents of trust in social commerce [A hybrid structural equation modeling with neural network approach. <i>Journal of Business Research</i> , <b>2020</b> , 110, 24-40	8.7	59
113	Predicting mobile wallet resistance: A two-staged structural equation modeling-artificial neural network approach. <i>International Journal of Information Management</i> , <b>2020</b> , 51, 102047	16.4	81
112	Switching from cash to mobile payment: what's the hold-up?. <i>Internet Research</i> , <b>2020</b> , 31, 376-399	4.8	41
111	The disruptive mobile wallet in the hospitality industry: An extended mobile technology acceptance model. <i>Technology in Society</i> , <b>2020</b> , 63, 101430	6.3	61
110	The blockchain-based Halal traceability systems: a hype or reality?. <i>Supply Chain Management</i> , <b>2020</b> , 25, 863-879	10	31
109	Predicting trust in online advertising with an SEM-artificial neural network approach. <i>Expert Systems With Applications</i> , <b>2020</b> , 162, 113849	7.8	19
108	Mobile social media marketing: a new marketing channel among digital natives in higher education?. <i>Journal of Marketing for Higher Education</i> , <b>2020</b> , 1-25	1.1	19
107	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> , <b>2020</b> , 52, 101997	16.4	132
106	A hybrid SEM-neural network analysis of social media addiction. <i>Expert Systems With Applications</i> , <b>2019</b> , 133, 296-316	7.8	70
105	Predicting actual spending in online group buying [An artificial neural network approach. <i>Electronic Commerce Research and Applications</i> , <b>2019</b> , 38, 100898	4.6	19
104	Mobile Social Cyberbullying: Why are Keyboard Warriors Raging?. <i>Journal of Computer Information Systems</i> , <b>2019</b> , 1-12	1.9	6
103	Towards a Cashless Society: The Imminent Role of Wearable Technology. <i>Journal of Computer Information Systems</i> , <b>2019</b> , 1-11	1.9	25
102	The age of mobile social commerce: An Artificial Neural Network analysis on its resistances. <i>Technological Forecasting and Social Change</i> , <b>2019</b> , 144, 311-324	9.5	79

101	Do Electronic Word-of-Mouth and Elaboration Likelihood Model Influence Hotel Booking?. <i>Journal of Computer Information Systems</i> , <b>2019</b> , 59, 146-160	1.9	47
100	A gateway to realising sustainability performance via green supply chain management practices: A PLS-ANN approach. <i>Expert Systems With Applications</i> , <b>2018</b> , 107, 1-14	7.8	71
99	Could the mobile and social perspectives of mobile social learning platforms motivate learners to learn continuously?. <i>Computers and Education</i> , <b>2018</b> , 120, 127-145	9.5	35
98	Mobile social tourism shopping: A dual-stage analysis of a multi-mediation model. <i>Tourism Management</i> , <b>2018</b> , 66, 121-139	10.8	127
97	Gender and age: Do they really moderate mobile tourism shopping behavior?. <i>Telematics and Informatics</i> , <b>2018</b> , 35, 1617-1642	8.1	114
96	Cloud computing in manufacturing: The next industrial revolution in Malaysia?. <i>Expert Systems With Applications</i> , <b>2018</b> , 93, 376-394	7.8	132
95	Can mobile taxi redefine the transportation industry? A systematic literature review from the consumer perspective. <i>International Journal of Mobile Communications</i> , <b>2018</b> , 16, 341	1.2	15
94	The interactive mobile social media advertising: An imminent approach to advertise tourism products and services?. <i>Telematics and Informatics</i> , <b>2018</b> , 35, 2270-2288	8.1	76
93	The effects of supply chain management on technological innovation: The mediating role of guanxi. <i>International Journal of Production Economics</i> , <b>2018</b> , 205, 15-29	9.3	24
92	Unfolding the privacy paradox among mobile social commerce users: a multi-mediation approach. <i>Behaviour and Information Technology</i> , <b>2018</b> , 37, 575-595	2.4	27
91	Mobile applications in tourism: the future of the tourism industry?. <i>Industrial Management and Data Systems</i> , <b>2017</b> , 117, 560-581	3.6	81
90	Generating travel-related contents through mobile social tourism: Does privacy paradox persist?. <i>Telematics and Informatics</i> , <b>2017</b> , 34, 914-935	8.1	59
89	Predicting Drivers of Mobile Entertainment Adoption: A Two-Stage SEM-Artificial-Neural-Network Analysis. <i>Journal of Computer Information Systems</i> , <b>2016</b> , 56, 352-370	1.9	59
88	Can mobile TV be a new revolution in the television industry?. <i>Computers in Human Behavior</i> , <b>2016</b> , 55, 764-776	7.7	43
87	Mobile social commerce: The booster for brand loyalty?. <i>Computers in Human Behavior</i> , <b>2016</b> , 59, 142-154.	7.7	89
86	The dawning of mobile tourism: what contributes to its system success?. <i>International Journal of Mobile Communications</i> , <b>2016</b> , 14, 170	1.2	29
85	Mobile Shopping <b>2016</b> , 1448-1460		2
84	Mobile technology acceptance model: An investigation using mobile users to explore smartphone credit card. <i>Expert Systems With Applications</i> , <b>2016</b> , 59, 33-46	7.8	221

83	Can competitive advantage be achieved through knowledge management? A case study on SMEs. <i>Expert Systems With Applications</i> , <b>2016</b> , 65, 136-151	7.8	71
82	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> , <b>2015</b> , 26, 1131-1145	2.7	26
81	What catalyses mobile apps usage intention: an empirical analysis. <i>Industrial Management and Data Systems</i> , <b>2015</b> , 115, 1269-1291	3.6	176
80	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> , <b>2015</b> , 42, 6620-6634	7.8	142
79	Mobile advertising: The changing landscape of the advertising industry. <i>Telematics and Informatics</i> , <b>2015</b> , 32, 720-734	8.1	107
78	Adoption of mobile social networking sites for learning?. <i>Online Information Review</i> , <b>2015</b> , 39, 762-778	2	73
77	A structural analysis of greening the supplier, environmental performance and competitive advantage. <i>Production Planning and Control</i> , <b>2015</b> , 26, 116-130	4.3	63
76	Predicting RFID adoption in healthcare supply chain from the perspectives of users. <i>International Journal of Production Economics</i> , <b>2015</b> , 159, 66-75	9.3	131
75	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> , <b>2015</b> , 18, 222	0.6	7
74	Mobile shopping: the next frontier of the shopping industry? An emerging market perspective. <i>International Journal of Mobile Communications</i> , <b>2015</b> , 13, 92	1.2	56
73	The adoption of PDA for future healthcare system: an emerging market perspective. <i>International Journal of Mobile Communications</i> , <b>2015</b> , 13, 1	1.2	33
72	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> , <b>2015</b> , 26, 1373-1386	2.7	19
71	Why consumers adopt mobile payment? A partial least squares structural equation modelling (PLS-SEM) approach. <i>International Journal of Mobile Communications</i> , <b>2015</b> , 13, 478	1.2	70
70	The effects of convenience and speed in m-payment. <i>Industrial Management and Data Systems</i> , <b>2015</b> , 115, 311-331	3.6	182
69	TQM: A facilitator to enhance knowledge management? A structural analysis. <i>Expert Systems With Applications</i> , <b>2014</b> , 41, 5167-5179	7.8	79
68	Can e-business adoption be influenced by knowledge management? An empirical analysis of Malaysian SMEs. <i>Journal of Knowledge Management</i> , <b>2014</b> , 18, 121-136	7.3	55
67	Predicting the drivers of behavioral intention to use mobile learning: A hybrid SEM-Neural Networks approach. <i>Computers in Human Behavior</i> , <b>2014</b> , 36, 198-213	7.7	207
66	Creating technological innovation via green supply chain management: An empirical analysis. <i>Expert Systems With Applications</i> , <b>2014</b> , 41, 6983-6994	7.8	94

65	Are Chinese consumers ready to adopt mobile smart home? An empirical analysis. <i>International Journal of Mobile Communications</i> , <b>2014</b> , 12, 496	1.2	20
64	Strengthening supply chain risk management for business continuity: a case study approach. <i>International Journal of Management and Enterprise Development</i> , <b>2014</b> , 13, 278	0.3	6
63	Mobile TV: a new form of entertainment?. <i>Industrial Management and Data Systems</i> , <b>2014</b> , 114, 1050-1063	7.6	64
62	Understanding and predicting the motivators of mobile music acceptance [A multi-stage MRA-artificial neural network approach. <i>Telematics and Informatics</i> , <b>2014</b> , 31, 569-584	8.1	146
61	NFC mobile credit card: The next frontier of mobile payment?. <i>Telematics and Informatics</i> , <b>2014</b> , 31, 292-307	8.7	198
60	Productivity management: integrating the intellectual capital. <i>Industrial Management and Data Systems</i> , <b>2013</b> , 113, 840-855	3.6	7
59	Predicting the determinants of the NFC-enabled mobile credit card acceptance: A neural networks approach. <i>Expert Systems With Applications</i> , <b>2013</b> , 40, 5604-5620	7.8	259
58	Knowledge management: a key determinant in advancing technological innovation?. <i>Journal of Knowledge Management</i> , <b>2013</b> , 17, 848-872	7.3	126
57	Does TQM improve employees' quality of work life? Empirical evidence from Malaysia's manufacturing firms. <i>Production Planning and Control</i> , <b>2013</b> , 24, 72-89	4.3	28
56	Correction to: Does TQM improve employees' quality of work life? Empirical evidence from Malaysia's manufacturing firms. <i>Production Planning and Control</i> , <b>2013</b> , 24, 548-548	4.3	
55	Modeling the stimulators of the behavioral intention to use mobile entertainment: Does gender really matter?. <i>Computers in Human Behavior</i> , <b>2013</b> , 29, 2109-2121	7.7	108
54	Integrating TQM, organisational learning and technological innovation. <i>International Journal of Innovation and Learning</i> , <b>2013</b> , 13, 78	0.6	9
53	Predicting consumer decisions to adopt mobile commerce: Cross country empirical examination between China and Malaysia. <i>Decision Support Systems</i> , <b>2012</b> , 53, 34-43	5.6	335
52	TQM practices and knowledge sharing: An empirical study of Malaysia's manufacturing organizations. <i>Asia Pacific Journal of Management</i> , <b>2012</b> , 29, 59-78	2.5	68
51	The determinants of customer loyalty in Malaysian mobile telecommunication services: a structural analysis. <i>International Journal of Services, Economics and Management</i> , <b>2012</b> , 4, 209	0.4	22
50	Intellectual capital: national implications for industrial competitiveness. <i>Industrial Management and Data Systems</i> , <b>2012</b> , 112, 866-890	3.6	11
49	DOES TQM SUPPORT INNOVATION PERFORMANCE IN MALAYSIA'S MANUFACTURING INDUSTRY?. <i>Journal of Business Economics and Management</i> , <b>2012</b> , 13, 366-393	2	55
48	A structural equation model of TQM, market orientation and service quality. <i>Managing Service Quality</i> , <b>2012</b> , 22, 281-309		57

47	An empirical analysis of the determinants of 3G adoption in China. <i>Computers in Human Behavior</i> , <b>2012</b> , 28, 360-369	7.7	67
46	The effectiveness of TQM: A stimulator for knowledge distribution?. <i>Total Quality Management and Business Excellence</i> , <b>2012</b> , 23, 653-671	2.7	21
45	Structural relationship between TQM practices and learning organisation in Malaysia's manufacturing industry. <i>Production Planning and Control</i> , <b>2012</b> , 23, 885-902	4.3	27
44	Sustaining higher education reforms. <i>International Journal of Educational Management</i> , <b>2012</b> , 26, 284-301	0.9	8
43	Can the demographic and subjective norms influence the adoption of mobile banking?. <i>International Journal of Mobile Communications</i> , <b>2012</b> , 10, 578	1.2	86
42	The relationship between organisational culture and job outcomes: a review and research agenda. <i>International Journal of Innovation and Learning</i> , <b>2012</b> , 12, 142	0.6	
41	A case study on Japanese HRM practices in Malaysia: Japanisation or localisation?. <i>International Journal of Innovation and Learning</i> , <b>2012</b> , 12, 332	0.6	2
40	Adoption of electronic commerce in China and Malaysia: a comparative study. <i>Electronic Government</i> , <b>2012</b> , 9, 221	0.9	1
39	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> , <b>2012</b> , 4, 186	0.4	2
38	Can Malaysian firms improve organizational/innovation performance via SCM?. <i>Industrial Management and Data Systems</i> , <b>2011</b> , 111, 410-431	3.6	87
37	HRM practices and organisational learning: a critical review and research agenda. <i>International Journal of Innovation and Learning</i> , <b>2011</b> , 10, 414	0.6	5
36	Exploring factors influencing consumers' behavioral intention to adopt broadband in Malaysia. <i>Computers in Human Behavior</i> , <b>2011</b> , 27, 1168-1178	7.7	40
35	Are TQM practices supporting customer satisfaction and service quality?. <i>Journal of Services Marketing</i> , <b>2011</b> , 25, 410-419	4	104
34	HRM practices and knowledge sharing: an empirical study. <i>International Journal of Manpower</i> , <b>2011</b> , 32, 704-723	2.5	93
33	Interrelationships between intellectual capital and performance. <i>Industrial Management and Data Systems</i> , <b>2011</b> , 111, 810-829	3.6	106
32	The relationship between TQM, learning orientation and market performance in service organisations: an empirical analysis. <i>Total Quality Management and Business Excellence</i> , <b>2011</b> , 22, 1277-1297	2.7	74
31	Influence of gender and English proficiency on Facebook mobile adoption. <i>International Journal of Mobile Communications</i> , <b>2011</b> , 9, 495	1.2	24
30	An empirical analysis of the adoption of m-learning in Malaysia. <i>International Journal of Mobile Communications</i> , <b>2011</b> , 9, 1	1.2	50

29	Influence of individual characteristics, perceived usefulness and ease of use on mobile entertainment adoption. <i>International Journal of Mobile Communications</i> , <b>2011</b> , 9, 359	1.2	62
28	The effectiveness of HRM and KM in innovation performance: a literature review and research agenda. <i>International Journal of Innovation and Learning</i> , <b>2011</b> , 9, 339	0.6	5
27	King's Biscuits Berhad: crafting the next move?. <i>Emerald Emerging Markets Case Studies</i> , <b>2011</b> , 1, 1-4	0.2	1
26	TQM and service quality: a survey of commercial banking industry in Malaysia. <i>International Journal of Services, Economics and Management</i> , <b>2011</b> , 3, 78	0.4	16
25	Adoption of 3G services among Malaysian consumers: an empirical analysis. <i>International Journal of Mobile Communications</i> , <b>2010</b> , 8, 129	1.2	79
24	Online banking adoption: an empirical analysis. <i>International Journal of Bank Marketing</i> , <b>2010</b> , 28, 267-287		147
23	TQM, knowledge management and collaborative commerce adoption: A literature review and research framework. <i>Total Quality Management and Business Excellence</i> , <b>2010</b> , 21, 457-473	2.7	34
22	A structural analysis of the relationship between TQM practices and product innovation. <i>Asian Journal of Technology Innovation</i> , <b>2010</b> , 18, 73-96	1.1	68
21	Structural analysis of TQM and its impact on customer satisfaction and innovation. <i>International Journal of Modelling in Operations Management</i> , <b>2010</b> , 1, 157	0.1	11
20	The role of TQM and KM in Supply Chain Learning: a conceptual model. <i>International Journal of Innovation and Learning</i> , <b>2010</b> , 8, 332	0.6	9
19	What drives Malaysian m-commerce adoption? An empirical analysis. <i>Industrial Management and Data Systems</i> , <b>2009</b> , 109, 370-388	3.6	263
18	The relationship between supply chain factors and adoption of e-Collaboration tools: An empirical examination. <i>International Journal of Production Economics</i> , <b>2009</b> , 122, 150-160	9.3	97
17	TQM and customer satisfaction in Malaysia's service sector. <i>Industrial Management and Data Systems</i> , <b>2009</b> , 109, 957-975	3.6	65
16	Influence of interorganizational relationships on SMEs' e-business adoption. <i>Internet Research</i> , <b>2009</b> , 19, 313-331	4.8	103
15	Does total quality management reduce employees' role conflict?. <i>Industrial Management and Data Systems</i> , <b>2009</b> , 109, 1118-1136	3.6	28
14	Total Quality Management and Knowledge Sharing: Comparing Malaysia's Manufacturing and Service Organizations. <i>Journal of Applied Sciences</i> , <b>2009</b> , 9, 1422-1431	0.3	23
13	Role Conflict in Information Systems Personnel: A TQM Perspective. <i>Journal of Applied Sciences</i> , <b>2009</b> , 9, 2701-2713	0.3	12
12	Security Mechanism in Computer Network Environment: A Study of Adoption Status in Malaysian Company. <i>Journal of Applied Sciences</i> , <b>2009</b> , 9, 2735-2743	0.3	



11	TQM practices and its association with production workers. <i>Industrial Management and Data Systems</i> , <b>2008</b> , 108, 909-927	3.6	35
10	Does TQM impact on role stressors? A conceptual model. <i>Industrial Management and Data Systems</i> , <b>2008</b> , 108, 1029-1044	3.6	25
9	Collaborative Commerce in Supply Chain Management: A study of Adoption Status in Malaysian Electrical and Electronic Industry. <i>Journal of Applied Sciences</i> , <b>2008</b> , 8, 3836-3844	0.3	14
8	Does TQM influence employees' job satisfaction? An empirical case analysis. <i>International Journal of Quality and Reliability Management</i> , <b>2007</b> , 24, 62-77	2	66
7	HRM and TQM: association with job involvement. <i>Personnel Review</i> , <b>2007</b> , 36, 939-962	2.4	73
6	Relationships of TQM practices and employees' propensity to remain: an empirical case study. <i>The TQM Journal</i> , <b>2006</b> , 18, 528-541		21
5	What's Stopping You from Migrating to Mobile Tourism Shopping?. <i>Journal of Computer Information Systems</i> , 1-16	1.9	10
4	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
3	Tapping the Next Purchase: Embracing the Wave of Mobile Payment. <i>Journal of Computer Information Systems</i> , 1-9	1.9	18
2	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
1	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> , 1-21	7.8	4