Kevin Kam Fung So

List of Publications by Year
in descending order

67 papers	4,748 citations	172386 29 h-index	106281 65 g-index
67 all docs	67 docs citations	67 times ranked	2975 citing authors

#	Article	IF	Citations
1	Customer Engagement With Tourism Brands. Journal of Hospitality and Tourism Research, 2014, 38, 304-329.	1.8	423
2	The Role of Customer Engagement in Building Consumer Loyalty to Tourism Brands. Journal of Travel Research, 2016, 55, 64-78.	5.8	353
3	Responding to negative online reviews: The effects of hotel responses on customer inferences of trust and concern. Tourism Management, 2016, 53, 74-85.	5.8	334
4	Motivations and constraints of Airbnb consumers: Findings from a mixed-methods approach. Tourism Management, 2018, 67, 224-236.	5.8	314
5	Consumer adoption of the Uber mobile application: Insights from diffusion of innovation theory and technology acceptance model. Journal of Travel and Tourism Marketing, 2019, 36, 770-783.	3.1	249
6	Platforms in the peer-to-peer sharing economy. Journal of Service Management, 2019, 30, 452-483.	4.4	235
7	Residentsâ€™ Support for Tourism. Journal of Travel Research, 2016, 55, 847-861.	5.8	229
8	The influence of customer brand identification on hotel brand evaluation and loyalty development. International Journal of Hospitality Management, 2013, 34, 31-41.	5.3	228
9	Inside the sharing economy. International Journal of Contemporary Hospitality Management, 2017, 29, 2218-2239.	5.3	214
10	The Influence of Online Reviews on Consumers' Attributions of Service Quality and Control for Service Standards in Hotels. Journal of Travel and Tourism Marketing, 2013, 30, 23-40.	3.1	158
11	Technology Readiness and Customer Satisfaction with Travel Technologies: A Cross-Country Investigation. Journal of Travel Research, 2017, 56, 563-577.	5.8	136
12	Joint effects of management responses and online reviews on hotel financial performance: A data-analytics approach. International Journal of Hospitality Management, 2017, 62, 101-110.	5.3	124
13	Enhancing customer relationships with retail service brands. Journal of Service Management, 2016, 27, 170-193.	4.4	115
14	The missing link in building customer brand identification: The role of brand attractiveness. Tourism Management, 2017, 59, 640-651.	5.8	112
15	â€œWhen experience mattersâ€ building and measuring hotel brand equity. International Journal of Contemporary Hospitality Management, 2010, 22, 589-608.	5.3	111
16	Two decades of customer experience research in hospitality and tourism: A bibliometric analysis and thematic content analysis. International Journal of Hospitality Management, 2022, 100, 103082.	5.3	101
17	A Decade of Customer Engagement Research in Hospitality and Tourism: A Systematic Review and Research Agenda. Journal of Hospitality and Tourism Research, 2020, 44, 178-200.	1.8	72
18	What Makes Airbnb Experiences Enjoyable? The Effects of Environmental Stimuli on Perceived Enjoyment and Repurchase Intention. Journal of Travel Research, 2021, 60, 1018-1038.	5.8	58

#	Article	IF	Citations
19	Service robots: Applying social exchange theory to better understand human–robot interactions. Tourism Management, 2022, 92, 104537.	5.8	57
20	The influence of service brand orientation on hotel employees' attitude and behaviors in China. International Journal of Hospitality Management, 2013, 34, 172-180.	5.3	55
21	Travel for Affection: A Stimulus-Organism-Response Model of Honeymoon Tourism Experiences. Journal of Hospitality and Tourism Research, 2022, 46, 1187-1219.	1.8	53
22	Brand Management in the Era of Social Media: Social Visibility of Consumption and Customer Brand Identification. Journal of Travel Research, 2018, 57, 727-742.	5.8	52
23	Understanding customer engagement and social media activities in tourism: A latent profile analysis and cross-validation. Journal of Business Research, 2021, 129, 474-483.	5.8	48
24	Voluntary carbon offsetting: Who does it?. Tourism Management, 2014, 45, 194-198.	5.8	46
25	The creation of memorable dining experiences: formative index construction. International Journal of Hospitality Management, 2019, 82, 308-317.	5.3	46
26	Increasing experiential value and relationship quality: An investigation of pop-up dining experiences. International Journal of Hospitality Management, 2018, 74, 45-56.	5.3	43
27	Is it worth the price? The role of perceived financial risk, identification, and perceived value in purchasing pay-per-view broadcasts of combat sports. Sport Management Review, 2019, 22, 235-246.	1.9	40
28	The thematic evolution of customer engagement research: a comparative systematic review and bibliometric analysis. International Journal of Contemporary Hospitality Management, 2021, 33, 3585-3609.	5.3	39
29	Enhancing Hotel Employees' Brand Understanding and Brand-Building Behavior in China. Journal of Hospitality and Tourism Research, 2015, 39, 492-516.	1.8	38
30	The Impacts of Self-Esteem and Resilience on Academic Performance: An Investigation of Domestic and International Hospitality and Tourism Undergraduate Students. Journal of Hospitality and Tourism Education, 2013, 25, 110-122.	2.5	35
31	Millennials' virtual reality experiences pre- and post-COVID-19. Journal of Hospitality and Tourism Management, 2021, 48, 200-209.	3.5	35
32	Speaking up because it's my brand: Examining employee brand psychological ownership and voice behavior in hospitality organizations. International Journal of Hospitality Management, 2019, 83, 274-282.	5.3	33
33	Peer-to-peer accommodation services in the sharing economy. International Journal of Contemporary Hospitality Management, 2019, 31, 3212-3230.	5.3	32
34	Modeling precursors of impulsive tourist shopping behavior: Evidence from long-haul Chinese outbound tourists. International Journal of Tourism Research, 2019, 21, 344-358.	2.1	32
35	An evolutionary perspective on the dynamics of service platform ecosystems for the sharing economy. Journal of Business Research, 2021, 135, 127-136.	5.8	31
36	Hedonic consumption pathway vs. acquisition-transaction utility pathway: An empirical comparison of Airbnb and hotels. International Journal of Hospitality Management, 2021, 94, 102844.	5.3	30

#	Article	IF	Citations
37	The Effects of Reviewer Expertise on Future Reputation, Popularity, and Financial Performance of Hotels: Insights from Data-Analytics. Journal of Hospitality and Tourism Research, 2018, 42, 1187-1209.	1.8	29
38	Exploring the customer experience with Airbnb. International Journal of Culture, Tourism and Hospitality Research, 2019, 13, 410-429.	1.6	29
39	Creating customer value in the sharing economy: an investigation of Airbnb users and their tripographic characteristics. International Journal of Contemporary Hospitality Management, 2022, 34, 23-45.	5.3	27
40	Post-pandemic and post-traumatic tourism behavior. Annals of Tourism Research, 2022, 95, 103410.	3.7	27
41	Customer Engagement in Hospitality and Tourism Services. Journal of Hospitality and Tourism Research, 2020, 44, 171-177.	1.8	21
42	Cocreation Experience in Peer-to-Peer Accommodations: Conceptualization and Scale Development. Journal of Travel Research, 2021, 60, 1333-1351.	5.8	21
43	What Technology-Enabled Services Do Air Travelers Value? Investigating the Role of Technology Readiness. Journal of Hospitality and Tourism Research, 2017, 41, 771-796.	1.8	20
44	The impact of employee conspicuous consumption cue and physical attractiveness on consumers' behavioral responses to service failures. International Journal of Contemporary Hospitality Management, 2019, 31, 21-40.	5.3	20
45	Disentangling the dynamics of service failure and service recovery in peer-to-peer accommodations: A triadic perspective. International Journal of Hospitality Management, 2022, 100, 103086.	5.3	20
46	Actor value formation in Airbnb: insight from multi-source data. International Journal of Contemporary Hospitality Management, 2022, 34, 2773-2797.	5.3	20
47	Enhancing employee voice to advance the hospitality organization's marketing capabilities: A multilevel perspective. International Journal of Hospitality Management, 2020, 91, 102657.	5.3	18
48	The University Student Travel Market: Motivations and Preferences for Activities. Tourism Analysis, 2015, 20, 399-412.	0.5	17
49	Effects of Brand Congruity and Game Difficulty on Gamers' Response to Advertising in Sport Video Games. Journal of Sport Management, 2017, 31, 480-496.	0.7	16
50	Two-directional convergence of platform and pipeline business models. Journal of Service Management, 2020, 31, 693-721.	4.4	16
51	A pathway to consumer forgiveness in the sharing economy: The role of relationship norms. International Journal of Hospitality Management, 2021, 98, 103041.	5.3	16
52	The Effect of Quality Cues on Travelers' Demand for Peer-to-Peer Ridesharing: A Neglected Area of the Sharing Economy. Journal of Travel Research, 2021, 60, 446-461.	5.8	15
53	Mapping Service Innovation Research in Hospitality and Tourism: An Integrative Bibliometric Analysis and Research Agenda. Cornell Hospitality Quarterly, 2023, 64, 143-160.	2.2	13
54	Perceived Authenticity and Place Attachment: New Findings from Chinese World Heritage Sites. Journal of Hospitality and Tourism Research, 2023, 47, 800-826.	1.8	11

#	Article	IF	Citations
55	The impacts of self-efficacy on academic performance: An investigation of domestic and international undergraduate students in hospitality and tourism. Journal of Hospitality, Leisure, Sport and Tourism Education, 2017, 20, 47-54.	1.9	10
56	Creating a Virtual Learning Community to Engage International Students. Journal of Hospitality and Tourism Education, 2014, 26, 136-146.	2.5	9
57	Persuading tourists to stay â€" Forever! A destination marketing perspective. Journal of Destination Marketing & Management, 2019, 12, 105-113.	3.4	9
58	Tourism experiences vs. material purchases: Effects of eudaimonic consumption motive on consumersâ€™ reactions to invidious comparisons. Tourism Management, 2021, 83, 104247.	5.8	8
59	Enhancing Consumer Confidence and Response Efficacy in Tourism: Typology and Effectiveness of the Hotel Industryâ€™s Responses to COVID-19. Journal of Travel Research, 2023, 62, 907-925.	5.8	8
60	Examining affection-based travel: Development and validation of a measurement scale for honeymoonersâ€™ motivation. Journal of Destination Marketing & Management, 2020, 17, 100452.	3.4	7
61	Racial discrimination in tourism: the case of African-American travellers in South Carolina. Current Issues in Tourism, 2020, 23, 438-451.	4.6	6
62	Will travel for beer: An assessment of beer-focused and non-beer focused tourists' perceived similarity, brand loyalty and place loyalty. Journal of Destination Marketing & Management, 2020, 15, 100405.	3.4	5
63	Building Consumer Brand Loyalty: An Assessment Of The Microbrewery Taproom Experience. International Journal of Hospitality and Tourism Administration, 2021, 22, 567-589.	1.7	5
64	The Missing Link in Resident Support for Tourism Events: The Role of Tolerance. Journal of Hospitality and Tourism Research, 2023, 47, 422-452.	1.8	5
65	The pandemicâ€™s effects on customer-to-customer engagement in hospitality consumption: A multi-country investigation. International Journal of Hospitality Management, 2022, 102, 103158.	5.3	4
66	The effect of lodging tax increases on US destinations. Tourism Economics, 2021, 27, 205-219.	2.6	3
67	Knowledge Transfer. Bridging Tourism Theory and Practice, 2017, , 27-35.	0.3	2