

# Kevin Kam Fung So

## List of Publications by Year in descending order

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Version: 2024-02-01

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	The Missing Link in Resident Support for Tourism Events: The Role of Tolerance. <i>Journal of Hospitality and Tourism Research</i> , 2023, 47, 422-452.	1.8	5
2	Perceived Authenticity and Place Attachment: New Findings from Chinese World Heritage Sites. <i>Journal of Hospitality and Tourism Research</i> , 2023, 47, 800-826.	1.8	11
3	Enhancing Consumer Confidence and Response Efficacy in Tourism: Typology and Effectiveness of the Hotel Industry's Responses to COVID-19. <i>Journal of Travel Research</i> , 2023, 62, 907-925.	5.8	8
4	Mapping Service Innovation Research in Hospitality and Tourism: An Integrative Bibliometric Analysis and Research Agenda. <i>Cornell Hospitality Quarterly</i> , 2023, 64, 143-160.	2.2	13
5	Travel for Affection: A Stimulus-Organism-Response Model of Honeymoon Tourism Experiences. <i>Journal of Hospitality and Tourism Research</i> , 2022, 46, 1187-1219.	1.8	53
6	Two decades of customer experience research in hospitality and tourism: A bibliometric analysis and thematic content analysis. <i>International Journal of Hospitality Management</i> , 2022, 100, 103082.	5.3	101
7	Disentangling the dynamics of service failure and service recovery in peer-to-peer accommodations: A triadic perspective. <i>International Journal of Hospitality Management</i> , 2022, 100, 103086.	5.3	20
8	Creating customer value in the sharing economy: an investigation of Airbnb users and their tripographic characteristics. <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 23-45.	5.3	27
9	The pandemic's effects on customer-to-customer engagement in hospitality consumption: A multi-country investigation. <i>International Journal of Hospitality Management</i> , 2022, 102, 103158.	5.3	4
10	Post-pandemic and post-traumatic tourism behavior. <i>Annals of Tourism Research</i> , 2022, 95, 103410.	3.7	27
11	Service robots: Applying social exchange theory to better understand human-robot interactions. <i>Tourism Management</i> , 2022, 92, 104537.	5.8	57
12	Actor value formation in Airbnb: insight from multi-source data. <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 2773-2797.	5.3	20
13	What Makes Airbnb Experiences Enjoyable? The Effects of Environmental Stimuli on Perceived Enjoyment and Repurchase Intention. <i>Journal of Travel Research</i> , 2021, 60, 1018-1038.	5.8	58
14	Building Consumer Brand Loyalty: An Assessment Of The Microbrewery Taproom Experience. <i>International Journal of Hospitality and Tourism Administration</i> , 2021, 22, 567-589.	1.7	5
15	The Effect of Quality Cues on Travelers' Demand for Peer-to-Peer Ridesharing: A Neglected Area of the Sharing Economy. <i>Journal of Travel Research</i> , 2021, 60, 446-461.	5.8	15
16	Cocreation Experience in Peer-to-Peer Accommodations: Conceptualization and Scale Development. <i>Journal of Travel Research</i> , 2021, 60, 1333-1351.	5.8	21
17	Understanding customer engagement and social media activities in tourism: A latent profile analysis and cross-validation. <i>Journal of Business Research</i> , 2021, 129, 474-483.	5.8	48
18	Tourism experiences vs. material purchases: Effects of eudaimonic consumption motive on consumers' reactions to invidious comparisons. <i>Tourism Management</i> , 2021, 83, 104247.	5.8	8

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19	The effect of lodging tax increases on US destinations. <i>Tourism Economics</i> , 2021, 27, 205-219.	2.6	3
20	Hedonic consumption pathway vs. acquisition-transaction utility pathway: An empirical comparison of Airbnb and hotels. <i>International Journal of Hospitality Management</i> , 2021, 94, 102844.	5.3	30
21	Millennialsâ€™ virtual reality experiences pre- and post-COVID-19. <i>Journal of Hospitality and Tourism Management</i> , 2021, 48, 200-209.	3.5	35
22	The thematic evolution of customer engagement research: a comparative systematic review and bibliometric analysis. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 3585-3609.	5.3	39
23	A pathway to consumer forgiveness in the sharing economy: The role of relationship norms. <i>International Journal of Hospitality Management</i> , 2021, 98, 103041.	5.3	16
24	An evolutionary perspective on the dynamics of service platform ecosystems for the sharing economy. <i>Journal of Business Research</i> , 2021, 135, 127-136.	5.8	31
25	Racial discrimination in tourism: the case of African-American travellers in South Carolina. <i>Current Issues in Tourism</i> , 2020, 23, 438-451.	4.6	6
26	Will travel for beer: An assessment of beer-focused and non-beer focused tourists' perceived similarity, brand loyalty and place loyalty. <i>Journal of Destination Marketing &amp; Management</i> , 2020, 15, 100405.	3.4	5
27	A Decade of Customer Engagement Research in Hospitality and Tourism: A Systematic Review and Research Agenda. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 178-200.	1.8	72
28	Enhancing employee voice to advance the hospitality organizationâ€™s marketing capabilities: A multilevel perspective. <i>International Journal of Hospitality Management</i> , 2020, 91, 102657.	5.3	18
29	Two-directional convergence of platform and pipeline business models. <i>Journal of Service Management</i> , 2020, 31, 693-721.	4.4	16
30	Examining affection-based travel: Development and validation of a measurement scale for honeymoonersâ€™ motivation. <i>Journal of Destination Marketing &amp; Management</i> , 2020, 17, 100452.	3.4	7
31	Customer Engagement in Hospitality and Tourism Services. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 171-177.	1.8	21
32	The impact of employee conspicuous consumption cue and physical attractiveness on consumersâ€™ behavioral responses to service failures. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 21-40.	5.3	20
33	Peer-to-peer accommodation services in the sharing economy. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 3212-3230.	5.3	32
34	Persuading tourists to stay â€œForever! A destination marketing perspective. <i>Journal of Destination Marketing &amp; Management</i> , 2019, 12, 105-113.	3.4	9
35	Modeling precursors of impulsive tourist shopping behavior: Evidence from long-haul Chinese outbound tourists. <i>International Journal of Tourism Research</i> , 2019, 21, 344-358.	2.1	32
36	Exploring the customer experience with Airbnb. <i>International Journal of Culture, Tourism and Hospitality Research</i> , 2019, 13, 410-429.	1.6	29

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37	Platforms in the peer-to-peer sharing economy. <i>Journal of Service Management</i> , 2019, 30, 452-483.	4.4	235
38	Consumer adoption of the Uber mobile application: Insights from diffusion of innovation theory and technology acceptance model. <i>Journal of Travel and Tourism Marketing</i> , 2019, 36, 770-783.	3.1	249
39	Speaking up because it's my brand: Examining employee brand psychological ownership and voice behavior in hospitality organizations. <i>International Journal of Hospitality Management</i> , 2019, 83, 274-282.	5.3	33
40	The creation of memorable dining experiences: formative index construction. <i>International Journal of Hospitality Management</i> , 2019, 82, 308-317.	5.3	46
41	Is it worth the price? The role of perceived financial risk, identification, and perceived value in purchasing pay-per-view broadcasts of combat sports. <i>Sport Management Review</i> , 2019, 22, 235-246.	1.9	40
42	Motivations and constraints of Airbnb consumers: Findings from a mixed-methods approach. <i>Tourism Management</i> , 2018, 67, 224-236.	5.8	314
43	The Effects of Reviewer Expertise on Future Reputation, Popularity, and Financial Performance of Hotels: Insights from Data-Analytics. <i>Journal of Hospitality and Tourism Research</i> , 2018, 42, 1187-1209.	1.8	29
44	Increasing experiential value and relationship quality: An investigation of pop-up dining experiences. <i>International Journal of Hospitality Management</i> , 2018, 74, 45-56.	5.3	43
45	Brand Management in the Era of Social Media: Social Visibility of Consumption and Customer Brand Identification. <i>Journal of Travel Research</i> , 2018, 57, 727-742.	5.8	52
46	What Technology-Enabled Services Do Air Travelers Value? Investigating the Role of Technology Readiness. <i>Journal of Hospitality and Tourism Research</i> , 2017, 41, 771-796.	1.8	20
47	Joint effects of management responses and online reviews on hotel financial performance: A data-analytics approach. <i>International Journal of Hospitality Management</i> , 2017, 62, 101-110.	5.3	124
48	The impacts of self-efficacy on academic performance: An investigation of domestic and international undergraduate students in hospitality and tourism. <i>Journal of Hospitality, Leisure, Sport and Tourism Education</i> , 2017, 20, 47-54.	1.9	10
49	Effects of Brand Congruity and Game Difficulty on Gamers' Response to Advertising in Sport Video Games. <i>Journal of Sport Management</i> , 2017, 31, 480-496.	0.7	16
50	Inside the sharing economy. <i>International Journal of Contemporary Hospitality Management</i> , 2017, 29, 2218-2239.	5.3	214
51	Knowledge Transfer. <i>Bridging Tourism Theory and Practice</i> , 2017, , 27-35.	0.3	2
52	Technology Readiness and Customer Satisfaction with Travel Technologies: A Cross-Country Investigation. <i>Journal of Travel Research</i> , 2017, 56, 563-577.	5.8	136
53	The missing link in building customer brand identification: The role of brand attractiveness. <i>Tourism Management</i> , 2017, 59, 640-651.	5.8	112
54	The Role of Customer Engagement in Building Consumer Loyalty to Tourism Brands. <i>Journal of Travel Research</i> , 2016, 55, 64-78.	5.8	353

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55	Enhancing customer relationships with retail service brands. <i>Journal of Service Management</i> , 2016, 27, 170-193.	4.4	115
56	Responding to negative online reviews: The effects of hotel responses on customer inferences of trust and concern. <i>Tourism Management</i> , 2016, 53, 74-85.	5.8	334
57	Residents' Support for Tourism. <i>Journal of Travel Research</i> , 2016, 55, 847-861.	5.8	229
58	The University Student Travel Market: Motivations and Preferences for Activities. <i>Tourism Analysis</i> , 2015, 20, 399-412.	0.5	17
59	Enhancing Hotel Employees' Brand Understanding and Brand-Building Behavior in China. <i>Journal of Hospitality and Tourism Research</i> , 2015, 39, 492-516.	1.8	38
60	Creating a Virtual Learning Community to Engage International Students. <i>Journal of Hospitality and Tourism Education</i> , 2014, 26, 136-146.	2.5	9
61	Customer Engagement With Tourism Brands. <i>Journal of Hospitality and Tourism Research</i> , 2014, 38, 304-329.	1.8	423
62	Voluntary carbon offsetting: Who does it?. <i>Tourism Management</i> , 2014, 45, 194-198.	5.8	46
63	The influence of service brand orientation on hotel employees' attitude and behaviors in China. <i>International Journal of Hospitality Management</i> , 2013, 34, 172-180.	5.3	55
64	The Impacts of Self-Esteem and Resilience on Academic Performance: An Investigation of Domestic and International Hospitality and Tourism Undergraduate Students. <i>Journal of Hospitality and Tourism Education</i> , 2013, 25, 110-122.	2.5	35
65	The Influence of Online Reviews on Consumers' Attributions of Service Quality and Control for Service Standards in Hotels. <i>Journal of Travel and Tourism Marketing</i> , 2013, 30, 23-40.	3.1	158
66	The influence of customer brand identification on hotel brand evaluation and loyalty development. <i>International Journal of Hospitality Management</i> , 2013, 34, 31-41.	5.3	228
67	When experience matters: building and measuring hotel brand equity. <i>International Journal of Contemporary Hospitality Management</i> , 2010, 22, 589-608.	5.3	111