

SÃ©rgio Moro

List of Publications by Year in descending order

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102
papers

4,077
citations

226546

25
h-index

124102

61
g-index

103
all docs

103
docs citations

103
times ranked

45377
citing authors

#	ARTICLE	IF	CITATIONS
1	The ATLAS Simulation Infrastructure. European Physical Journal C, 2010, 70, 823-874.	4.0	1,220
2	A data-driven approach to predict the success of bank telemarketing. Decision Support Systems, 2014, 62, 22-31.	6.2	519
3	Business intelligence in banking: A literature analysis from 2002 to 2013 using text mining and latent Dirichlet allocation. Expert Systems With Applications, 2015, 42, 1314-1324.	7.9	247
4	Research trends on Big Data in Marketing: A text mining and topic modeling based literature analysis. European Research on Management and Business Economics, 2018, 24, 1-7.	7.0	225
5	Predicting social media performance metrics and evaluation of the impact on brand building: A data mining approach. Journal of Business Research, 2016, 69, 3341-3351.	10.6	163
6	Sentiment Classification of Consumer-Generated Online Reviews Using Topic Modeling. Journal of Hospitality Marketing and Management, 2017, 26, 675-693.	7.3	139
7	Brand strategies in social media in hospitality and tourism. International Journal of Contemporary Hospitality Management, 2018, 30, 343-364.	8.3	110
8	Can we trace back hotel online reviews' characteristics using gamification features?. International Journal of Information Management, 2019, 44, 88-95.	18.5	69
9	Clinical characteristics and prognosis of infections caused by OXA-48 carbapenemase-producing Enterobacteriaceae in patients treated with ceftazidime-avibactam. International Journal of Antimicrobial Agents, 2019, 53, 520-524.	3.3	63
10	A text mining and topic modelling perspective of ethnic marketing research. Journal of Business Research, 2019, 103, 275-285.	10.6	59
11	Stripping customers' feedback on hotels through data mining: The case of Las Vegas Strip. Tourism Management Perspectives, 2017, 23, 41-52.	5.3	58
12	Understanding mobile augmented reality adoption in a consumer context. Journal of Hospitality and Tourism Technology, 2018, 9, 142-157.	3.9	58
13	Air-travelers' concerns emerging from online comments during the COVID-19 outbreak. Tourism Management, 2021, 85, 104313.	10.0	46
14	Using customer lifetime value and neural networks to improve the prediction of bank deposit subscription in telemarketing campaigns. Neural Computing and Applications, 2015, 26, 131-139.	5.7	40
15	Analysing recent augmented and virtual reality developments in tourism. Journal of Hospitality and Tourism Technology, 2019, 10, 571-586.	3.9	40
16	Unfolding the characteristics of incentivized online reviews. Journal of Retailing and Consumer Services, 2019, 47, 272-281.	9.8	40
17	Factors Influencing Hotels' Online Prices. Journal of Hospitality Marketing and Management, 2018, 27, 443-464.	7.3	39
18	Unfolding the relations between companies and technologies under the Big Data umbrella. Computers in Industry, 2018, 99, 1-8.	10.2	37

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19	From institutional websites to social media and mobile applications: A usability perspective. <i>European Research on Management and Business Economics</i> , 2019, 25, 138-143.	7.0	37
20	Mobile services adoption in a hospitality consumer context. <i>International Journal of Culture, Tourism and Hospitality Research</i> , 2018, 12, 143-158.	2.8	36
21	Mutual information and sensitivity analysis for feature selection in customer targeting: A comparative study. <i>Journal of Information Science</i> , 2019, 45, 53-67.	3.2	33
22	A text mining approach to analyzing Annals literature. <i>Annals of Tourism Research</i> , 2017, 66, 208-210.	6.7	30
23	What drives job satisfaction in IT companies?. <i>International Journal of Productivity and Performance Management</i> , 2020, 70, 391-407.	3.8	30
24	A deep learning classifier for sentence classification in biomedical and computer science abstracts. <i>Neural Computing and Applications</i> , 2020, 32, 6793-6807.	5.7	29
25	A Data-Driven Approach to Improve Customer Churn Prediction Based on Telecom Customer Segmentation. <i>Future Internet</i> , 2022, 14, 94.	4.1	28
26	Improving Health Care Management in Hospitals Through a Productivity Dashboard. <i>Journal of Medical Systems</i> , 2020, 44, 87.	3.9	27
27	A data-driven approach to measure restaurant performance by combining online reviews with historical sales data. <i>International Journal of Hospitality Management</i> , 2021, 94, 102830.	9.0	27
28	Leveraging a luxury fashion brand through social media. <i>European Research on Management and Business Economics</i> , 2019, 25, 15-22.	7.0	26
29	Insights from a text mining survey on Expert Systems research from 2000 to 2016. <i>Expert Systems</i> , 2018, 35, e12280.	4.5	25
30	Evaluating a guest satisfaction model through data mining. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 32, 1523-1538.	8.3	25
31	Unveiling Research Trends for Organizational Reputation in the Nonprofit Sector. <i>Voluntas</i> , 2020, 31, 56-70.	1.9	25
32	Service quality in airport hotel chains through the lens of online reviewers. <i>Journal of Retailing and Consumer Services</i> , 2020, 56, 102193.	9.8	24
33	Blockchain technology as an enabler of consumer trust: A text mining literature analysis. <i>Telematics and Informatics</i> , 2021, 60, 101593.	6.3	24
34	A divide-and-conquer strategy using feature relevance and expert knowledge for enhancing a data mining approach to bank telemarketing. <i>Expert Systems</i> , 2018, 35, e12253.	4.5	22
35	Analytical assessment process of e-learning domain research between 1980 and 2014. <i>International Journal of Management in Education</i> , 2018, 12, 43.	0.2	22
36	Unveiling the features of successful eBay smartphone sellers. <i>Journal of Retailing and Consumer Services</i> , 2018, 43, 311-324.	9.8	22

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37	Unfolding the drivers for sentiments generated by Airbnb Experiences. <i>International Journal of Culture, Tourism and Hospitality Research</i> , 2019, 13, 430-442.	2.8	20
38	A data-driven approach to predict first-year students' academic success in higher education institutions. <i>Education and Information Technologies</i> , 2021, 26, 2165-2190.	6.0	20
39	Are Yelp's tips helpful in building influential consumers?. <i>Tourism Management Perspectives</i> , 2017, 24, 151-154.	5.3	19
40	A cross-cultural case study of consumers' communications about a new technological product. <i>Journal of Business Research</i> , 2020, 121, 438-447.	10.6	19
41	Past, present, and future research on self-service merchandising: a co-word and text mining approach. <i>European Journal of Marketing</i> , 2021, 55, 2269-2307.	3.0	18
42	Forecasting tomorrow's tourist. <i>Worldwide Hospitality and Tourism Themes</i> , 2016, 8, 643-653.	1.3	17
43	Online dating apps as a marketing channel: a generational approach. <i>European Journal of Management and Business Economics</i> , 2020, 30, 1-17.	2.8	17
44	Stick or Twist? The Rise of Blockchain Applications in Marketing Management. <i>Sustainability</i> , 2022, 14, 4172.	3.3	16
45	Consumer perception of tourist experience through online reviews. <i>Worldwide Hospitality and Tourism Themes</i> , 2019, 11, 696-717.	1.3	15
46	Local political dynamics of coastal and marine resource governance: A case study of tin-mining at a coastal community in Indonesia. <i>Environmental Development</i> , 2018, 26, 12-22.	4.1	14
47	Understanding the importance of sport stadium visits to teams and cities through the eyes of online reviewers. <i>Leisure Studies</i> , 2023, 42, 693-708.	2.0	14
48	Data Science, Machine learning and big data in Digital Journalism: A survey of state-of-the-art, challenges and opportunities. <i>Expert Systems With Applications</i> , 2023, 221, 119795.	7.9	14
49	Challenges of caring for victims of violence and their family members in the emergency department. <i>International Emergency Nursing</i> , 2019, 42, 2-6.	1.6	13
50	A comparative analysis of classifiers in cancer prediction using multiple data mining techniques. <i>International Journal of Business Intelligence and Systems Engineering</i> , 2017, 1, 166.	0.2	12
51	Are the States United? An Analysis of U.S. Hotels' Offers Through TripAdvisor's Eyes. <i>Journal of Hospitality and Tourism Research</i> , 2019, 43, 1112-1129.	3.2	12
52	Factors influencing charter flight departure delay. <i>Research in Transportation Business and Management</i> , 2020, 34, 100413.	2.9	11
53	Guest satisfaction in East and West: evidence from online reviews of the influence of cultural origin in two major gambling cities, Las Vegas and Macau. <i>Tourism Recreation Research</i> , 2020, 45, 539-548.	4.7	11
54	A framework for increasing the value of predictive data-driven models by enriching problem domain characterization with novel features. <i>Neural Computing and Applications</i> , 2017, 28, 1515-1523.	5.7	10

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55	Factors determining player drop-out in Massive Multiplayer Online Games. Entertainment Computing, 2018, 26, 153-162.	3.1	8
56	Improving the Accuracy of Predicting Bank Depositor��s Behavior Using a Decision Tree. Applied Sciences (Switzerland), 2021, 11, 9016.	2.6	8
57	An integrated model to explain online review helpfulness in hospitality. Journal of Hospitality and Tourism Technology, 2021, 12, 239-253.	3.9	8
58	Data and text mining from online reviews: An automatic literature analysis. Wiley Interdisciplinary Reviews: Data Mining and Knowledge Discovery, 2022, 12, .	7.2	8
59	Intelligent Process Automation and Business Continuity: Areas for Future Research. Information (Switzerland), 2023, 14, 122.	3.0	8
60	Analytical assessment process of e-learning domain research between 1980 and 2014. International Journal of Management in Education, 2018, 12, 43.	0.2	7
61	Leveraging national tourist offices through data analytics. International Journal of Culture, Tourism and Hospitality Research, 2018, 12, 420-426.	2.8	6
62	Unveiling Island Tourism in Cape Verde through Online Reviews. Sustainability, 2021, 13, 8167.	3.3	6
63	Digital transformation: Toward new research themes and collaborations yet to be explored. Business Information Review, 2021, 38, 79-88.	0.6	6
64	Insights from sentiment analysis to leverage local tourism business in restaurants. International Journal of Culture, Tourism and Hospitality Research, 2022, 16, 321-336.	2.8	6
65	Teaching through objects: grounding environmental studies in things. Journal of Environmental Studies and Sciences, 2015, 5, 231-236.	2.0	5
66	Discovering Patterns in Online Reviews of Beijing and Lisbon Hostels. Journal of China Tourism Research, 2019, 15, 172-191.	1.9	5
67	Empowered learning through microworlds and teaching methods: a text mining and meta-analysis-based systematic review. Research in Learning Technology, 2020, 28, .	2.4	5
68	Monitoring Sensors for Urban Air Quality: The Case of the Municipality of Lisbon. Sensors, 2023, 23, 7702.	4.0	5
69	An Automated Literature Analysis on Data Mining Applications to Credit Risk Assessment. , 2016, , 161-177.		4
70	Research trends in CISTI's unveiled through text mining. , 2017, , .		4
71	The influence of cultural origins of visitors when staying in the city that never sleeps. Tourism Recreation Research, 2020, , 1-13.	4.7	4
72	Does cultural background influence the dissemination and severity of the COVID-19 pandemic?. Heliyon, 2022, 8, e08907.	3.3	4

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73	University Digital Engagement of Students. Lecture Notes in Computer Science, 2022, , 376-390.	1.0	4
74	Identification of common city characteristics influencing room occupancy. International Journal of Tourism Cities, 2019, 5, 482-490.	2.6	3
75	A comparative analysis of classifiers in cancer prediction using multiple data mining techniques. International Journal of Business Intelligence and Systems Engineering, 2017, 1, 166.	0.2	3
76	Unfolding Social Work Research to Address the COVID-19 Impact: A Text Mining literature Analysis. British Journal of Social Work, 2022, 52, 4358-4377.	1.5	3
77	The travel dream experience in pandemic times. Anatolia, 2023, 34, 373-388.	2.0	3
78	Meaning of luxury in hospitality: An analysis of multiple destinations. Journal of Hospitality and Tourism Management, 2022, 52, 392-402.	6.7	3
79	A Deep Learning Approach for Sentence Classification of Scientific Abstracts. Lecture Notes in Computer Science, 2018, , 479-488.	1.0	2
80	A Productivity Dashboard for Hospitals: An Empirical Study. Lecture Notes in Business Information Processing, 2018, , 184-199.	0.0	2
81	Legal regulation of the state financial guarantees of medical services for the population: domestic and international experience. International Journal of Health Governance, 2022, 27, 378.	1.3	2
82	On the economic impacts of COVID-19: A text mining literature analysis. Review of Development Economics, 2023, 27, 375-394.	1.8	2
83	Sensing the Impact of COVID-19 Restrictions from Online Reviews: The Cases of London and Paris Unveiled Through Text Mining. Smart Innovation, Systems and Technologies, 2022, , 223-232.	0.0	1
84	Tasting the Port wine cellar experience: what features please the most?. Journal of Wine Research, 0, , 1-12.	1.4	1
85	Understanding How Intelligent Process Automation Impacts Business Continuity: Mapping IEEE/2755:2020 and ISO/22301:2019. IEEE Access, 2023, 11, 134239-134258.	4.4	1
86	A data-driven approach to improve online consumer subscriptions by combining data visualization and machine learning methods. International Journal of Consumer Studies, 2024, 48, .	11.6	1
87	Business intelligence in a public institution – Evaluation of a financial data mart. , 2017, , .		0
88	Analysis of dimensions influencing the success of BI projects through data mining. , 2017, , .		0
89	Business processes modelling and diagnosis. Business Information Review, 2020, 37, 38-51.	0.6	0
90	Unfolding the Drivers of Student Success in Answering Multiple-Choice Questions About Microsoft Excel. Computers in the Schools, 2020, 37, 55-73.	1.1	0

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91	Anticipating Next Public Administration Employee's Absence Duration. Public Administration Issues, 2019, , 23-40.	0.5	0
92	Back to the Past to Charter the Vinyl Electronic Market: A Data Mining Approach. Advances in Intelligent Systems and Computing, 2021, , 685-692.	0.0	0
93	Literature Review on Problem Models and Solution Approaches for Managing Real-Time Passenger Train Operations: The Perspective of Train Operating Companies. Transportation Research Record, 2023, 2677, 1376-1390.	1.8	0
94	Travellers's perspectives on historic squares and railway stations in Italian heritage cities revealed through sentiment analysis. Journal of Urban Design, 0, , 1-25.	1.6	0
95	Analysis of the Azores Accommodation Offer in Booking.Com Using an Unsupervised Learning Approach. Lecture Notes in Networks and Systems, 2023, , 317-325.	0.0	0
96	Grab a Bite? Prices in the food away from home industry during the COVID-19 pandemic. , 2023, , .		0
97	Cluster-Based Approaches toward Developing a Customer Loyalty Program in a Private Security Company. Applied Sciences (Switzerland), 2024, 14, 78.	2.6	0
98	Data science approaches for sustainable development. Expert Systems, 2024, 41, .	4.5	0
99	Heritage sites as shared space of virtual communities. , 2024, , 98-118.		0
100	Advanced Research and Design Tools for Architectural Heritage. , 0, , .		0
101	Leveraging Transfer Learning for Hate Speech Detection in Portuguese Social Media Posts. IEEE Access, 2024, 12, 101374-101389.	4.4	0
102	A comprehensive review on automatic hate speech detection in the age of the transformer. Social Network Analysis and Mining, 2024, 14, .	3.0	0