

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	Cluster-Based Approaches toward Developing a Customer Loyalty Program in a Private Security Company. Applied Sciences (Switzerland), 2024, 14, 78.	2.6	0
2	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
3	Data science approaches for sustainable development. Expert Systems, 2024, 41, .	4.5	0
4	Heritage sites as shared space of virtual communities. , 2024, , 98-118.		0
5	Leveraging Transfer Learning for Hate Speech Detection in Portuguese Social Media Posts. IEEE Access, 2024, 12, 101374-101389.	4.4	0
6	A comprehensive review on automatic hate speech detection in the age of the transformer. Social Network Analysis and Mining, 2024, 14, .	3.0	0
7	The travel dream experience in pandemic times. Anatolia, 2023, 34, 373-388.	2.0	3
8	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
9	On the economic impacts of COVID-19: A text mining literature analysis. Review of Development Economics, 2023, 27, 375-394.	1.8	2
10	Understanding the importance of sport stadium visits to teams and cities through the eyes of online reviewers. Leisure Studies, 2023, 42, 693-708.	2.0	14
11	Data Science, Machine learning and big data in Digital Journalism: A survey of state-of-the-art, challenges and opportunities. Expert Systems With Applications, 2023, 221, 119795.	7.9	14
12	Intelligent Process Automation and Business Continuity: Areas for Future Research. Information (Switzerland), 2023, 14, 122.	3.0	8
13	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
14	Monitoring Sensors for Urban Air Quality: The Case of the Municipality of Lisbon. Sensors, 2023, 23, 7702.	4.0	5
15	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
16	Grab a Bite? Prices in the food away from home industry during the COVID-19 pandemic. , 2023, , .		0
17	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
18	Data and text mining from online reviews: An automatic literature analysis. Wiley Interdisciplinary Reviews: Data Mining and Knowledge Discovery, 2022, 12, .	7.2	8

#	ARTICLE	IF	CITATIONS
19	Unfolding Social Work Research to Address the COVID-19 Impact: A Text Mining literature Analysis. <i>British Journal of Social Work</i> , 2022, 52, 4358-4377.	1.5	3
20	Does cultural background influence the dissemination and severity of the COVID-19 pandemic?. <i>Heliyon</i> , 2022, 8, e08907.	3.3	4
21	University Digital Engagement of Students. <i>Lecture Notes in Computer Science</i> , 2022, , 376-390.	1.0	4
22	Sensing the Impact of COVID-19 Restrictions from Online Reviews: The Cases of London and Paris Unveiled Through Text Mining. <i>Smart Innovation, Systems and Technologies</i> , 2022, , 223-232.	0.0	1
23	Stick or Twistâ€™The Rise of Blockchain Applications in Marketing Management. <i>Sustainability</i> , 2022, 14, 4172.	3.3	16
24	A Data-Driven Approach to Improve Customer Churn Prediction Based on Telecom Customer Segmentation. <i>Future Internet</i> , 2022, 14, 94.	4.1	28
25	Legal regulation of the state financial guarantees of medical services for the population: domestic and international experience. <i>International Journal of Health Governance</i> , 2022, 27, 378.	1.3	2
26	Meaning of luxury in hospitality: An analysis of multiple destinations. <i>Journal of Hospitality and Tourism Management</i> , 2022, 52, 392-402.	6.7	3
27	A data-driven approach to predict first-year studentsâ€™ academic success in higher education institutions. <i>Education and Information Technologies</i> , 2021, 26, 2165-2190.	6.0	20
28	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
29	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
30	Unveiling Island Tourism in Cape Verde through Online Reviews. <i>Sustainability</i> , 2021, 13, 8167.	3.3	6
31	Blockchain technology as an enabler of consumer trust: A text mining literature analysis. <i>Telematics and Informatics</i> , 2021, 60, 101593.	6.3	24
32	Air-travelers' concerns emerging from online comments during the COVID-19 outbreak. <i>Tourism Management</i> , 2021, 85, 104313.	10.0	46
33	Improving the Accuracy of Predicting Bank Depositorâ€™s Behavior Using a Decision Tree. <i>Applied Sciences (Switzerland)</i> , 2021, 11, 9016.	2.6	8
34	Digital transformation: Toward new research themes and collaborations yet to be explored. <i>Business Information Review</i> , 2021, 38, 79-88.	0.6	6
35	An integrated model to explain online review helpfulness in hospitality. <i>Journal of Hospitality and Tourism Technology</i> , 2021, 12, 239-253.	3.9	8
36	Back to the Past to Charter the Vinyl Electronic Market: A Data Mining Approach. <i>Advances in Intelligent Systems and Computing</i> , 2021, , 685-692.	0.0	0

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37	Unveiling Research Trends for Organizational Reputation in the Nonprofit Sector. <i>Voluntas</i> , 2020, 31, 56-70.	1.9	25
38	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
39	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
40	Factors influencing charter flight departure delay. <i>Research in Transportation Business and Management</i> , 2020, 34, 100413.	2.9	11
41	Business processes modelling and diagnosis. <i>Business Information Review</i> , 2020, 37, 38-51.	0.6	0
42	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
43	What drives job satisfaction in IT companies?. <i>International Journal of Productivity and Performance Management</i> , 2020, 70, 391-407.	3.8	30
44	The influence of cultural origins of visitors when staying in the city that never sleeps. <i>Tourism Recreation Research</i> , 2020, , 1-13.	4.7	4
45	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
46	Unfolding the Drivers of Student Success in Answering Multiple-Choice Questions About Microsoft Excel. <i>Computers in the Schools</i> , 2020, 37, 55-73.	1.1	0
47	Improving Health Care Management in Hospitals Through a Productivity Dashboard. <i>Journal of Medical Systems</i> , 2020, 44, 87.	3.9	27
48	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
49	Empowered learning through microworlds and teaching methods: a text mining and meta-analysis-based systematic review. <i>Research in Learning Technology</i> , 2020, 28, .	2.4	5
50	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
51	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
52	Analysing recent augmented and virtual reality developments in tourism. <i>Journal of Hospitality and Tourism Technology</i> , 2019, 10, 571-586.	3.9	40
53	Are the States United? An Analysis of U.S. Hotelsâ€™ Offers Through TripAdvisorâ€™s Eyes. <i>Journal of Hospitality and Tourism Research</i> , 2019, 43, 1112-1129.	3.2	12
54	Identification of common city characteristics influencing room occupancy. <i>International Journal of Tourism Cities</i> , 2019, 5, 482-490.	2.6	3

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55	A text mining and topic modelling perspective of ethnic marketing research. <i>Journal of Business Research</i> , 2019, 103, 275-285.	10.6	59
56	Evaluating a guest satisfaction model through data mining. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 32, 1523-1538.	8.3	25
57	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
58	Consumer perception of tourist experience through online reviews. <i>Worldwide Hospitality and Tourism Themes</i> , 2019, 11, 696-717.	1.3	15
59	Unfolding the characteristics of incentivized online reviews. <i>Journal of Retailing and Consumer Services</i> , 2019, 47, 272-281.	9.8	40
60	Leveraging a luxury fashion brand through social media. <i>European Research on Management and Business Economics</i> , 2019, 25, 15-22.	7.0	26
61	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
62	Clinical characteristics and prognosis of infections caused by OXA-48 carbapenemase-producing Enterobacteriaceae in patients treated with ceftazidime-avibactam. <i>International Journal of Antimicrobial Agents</i> , 2019, 53, 520-524.	3.3	63
63	Discovering Patterns in Online Reviews of Beijing and Lisbon Hostels. <i>Journal of China Tourism Research</i> , 2019, 15, 172-191.	1.9	5
64	Can we trace back hotel online reviews' characteristics using gamification features?. <i>International Journal of Information Management</i> , 2019, 44, 88-95.	18.5	69
65	Anticipating Next Public Administration Employee's Absence Duration. <i>Public Administration Issues</i> , 2019, , 23-40.	0.5	0
66	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
67	Factors determining player drop-out in Massive Multiplayer Online Games. <i>Entertainment Computing</i> , 2018, 26, 153-162.	3.1	8
68	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
69	Unfolding the relations between companies and technologies under the Big Data umbrella. <i>Computers in Industry</i> , 2018, 99, 1-8.	10.2	37
70	Research trends on Big Data in Marketing: A text mining and topic modeling based literature analysis. <i>European Research on Management and Business Economics</i> , 2018, 24, 1-7.	7.0	225
71	Brand strategies in social media in hospitality and tourism. <i>International Journal of Contemporary Hospitality Management</i> , 2018, 30, 343-364.	8.3	110
72	Factors Influencing Hotels' Online Prices. <i>Journal of Hospitality Marketing and Management</i> , 2018, 27, 443-464.	7.3	39

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73	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
74	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
75	A Deep Learning Approach for Sentence Classification of Scientific Abstracts. <i>Lecture Notes in Computer Science</i> , 2018, , 479-488.	1.0	2
76	Leveraging national tourist offices through data analytics. <i>International Journal of Culture, Tourism and Hospitality Research</i> , 2018, 12, 420-426.	2.8	6
77	A Productivity Dashboard for Hospitals: An Empirical Study. <i>Lecture Notes in Business Information Processing</i> , 2018, , 184-199.	0.0	2
78	Insights from a text mining survey on Expert Systems research from 2000 to 2016. <i>Expert Systems</i> , 2018, 35, e12280.	4.5	25
79	Unveiling the features of successful eBay smartphone sellers. <i>Journal of Retailing and Consumer Services</i> , 2018, 43, 311-324.	9.8	22
80	Understanding mobile augmented reality adoption in a consumer context. <i>Journal of Hospitality and Tourism Technology</i> , 2018, 9, 142-157.	3.9	58
81	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	7
82	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
83	Sentiment Classification of Consumer-Generated Online Reviews Using Topic Modeling. <i>Journal of Hospitality Marketing and Management</i> , 2017, 26, 675-693.	7.3	139
84	Stripping customers' feedback on hotels through data mining: The case of Las Vegas Strip. <i>Tourism Management Perspectives</i> , 2017, 23, 41-52.	5.3	58
85	Are Yelp's tips helpful in building influential consumers?. <i>Tourism Management Perspectives</i> , 2017, 24, 151-154.	5.3	19
86	Business intelligence in a public institution – Evaluation of a financial data mart. , 2017, , .		0
87	Analysis of dimensions influencing the success of BI projects through data mining. , 2017, , .		0
88	A text mining approach to analyzing Annals literature. <i>Annals of Tourism Research</i> , 2017, 66, 208-210.	6.7	30
89	Research trends in CISTI's unveiled through text mining. , 2017, , .		4
90	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

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91	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
92	An Automated Literature Analysis on Data Mining Applications to Credit Risk Assessment. , 2016, , 161-177.		4
93	Forecasting tomorrow's tourist. Worldwide Hospitality and Tourism Themes, 2016, 8, 643-653.	1.3	17
94	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
95	Teaching through objects: grounding environmental studies in things. Journal of Environmental Studies and Sciences, 2015, 5, 231-236.	2.0	5
96	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
97	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
98	A data-driven approach to predict the success of bank telemarketing. Decision Support Systems, 2014, 62, 22-31.	6.2	519
99	The ATLAS Simulation Infrastructure. European Physical Journal C, 2010, 70, 823-874.	4.0	1,220
100	Tasting the Port wine cellar experience: what features please the most?. Journal of Wine Research, 0, , 1-12.	1.4	1
101	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
102	Advanced Research and Design Tools for Architectural Heritage. , 0, , .		0