

# Sann Raksmeay

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/5041756/publications.pdf>

Version: 2024-02-01

10  
papers

115  
citations

1478505

6  
h-index

1588992

8  
g-index

10  
all docs

10  
docs citations

10  
times ranked

52  
citing authors

#	ARTICLE	IF	CITATIONS
1	Understanding homophily of service failure within the hotel guest cycle: Applying NLP-aspect-based sentiment analysis to the hospitality industry. <i>International Journal of Hospitality Management</i> , 2020, 91, 102678.	8.8	30
2	Predicting Online Complaining Behavior in the Hospitality Industry: Application of Big Data Analytics to Online Reviews. <i>Sustainability</i> , 2022, 14, 1800.	3.2	26
3	Online complaining behavior: Does cultural background and hotel class matter?. <i>Journal of Hospitality and Tourism Management</i> , 2020, 43, 80-90.	6.6	18
4	Review papers on eWOM: prospects for hospitality industry. <i>Anatolia</i> , 2021, 32, 177-206.	2.4	11
5	Does Culture of Origin Have an Impact on Online Complaining Behaviors? The Perceptions of Asians and Non-Asians. <i>Sustainability</i> , 2020, 12, 1838.	3.2	9
6	Modelling Theory of Planned Behavior on Health Concern and Health Knowledge towards Purchase Intention on Organic Products. <i>International Business Research</i> , 2020, 13, 100.	0.3	9
7	Do expectations towards Thai hospitality differ? The views of English vs Chinese speaking travelers. <i>International Journal of Culture, Tourism and Hospitality Research</i> , 2021, 15, 43-58.	2.9	7
8	Analysis of Online Customer Complaint Behavior in Vietnam's Hotel Industry. <i>Sustainability</i> , 2022, 14, 3770.	3.2	3
9	Social Marketing Strategy to Promote Traditional Thai Medicines during COVID-19: KAP and DoI Two-Step Theory Application Process. <i>International Journal of Environmental Research and Public Health</i> , 2022, 19, 8416.	2.6	2
10	Do they Expect Differently in Hotel Experiences? Views of Eastern vs. Western: An Abstract. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2020, , 619-620.	0.2	0