

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