

# Heikki Karjaluoto

## List of Publications by Year in descending order

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Version: 2024-02-01

105  
papers

7,598  
citations

100601

38  
h-index

66518

82  
g-index

108  
all docs

108  
docs citations

108  
times ranked

4638  
citing authors

#	ARTICLE	IF	CITATIONS
1	Examining the Impact of eWOM-Triggered Customer-to-Customer Interactions on Travelers' Repurchase and Social Media Engagement. <i>Journal of Travel Research</i> , 2022, 61, 1872-1894.	5.8	22
2	Setting the future of digital and social media marketing research: Perspectives and research propositions. <i>International Journal of Information Management</i> , 2021, 59, 102168.	10.5	637
3	How Relevant Are Risk Perceptions, Effort, and Performance Expectancy in Mobile Banking Adoption?. , 2021, , 692-716.		7
4	Consumption values and mobile banking services: understanding the urban-rural dichotomy in a developing economy. <i>International Journal of Bank Marketing</i> , 2021, 39, 272-293.	3.6	56
5	The role of fundamental motivations in willingness-to-pay online. <i>Journal of Retailing and Consumer Services</i> , 2020, 52, 101930.	5.3	8
6	Personalization and hedonic motivation in creating customer experiences and loyalty in omnichannel retail. <i>Journal of Retailing and Consumer Services</i> , 2020, 57, 102233.	5.3	108
7	Is it all about consumer engagement? Explaining continuance intention for utilitarian and hedonic service consumption. <i>Journal of Retailing and Consumer Services</i> , 2020, 57, 102232.	5.3	51
8	A Systematic Literature Review and Analysis of Mobile Retailing Adoption. <i>Journal of Internet Commerce</i> , 2019, 18, 221-247.	3.5	10
9	Understanding technology diffusion in emerging markets. <i>International Journal of Emerging Markets</i> , 2019, 14, 731-751.	1.3	23
10	Drivers and outcomes of consumer engagement. <i>International Journal of Bank Marketing</i> , 2019, 38, 1-20.	3.6	32
11	About time. <i>Journal of Systems and Information Technology</i> , 2019, 21, 236-254.	0.8	5
12	Examining consumers' usage intention of contactless payment systems. <i>International Journal of Bank Marketing</i> , 2019, 38, 332-351.	3.6	56
13	An empirical assessment of employer branding as a form of sport event sponsorship. <i>International Journal of Sports Marketing and Sponsorship</i> , 2019, 20, 666-682.	0.8	4
14	Chatbot Adoption in Tourism Services: A Conceptual Exploration. , 2019, , 105-121.		55
15	Influence of Offline Activities and Customer Value Creation on Online Travel Community Continuance Usage Intention. , 2019, , 450-460.		10
16	How perceived value drives the use of mobile financial services apps. <i>International Journal of Information Management</i> , 2019, 47, 252-261.	10.5	183
17	Omnichannel experience: Towards successful channel integration in retail. <i>Journal of Customer Behavior</i> , 2019, 18, 17-34.	0.0	26
18	A Cross-Cultural Study of Smartphone Adoption in Uzbekistan and South Korea. , 2019, , 944-962.		0

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19	What drives travelers' adoption of user-generated content? A literature review. <i>Tourism Management Perspectives</i> , 2018, 28, 251-273.	3.2	120
20	Social Network Brand Visibility (SNBV): Conceptualization and Empirical Evidence. , 2018, , 149-178.		4
21	The role of negative and positive forms of power in supporting CSR alignment and commitment between large firms and SMEs. <i>Industrial Marketing Management</i> , 2018, 75, 17-30.	3.7	41
22	How Relevant Are Risk Perceptions, Effort, and Performance Expectancy in Mobile Banking Adoption?. <i>International Journal of E-Business Research</i> , 2018, 14, 39-60.	0.7	45
23	Salesperson adoption and usage of mobile sales configuration tools. <i>Journal of Systems and Information Technology</i> , 2018, 20, 168-190.	0.8	4
24	Understanding moderating effects in increasing share-of-wallet and word-of-mouth: A case study of Lidl grocery retailer. <i>Journal of Retailing and Consumer Services</i> , 2018, 44, 45-53.	5.3	29
25	A Cross-Cultural Study of Smartphone Adoption in Uzbekistan and South Korea. <i>Advances in Business Strategy and Competitive Advantage Book Series</i> , 2018, , 171-189.	0.2	0
26	Unlocking behaviors of long-term service consumers: the role of action inertia. <i>Journal of Service Theory and Practice</i> , 2017, 27, 270-291.	1.9	16
27	Examining the performance of brand-extended thematic-content: The divergent impact of avid- and skim-reader groups. <i>Computers in Human Behavior</i> , 2017, 72, 449-458.	5.1	9
28	Environmental values and customer-perceived value in industrial supplier relationships. <i>Journal of Cleaner Production</i> , 2017, 156, 604-613.	4.6	37
29	A cultural comparison study of smartphone adoption in Uzbekistan, South Korea and Turkey. <i>International Journal of Mobile Communications</i> , 2017, 15, 85.	0.2	12
30	The effect of marketing communication on business relationship loyalty. <i>Marketing Intelligence and Planning</i> , 2017, 35, 458-472.	2.1	42
31	The effect of sensory brand experience and involvement on brand equity directly and indirectly through consumer brand engagement. <i>Journal of Product and Brand Management</i> , 2017, 26, 282-293.	2.6	102
32	Consumers'™ acceptance of information and communications technology in tourism: A review. <i>Telematics and Informatics</i> , 2017, 34, 618-644.	3.5	192
33	Digital advertising around paid spaces, E-advertising industry's™ revenue engine: A review and research agenda. <i>Telematics and Informatics</i> , 2017, 34, 1650-1662.	3.5	37
34	The impact of service bundles on the mechanism through which functional value and price value affect WOM intent. <i>Journal of Service Management</i> , 2017, 28, 707-723.	4.4	20
35	Mobile banking services adoption in Pakistan: are there gender differences?. <i>International Journal of Bank Marketing</i> , 2017, 35, 1090-1114.	3.6	94
36	The impact of consumer local engagement on local store patronage and customer satisfaction. <i>International Review of Retail, Distribution and Consumer Research</i> , 2017, 27, 485-501.	1.3	7

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37	Exploring the nexus between financial sector reforms and the emergence of digital banking culture â€œEvidences from a developing country. Research in International Business and Finance, 2017, 42, 1030-1039.	3.1	37
38	Customer perceived value, satisfaction, and loyalty: the role of willingness to share information. International Review of Retail, Distribution and Consumer Research, 2017, 27, 164-188.	1.3	42
39	Mobile Banking and Payment System. International Journal of E-Business Research, 2017, 13, 14-27.	0.7	12
40	A cultural comparison study of smartphone adoption in Uzbekistan, South Korea and Turkey. International Journal of Mobile Communications, 2017, 15, 85.	0.2	0
41	On Some Misconceptions Concerning Digital Banking and Alternative Delivery Channels. International Journal of E-Business Research, 2016, 12, 1-16.	0.7	26
42	Customer Environmental Values and Their Contribution to Loyalty in Industrial Markets. Business Strategy and the Environment, 2016, 25, 512-528.	8.5	24
43	Brand love and positive word of mouth: the moderating effects of experience and price. Journal of Product and Brand Management, 2016, 25, 527-537.	2.6	186
44	The Relationships Between Customer Brand Engagement in Social Media and Share of Wallet. Lecture Notes in Information Systems and Organisation, 2016, , 173-186.	0.4	0
45	Consumer Acceptance and Use of Instagram. , 2016, , .		7
46	Mobile Banking Services Continuous Usage -- Case Study of Finland. , 2016, , .		17
47	Web personalization: The state of the art and future avenues for research and practice. Telematics and Informatics, 2016, 33, 1088-1104.	3.5	56
48	How do brand personality, identification, and relationship length drive loyalty in sports?. Journal of Service Theory and Practice, 2016, 26, 50-71.	1.9	33
49	A Firmâ€™s Activity in Social Media and Its Relationship with Corporate Reputation and Firm Performance. Lecture Notes in Information Systems and Organisation, 2016, , 161-172.	0.4	4
50	Conceptualizing engagement in the mobile context. , 2016, , .		6
51	Value co-creation in health care. , 2016, , .		10
52	The effects of mobile banking application user satisfaction and system usage on bank-customer relationships. , 2016, , .		4
53	Are Facebook brand community members truly loyal to the brand?. Computers in Human Behavior, 2015, 51, 429-439.	5.1	74
54	Consumer adoption of mobile technologies: a literature review. International Journal of Mobile Communications, 2015, 13, 244.	0.2	91

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55	Industrial branding in the digital age. <i>Journal of Business and Industrial Marketing</i> , 2015, 30, 733-741.	1.8	41
56	The role of digital channels in industrial marketing communications. <i>Journal of Business and Industrial Marketing</i> , 2015, 30, 703-710.	1.8	96
57	Barriers to the use of mobile sales force automation systems: a salesperson's perspective. <i>Journal of Systems and Information Technology</i> , 2015, 17, 121-140.	0.8	18
58	Consumers' perceptions of mobile banking continuous usage in Finland and South Africa. <i>International Journal of Electronic Finance</i> , 2015, 8, 149.	0.2	21
59	The use of Web analytics for digital marketing performance measurement. <i>Industrial Marketing Management</i> , 2015, 50, 117-127.	3.7	187
60	Making the most of information technology & systems usage: A literature review, framework and future research agenda. <i>Computers in Human Behavior</i> , 2015, 49, 541-566.	5.1	99
61	The usage of digital marketing channels in SMEs. <i>Journal of Small Business and Enterprise Development</i> , 2015, 22, 633-651.	1.6	234
62	Continuous mobile banking usage and relationship commitment – A multi-country assessment. <i>Journal of Financial Services Marketing</i> , 2015, 20, 208-219.	2.2	38
63	Mobile banking adoption: A literature review. <i>Telematics and Informatics</i> , 2015, 32, 129-142.	3.5	573
64	Barriers to the use of Mobile Sales Force Automation Systems. A Salesperson's Perspective. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2015, , 625-634.	0.1	2
65	Intention to use mobile customer relationship management systems. <i>Industrial Management and Data Systems</i> , 2014, 114, 966-978.	2.2	26
66	Development and validation of the Perceived Investment Value (PIV) scale. <i>Journal of Economic Psychology</i> , 2013, 36, 41-54.	1.1	22
67	Customer relationship management: the evolving role of customer data. <i>Marketing Intelligence and Planning</i> , 2013, 31, 584-600.	2.1	38
68	Extending customer relationship management: from empowering firms to empowering customers. <i>Journal of Systems and Information Technology</i> , 2013, 15, 140-158.	0.8	27
69	Social Identity for Teenagers: Understanding Behavioral Intention to Participate in Virtual World Environment. <i>Journal of Theoretical and Applied Electronic Commerce Research</i> , 2013, 8, 3-4.	3.1	10
70	How value and trust influence loyalty in wireless telecommunications industry. <i>Telecommunications Policy</i> , 2012, 36, 636-649.	2.6	89
71	The Role of Electronic Channels in Micro-Sized Brick-and-Mortar Firms. <i>Journal of Small Business and Entrepreneurship</i> , 2010, 23, 17-38.	3.0	36
72	Targeting Young Voters in a Political Campaign: Empirical Insights into an Interactive Digital Marketing Campaign in the 2007 Finnish General Election. <i>Journal of Nonprofit and Public Sector Marketing</i> , 2010, 22, 14-37.	0.9	35

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73	The Impact of Gender and Age on Consumer Responsiveness to Permission-Based Mobile Advertising. <i>Advances in E-Business Research Series</i> , 2010, , 303-322.	0.2	0
74	Antecedents to permission based mobile marketing: an initial examination. <i>European Journal of Marketing</i> , 2009, 43, 473-499.	1.7	130
75	An adoption model for mobile banking in Ghana. <i>International Journal of Mobile Communications</i> , 2009, 7, 515.	0.2	164
76	Antecedents of online banking satisfaction and loyalty: empirical evidence from Finland. <i>International Journal of Electronic Finance</i> , 2009, 3, 253.	0.2	25
77	Advertisers' perceptions of search engine marketing. <i>International Journal of Internet Marketing and Advertising</i> , 2009, 5, 95.	0.1	18
78	Sources of Trust and Consumers' Participation in Permission-Based Mobile Marketing. , 2009, , 304-315.		0
79	Searching for Value in Researching the Adoption and Use of M-Services. , 2009, , 47-58.		0
80	The Drivers for the Adoption and Use of M-Services. <i>Advances in E-collaboration Series</i> , 2009, , 28-39.	0.0	0
81	The Mobile Network as a New Medium for Marketing Communications. , 2009, , 334-342.		0
82	Exploring the effects of gender, age, income and employment status on consumer response to mobile advertising campaigns. <i>Journal of Systems and Information Technology</i> , 2008, 10, 251-265.	0.8	21
83	Intentionally developed business network for mobile marketing: a case study from Finland. <i>Journal of Business and Industrial Marketing</i> , 2008, 23, 497-506.	1.8	32
84	Launch lessons from a growing global supplier of industrial equipment. <i>International Journal of Business Excellence</i> , 2008, 1, 375.	0.2	1
85	Exploring Gender Influence on Customer's Intention to Engage Permission-based Mobile Marketing. <i>Electronic Markets</i> , 2008, 18, 242-259.	4.4	60
86	Factors affecting Finnish consumers' intention to receive SMS marketing: a conceptual model and an empirical study. <i>International Journal of Electronic Business</i> , 2008, 6, 298.	0.2	10
87	Consumers' attitudes towards and intention to participate in mobile marketing. <i>International Journal of Services, Technology and Management</i> , 2007, 8, 155.	0.1	38
88	Permission-based mobile marketing and sources of trust in selected European markets. <i>Journal of Systems and Information Technology</i> , 2007, 9, 104-123.	0.8	16
89	An Empirical Study of the Drivers of Consumer Acceptance of Mobile Advertising. <i>Journal of Interactive Advertising</i> , 2007, 7, 41-50.	3.0	193
90	Mobile Customer Relationship Management: a communication perspective. <i>International Journal of Electronic Customer Relationship Management</i> , 2007, 1, 242.	0.1	12

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91	Mobile customer relationship management: underlying issues and challenges. Business Process Management Journal, 2007, 13, 771-787.	2.4	54
92	A conceptual model of trust in the online environment. Online Information Review, 2007, 31, 604-621.	2.2	190
93	Searching for Value in Researching the Adoption and Use of M-services. International Journal of E-Collaboration, 2007, 3, 16-30.	0.4	14
94	The measurement of end-user computing satisfaction of online banking services: empirical evidence from Finland. International Journal of Bank Marketing, 2006, 24, 158-172.	3.6	105
95	Integrated marketing communications in mobile context. , 2006, , 397-415.		3
96	Factors Affecting Consumer Choice of Mobile Phones: Two Studies from Finland. Journal of Euromarketing, 2005, 14, 59-82.	0.0	88
97	Factors influencing consumers' willingness to accept mobile advertising: a conceptual model. International Journal of Mobile Communications, 2005, 3, 197.	0.2	236
98	Consumer acceptance of online banking: an extension of the technology acceptance model. Internet Research, 2004, 14, 224-235.	2.7	1,041
99	Internet banking adoption among mature customers: early majority or laggards?. Journal of Services Marketing, 2003, 17, 514-528.	1.7	244
100	Customer Channel Preferences in the Finnish Banking Sector. Journal of Marketing Channels, 2002, 10, 41-64.	0.4	15
101	Selection criteria for a mode of bill payment: empirical investigation among Finnish bank customers. International Journal of Retail and Distribution Management, 2002, 30, 331-339.	2.7	53
102	Electronic banking in Finland: Consumer beliefs and reactions to a new delivery channel. Journal of Financial Services Marketing, 2002, 6, 346-361.	2.2	131
103	Factors underlying attitude formation towards online banking in Finland. International Journal of Bank Marketing, 2002, 20, 261-272.	3.6	367
104	The Impact of Gender and Age on Consumer Responsiveness to Permission-Based Mobile Advertising. , 0, , 1148-1167.		0
105	Mobile Banking and Payment System. , 0, , 66-82.		0