

# Hyunsu Kim

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/7230631/publications.pdf>

Version: 2024-02-01

10  
papers

437  
citations

1040018

9  
h-index

1372553

10  
g-index

10  
all docs

10  
docs citations

10  
times ranked

151  
citing authors

#	ARTICLE	IF	CITATIONS
1	Two decades of customer experience research in hospitality and tourism: A bibliometric analysis and thematic content analysis. <i>International Journal of Hospitality Management</i> , 2022, 100, 103082.	8.8	101
2	A Decade of Customer Engagement Research in Hospitality and Tourism: A Systematic Review and Research Agenda. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 178-200.	2.9	72
3	What Makes Airbnb Experiences Enjoyable? The Effects of Environmental Stimuli on Perceived Enjoyment and Repurchase Intention. <i>Journal of Travel Research</i> , 2021, 60, 1018-1038.	9.0	58
4	Service robots: Applying social exchange theory to better understand human-robot interactions. <i>Tourism Management</i> , 2022, 92, 104537.	9.8	57
5	The thematic evolution of customer engagement research: a comparative systematic review and bibliometric analysis. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 3585-3609.	8.0	39
6	Millennials' virtual reality experiences pre- and post-COVID-19. <i>Journal of Hospitality and Tourism Management</i> , 2021, 48, 200-209.	6.6	35
7	Creating customer value in the sharing economy: an investigation of Airbnb users and their tripographic characteristics. <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 23-45.	8.0	27
8	Disentangling the dynamics of service failure and service recovery in peer-to-peer accommodations: A triadic perspective. <i>International Journal of Hospitality Management</i> , 2022, 100, 103086.	8.8	20
9	Actor value formation in Airbnb: insight from multi-source data. <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 2773-2797.	8.0	20
10	Enhancing Consumer Confidence and Response Efficacy in Tourism: Typology and Effectiveness of the Hotel Industry's Responses to COVID-19. <i>Journal of Travel Research</i> , 2023, 62, 907-925.	9.0	8