Anil Bilgihan

List of Publications by Year
in descending order

93 papers	6,201 citations	108046 37 h-index	87275 74 g-index
93 all docs	93 docs citations	93 times ranked	4589 citing authors

#	Article	IF	Citations
1	How perceptions of relationship investment influence customer loyalty: the mediating role of perceived value and the moderating role of relationship proneness. Journal of Strategic Marketing, 2023, 31, 296-319.	3.7	5
2	Building organizational resilience with digital transformation. Journal of Service Management, 2023, 34, 147-171.	4.4	48
3	Linking servicescape and experiencescape: creating a collective focus for the service industry. Journal of Service Management, 2023, 34, 316-340.	4.4	33
4	The dark side of convenience: how to reduce food waste induced by food delivery apps. British Food Journal, 2023, 125, 205-225.	1.6	21
5	Impact of COVID-19 on mental health and career anxiety of hospitality and tourism students in the UK. Journal of Hospitality and Tourism Insights, 2023, 6, 892-911.	2.2	6
6	Toward Holistic Experience-Oriented Service Innovation: Co-Creating Sustainable Value With Customers and Society. Cornell Hospitality Quarterly, 2023, 64, 161-183.	2.2	7
7	When artificial intelligence meets the hospitality and tourism industry: an assessment framework to inform theory and management. Journal of Hospitality and Tourism Insights, 2022, 5, 1080-1100.	2.2	41
8	Unifying technology and people: revisiting service in a digitally transformed world. Service Industries Journal, 2022, 42, 21-41.	5.0	15
9	Motivations, self-congruity and restaurant innovativeness as antecedents of a creative-food tourism experience: the moderating effect of first-time and repeat tourists. British Food Journal, 2022, 124, 406-429.	1.6	11
10	The determinants of retail customers' purchase intent. International Journal of Consumer Studies, 2022, 46, 2503-2520.	7.2	2
11	The effects of environmental consciousness and menu information on the perception ofÂrestaurant image. British Food Journal, 2022, 124, 3563-3581.	1.6	10
12	Know your guestsâ€™ preferences before they arrive at your hotel: evidence from TripAdvisor. , 2022, 17, 89-106.		4
13	Leveraging data analytics to understand the relationship between restaurantsâ€™ safety violations and COVID-19 transmission. International Journal of Hospitality Management, 2022, 104, 103241.	5.3	4
14	The impact of eWOM source credibility on destination visit intention and online involvement: a case of Chinese tourists. Journal of Hospitality and Tourism Technology, 2022, 13, 855.	2.5	6
15	Exploring the impact of personality traits on perceived relationship investment, relationship quality, and loyalty in the retail industry. International Review of Retail, Distribution and Consumer Research, 2021, 31, 106-129.	1.3	12
16	Retail employee theft: When retail security alone is not enough. Psychology and Marketing, 2021, 38, 721-734.	4.6	7
17	UGC involvement, motivation and personality: Comparison between China and Spain. Journal of Destination Marketing & Management, 2021, 19, 100543.	3.4	17
18	Customer engagement research in hospitality and tourism: a systematic review. Journal of Hospitality Marketing and Management, 2021, 30, 871-904.	5.1	35

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19	The impact of hedonic dining experiences on word of mouth, switching intentions and willingness to pay. British Food Journal, 2021, 123, 3954-3969.	1.6	10
20	What drives diners' eco-friendly behaviour? The moderating role of planning routine. Journal of Retailing and Consumer Services, 2021, 63, 102678.	5.3	20
21	Service transformation: How can it be achieved?. Journal of Business Research, 2021, 136, 219-228.	5.8	10
22	Marketing China to U.S. travelers through electronic word-of-mouth and destination image: Taking Beijing as an example. Journal of Vacation Marketing, 2021, 27, 267-286.	2.5	19
23	Generation Y's dining out behavior. International Hospitality Review, 2021, 35, 41-56.	1.8	7
24	Attention to Chinese menus with metaphorical or metonymic names: An eye movement lab experiment. International Journal of Hospitality Management, 2020, 84, 102305.	5.3	21
25	Capsule hotels: Offering Experiential Value or perceived as risky by tourists? An optimum stimulation level model. International Journal of Hospitality Management, 2020, 86, 102434.	5.3	16
26	How to prevent negative online customer reviews: the moderating roles of monetary compensation and psychological compensation. International Journal of Contemporary Hospitality Management, 2020, 32, 3115-3134.	5.3	26
27	Designing Collaboration Process Facilitation in Hotel Management Teams to Improve Collaboration Performance. International Journal of Hospitality Management, 2020, 88, 102527.	5.3	7
28	Helpful or harmful? A double-edged sword of emoticons in online review helpfulness. Tourism Management, 2020, 81, 104135.	5.8	37
29	Satisfaction and positive emotions: A comparison of the influence of hotel guests' beliefs and attitudes on their satisfaction and emotions. International Journal of Hospitality Management, 2019, 77, 51-63.	5.3	61
30	Brand awareness, image, physical quality and employee behavior as building blocks of customer-based brand equity: Consequences in the hotel context. Journal of Hospitality and Tourism Management, 2019, 40, 114-124.	3.5	98
31	Social media, customer engagement and advocacy. International Journal of Contemporary Hospitality Management, 2019, 31, 1247-1272.	5.3	85
32	Assessing the role of product category involvement and relationship proneness in the satisfaction–loyalty link in retailing. International Journal of Retail and Distribution Management, 2019, 48, 207-226.	2.7	18
33	An investigation on online reviews in sharing economy driven hospitality platforms: A viewpoint of trust. Tourism Management, 2019, 71, 366-377.	5.8	227
34	Customer retention to mobile telecommunication service providers: the roles of perceived justice and customer loyalty program. International Journal of Mobile Communications, 2019, 17, 82.	0.2	13
35	The impact of servicescape on hedonic value and behavioral intentions: The importance of previous experience. International Journal of Hospitality Management, 2018, 72, 10-20.	5.3	166
36	Psychological factors influencing customers' acceptance of smartphone diet apps when ordering food at restaurants. International Journal of Hospitality Management, 2018, 72, 67-77.	5.3	192

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37	Identifying restaurant satisfiers and dissatisfiers: Suggestions from online reviews. Journal of Hospitality Marketing and Management, 2018, 27, 601-625.	5.1	59
38	The influence of eWOM communications: An application of online social network framework. Computers in Human Behavior, 2018, 80, 243-254.	5.1	114
39	Interdisciplinary research in tourism. Tourism Management, 2018, 69, 540-549.	5.8	43
40	Building stronger hospitality brands through online communities. Journal of Hospitality and Tourism Technology, 2018, 9, 158-171.	2.5	19
41	Security-related factors in extended UTAUT model for NFC based mobile payment in the restaurant industry. Computers in Human Behavior, 2017, 70, 460-474.	5.1	366
42	What drives Gen Y loyalty? Understanding the mediated moderating roles of switching costs and alternative attractiveness in the value-satisfaction-loyalty chain. Journal of Retailing and Consumer Services, 2017, 36, 124-136.	5.3	95
43	The impact of traveler-focused airport technology on traveler satisfaction. Technological Forecasting and Social Change, 2017, 123, 351-361.	6.2	85
44	Coping with RM challenges in hospitality education. Journal of Revenue and Pricing Management, 2017, 16, 499-512.	0.7	5
45	Willingness to pay in negative restaurant service encounters. International Journal of Hospitality Management, 2017, 65, 11-19.	5.3	38
46	Self-determined travel facilitation with mental construal priming. Tourism Management, 2017, 61, 472-483.	5.8	17
47	The effects of distributive, procedural, and interactional justice on customer retention: An empirical investigation in the mobile telecom industry in Tunisia. Journal of Retailing and Consumer Services, 2017, 37, 89-100.	5.3	43
48	Visual Data Mining: Analysis of Airline Service Quality Attributes. Journal of Quality Assurance in Hospitality and Tourism, 2017, 18, 509-530.	1.7	11
49	Examining the moderating role of personality traits in the relationship between brand trust and brand loyalty. Journal of Product and Brand Management, 2017, 26, 631-649.	2.6	55
50	Understanding the mobile payment technology acceptance based on valence theory. International Journal of Contemporary Hospitality Management, 2017, 29, 2027-2049.	5.3	96
51	The Mediating Effect of Virtual Interactivity in Travel-Related Online Social Network Websites. International Journal of Hospitality and Tourism Administration, 2016, 17, 147-178.	1.7	12
52	What keeps the mobile hotel booking users loyal? Investigating the roles of self-efficacy, compatibility, perceived ease of use, and perceived convenience. International Journal of Information Management, 2016, 36, 1350-1359.	10.5	295
53	Developing a people-technology hybrids model to unleash innovation and creativity: The new hospitality frontier. Journal of Hospitality and Tourism Management, 2016, 29, 154-164.	3.5	53
54	Traveler anxiety and enjoyment: The effect of airport environment on traveler's emotions. Journal of Air Transport Management, 2016, 57, 122-129.	2.4	40

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55	Meeting revenue management challenges: Knowledge, skills and abilities. International Journal of Hospitality Management, 2016, 57, 132-142.	5.3	53
56	The role of simulation software in enhancing students' academic performance: a restaurant management case. International Journal of Technology Enhanced Learning, 2016, 8, 77.	0.4	2
57	Online branding: Development of hotel branding through interactivity theory. Tourism Management, 2016, 57, 180-192.	5.8	57
58	Components of cultural tourists' experiences in destinations. Current Issues in Tourism, 2016, 19, 137-154.	4.6	161
59	Gen Y customer loyalty in online shopping: An integrated model of trust, user experience and branding. Computers in Human Behavior, 2016, 61, 103-113.	5.1	336
60	Service attributes as drivers of behavioral loyalty in casinos: The mediating effect of attitudinal loyalty. Journal of Retailing and Consumer Services, 2016, 31, 14-21.	5.3	35
61	Towards a unified customer experience in online shopping environments. International Journal of Quality and Service Sciences, 2016, 8, 102-119.	1.4	195
62	Understanding Satisfied and Dissatisfied Hotel Customers: Text Mining of Online Hotel Reviews. Journal of Hospitality Marketing and Management, 2016, 25, 1-24.	5.1	334
63	Consumer perception of knowledge-sharing in travel-related Online Social Networks. Tourism Management, 2016, 52, 287-296.	5.8	230
64	Customer loyalty: a review and future directions with a special focus on the hospitality industry. International Journal of Contemporary Hospitality Management, 2015, 27, 379-414.	5.3	371
65	How Do Diners Make Decisions Among Casual Dining Restaurants? An Exploratory Study of College Students. International Journal of Hospitality and Tourism Administration, 2015, 16, 1-15.	1.7	13
66	Motivations for customer engagement in online co-innovation communities (OCCs). Journal of Hospitality and Tourism Technology, 2015, 6, 311-328.	2.5	72
67	Relationship Between Guest Experience, Personality Characteristics, and Satisfaction: Moderating Effect of Extraversion and Openness to Experience. Tourism Analysis, 2015, 20, 25-38.	0.5	21
68	There is No 'I' in Recovery: Managements' Perspective of Service Recovery. Journal of Quality Assurance in Hospitality and Tourism, 2015, 16, 303-322.	1.7	20
69	Applying flow theory to booking experiences: An integrated model in an online service context. Information and Management, 2015, 52, 668-678.	3.6	108
70	Offensive advertising in the fashion industry: Sexual objectification and ethical judgments of consumers. Journal of Global Fashion Marketing, 2015, 6, 236-249.	2.4	6
71	Generating brand awareness in Online Social Networks. Computers in Human Behavior, 2015, 50, 600-609.	5.1	185
72	Factors Influencing Information-Sharing Behaviors in Social Networking Sites. Services Marketing Quarterly, 2015, 36, 317-334.	0.7	22

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73	The effect of website features in online relationship marketing: A case of online hotel booking. Electronic Commerce Research and Applications, 2015, 14, 222-232.	2.5	219
74	Innovation in hospitality and tourism industries. Journal of Hospitality and Tourism Technology, 2015, 6, .	2.5	45
75	Proposing a model to test smartphone users' intention to use smart applications when ordering food in restaurants. Journal of Hospitality and Tourism Technology, 2014, 5, 31-49.	2.5	110
76	Service Failure, Tipping Behavior, and the Effect of Service Industry Experience. Journal of Quality Assurance in Hospitality and Tourism, 2014, 15, 253-268.	1.7	4
77	The Information Technology (IT) Skills of Hospitality School Graduates as Perceived by Hospitality Professionals. Journal of Teaching in Travel and Tourism, 2014, 14, 321-342.	1.9	20
78	Generation Y's dining information seeking and sharing behavior on social networking sites. International Journal of Contemporary Hospitality Management, 2014, 26, 349-366.	5.3	110
79	The effect of the type-pricing strategy on perceived price fairness and behavioral outcomes in beverage establishments. Journal of Revenue and Pricing Management, 2014, 13, 35-60.	0.7	3
80	The Application of Revenue Management in Beverage Operations. Journal of Foodservice Business Research, 2014, 17, 336-352.	1.3	7
81	Online experiences: flow theory, measuring online customer experience in e-commerce and managerial implications for the lodging industry. Information Technology and Tourism, 2014, 14, 49-71.	3.4	123
82	Why travellers share information online: a model of trust, innovativeness and loyalty in Generation Y travellers. International Journal of Services, Economics and Management, 2014, 6, 115.	0.2	4
83	The Role of Online Social Network Travel Websites in Creating Social Interaction for Gen Y Travelers. International Journal of Tourism Research, 2013, 15, 458-472.	2.1	72
84	Airport service quality drivers of passenger satisfaction. Tourism Review, 2013, 68, 3-18.	3.8	122
85	Generation Y travelers' commitment to online social network websites. Tourism Management, 2013, 35, 13-22.	5.8	156
86	Developing a brand structure pyramid model for travel-related online social networks. Tourism Review, 2013, 68, 49-70.	3.8	24
87	A quantitative study exploring the difference between gaming genre preferences. The Computer Games Journal, 2013, 2, 19-40.	1.0	18
88	The Role of Website Features in Creating Loyalty. International Journal of Service Science, Management, Engineering, and Technology, 2013, 4, 37-50.	0.7	10
89	Using Word Trees, Word Networks, and Tag Clouds to Provide Meaningful Insights. International Journal of Service Science, Management, Engineering, and Technology, 2013, 4, 19-42.	0.7	1
90	The Impact of Wi-Fi Service in Restaurants on Customers' Likelihood of Return to a Restaurant. Journal of Foodservice Business Research, 2012, 15, 285-299.	1.3	18

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91	Information technology applications and competitive advantage in hotel companies. Journal of Hospitality and Tourism Technology, 2011, 2, 139-153.	2.5	112
92	Corporate social responsibility: what are the top three Orlando theme parks reporting?. Worldwide Hospitality and Tourism Themes, 2010, 2, 316-337.	0.8	38
93	The Role of Website Features in Creating Loyalty. , 0, , 780-794.		1