

# Graeme McLean

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/8980347/publications.pdf>

Version: 2024-02-01

21  
papers

1,920  
citations

516681

16  
h-index

794568

19  
g-index

21  
all docs

21  
docs citations

21  
times ranked

1026  
citing authors

| #  | ARTICLE   | IF   | CITATIONS |
|----|---|------|-----------|
| 1  | Living the Experience Before You Go . . . but Did It Meet Expectations? The Role of Virtual Reality during Hotel Bookings. <i>Journal of Travel Research</i> , 2022, 61, 1233-1251.                                     | 9.0  | 31        |
| 2  | Examining Tourism Consumers' Attitudes and the Role of Sensory Information in Virtual Reality Experiences of a Tourist Destination. <i>Journal of Travel Research</i> , 2022, 61, 1666-1681.                            | 9.0  | 50        |
| 3  | "What lies behind the filter?" Uncovering the motivations for using augmented reality (AR) face filters on social media and their effect on well-being. <i>Computers in Human Behavior</i> , 2022, 128, 107126.         | 8.5  | 60        |
| 4  | What drives me there? The interplay of socio-psychological gratification and consumer values in social media brand engagement. <i>Journal of Business Research</i> , 2022, 146, 288-307.                                | 10.2 | 22        |
| 5  | Blending the real world and the virtual world: Exploring the role of flow in augmented reality experiences. <i>Journal of Business Research</i> , 2021, 122, 423-436.   | 10.2 | 107       |
| 6  | Alexa, do voice assistants influence consumer brand engagement? " Examining the role of AI powered voice assistants in influencing consumer brand engagement. <i>Journal of Business Research</i> , 2021, 124, 312-328. | 10.2 | 134       |
| 7  | Examining consumer attitudes towards retailers' m-commerce mobile applications " An initial adoption vs. continuous use perspective. <i>Journal of Business Research</i> , 2020, 106, 139-157.                          | 10.2 | 127       |
| 8  | Customer coproduction in healthcare service delivery: Examining the influencing effects of the social context. <i>Journal of Business Research</i> , 2020, 120, 82-93.  | 10.2 | 9         |
| 9  | "Just be there". <i>European Journal of Marketing</i> , 2020, 54, 1281-1303.  | 2.9  | 36        |
| 10 | How live chat assistants drive travel consumers' attitudes, trust and purchase intentions. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 1795-1812.                                   | 8.0  | 56        |
| 11 | Shopping in the digital world: Examining customer engagement through augmented reality mobile applications. <i>Computers in Human Behavior</i> , 2019, 101, 210-224.  | 8.5  | 275       |
| 12 | Chat now   Examining the variables influencing the use of online live chat. <i>Technological Forecasting and Social Change</i> , 2019, 146, 55-67.  | 11.6 | 46        |
| 13 | Hey Alexa   examine the variables influencing the use of artificial intelligent in-home voice assistants. <i>Computers in Human Behavior</i> , 2019, 99, 28-37.   | 8.5  | 352       |
| 14 | Social media brand engagement practices. <i>Information Technology and People</i> , 2019, 33, 1235-1254.  | 3.2  | 17        |
| 15 | Examining the determinants and outcomes of mobile app engagement - A longitudinal perspective. <i>Computers in Human Behavior</i> , 2018, 84, 392-403.  | 8.5  | 98        |
| 16 | Developing a Mobile Applications Customer Experience Model (MACE)- Implications for Retailers. <i>Journal of Business Research</i> , 2018, 85, 325-336.   | 10.2 | 186       |
| 17 | Examining online social brand engagement: A social presence theory perspective. <i>Technological Forecasting and Social Change</i> , 2018, 128, 10-21.  | 11.6 | 116       |
| 18 | Examining satisfaction with the experience during a live chat service encounter-implications for website providers. <i>Computers in Human Behavior</i> , 2017, 76, 494-508.   | 8.5  | 81        |

| #  | ARTICLE   | IF  | CITATIONS |
|----|---|-----|-----------|
| 19 | Evolving the online customer experience   is there a role for online customer support?. Computers in Human Behavior, 2016, 60, 602-610. | 8.5 | 100       |
| 20 | Examining consumers' continuous usage of multichannel retailers' mobile applications. Psychology and Marketing, 0, , .                  | 8.2 | 8         |
| 21 | â€˜Regrettableâ€™escapismâ€™™ the negative effects of mobile app use: A retail perspective. Psychology and Marketing, 0, , .            | 8.2 | 9         |