

# Victor R Prybutok

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/9005481/publications.pdf>

Version: 2024-02-01

132  
papers

5,389  
citations

101384

36  
h-index

95083

68  
g-index

132  
all docs

132  
docs citations

132  
times ranked

3766  
citing authors

#	ARTICLE	IF	CITATIONS
1	Measuring Information Systems Service Quality: Concerns on the Use of the SERVQUAL Questionnaire. <i>MIS Quarterly: Management Information Systems</i> , 1997, 21, 195.	3.1	399
2	It is not for fun: An examination of social network site usage. <i>Information and Management</i> , 2012, 49, 210-217.	3.6	315
3	Information Technology Capability and Firm Performance: Contradictory Findings and Their Possible Causes. <i>MIS Quarterly: Management Information Systems</i> , 2014, 38, 305-326.	3.1	274
4	A customer value, satisfaction, and loyalty perspective of mobile application recommendations. <i>Decision Support Systems</i> , 2015, 79, 171-183.	3.5	222
5	Latent Semantic Analysis: five methodological recommendations. <i>European Journal of Information Systems</i> , 2012, 21, 70-86.	5.5	217
6	A neural network model forecasting for prediction of daily maximum ozone concentration in an industrialized urban area. <i>Environmental Pollution</i> , 1996, 92, 349-357.	3.7	211
7	A Consumer Perspective of E-Service Quality. <i>IEEE Transactions on Engineering Management</i> , 2005, 52, 461-477.	2.4	182
8	Comparison of neural network models with ARIMA and regression models for prediction of Houston's daily maximum ozone concentrations. <i>European Journal of Operational Research</i> , 2000, 122, 31-40.	3.5	163
9	Consumer Acceptance of RFID Technology: An Exploratory Study. <i>IEEE Transactions on Engineering Management</i> , 2008, 55, 316-328.	2.4	155
10	A service quality and success model for the information service industry. <i>European Journal of Operational Research</i> , 2004, 156, 628-642.	3.5	151
11	Cautions on the Use of the SERVQUAL Measure to Assess the Quality of Information Systems Services. <i>Decision Sciences</i> , 1999, 30, 877-891.	3.2	149
12	Investigating factors affecting social presence and user satisfaction with Mobile Instant Messaging. <i>Computers in Human Behavior</i> , 2014, 36, 453-459.	5.1	144
13	The relationship between JIT practices and type of production system. <i>Omega</i> , 2001, 29, 113-124.	3.6	131
14	Modeling Influences on Impulse Purchasing Behaviors During Online Marketing Transactions. <i>Journal of Marketing Theory and Practice</i> , 2007, 15, 79-89.	2.6	131
15	Service quality, customer satisfaction, and behavioral intentions in fast-food restaurants. <i>International Journal of Quality and Service Sciences</i> , 2009, 1, 78-95.	1.4	128
16	Evaluating leadership, IT quality, and net benefits in an e-government environment. <i>Information and Management</i> , 2008, 45, 143-152.	3.6	116
17	Determinants of Customer-Perceived Service Quality in Fast-Food Restaurants and Their Relationship to Customer Satisfaction and Behavioral Intentions. <i>Quality Management Journal</i> , 2008, 15, 35-50.	0.9	106
18	Connection, trust, and commitment: dimensions of co-creation?. <i>Journal of Strategic Marketing</i> , 2011, 19, 3-24.	3.7	89

#	ARTICLE	IF	CITATIONS
19	The influence of website dimensionality on customer experiences, perceptions and behavioral intentions: An exploration of 2D vs. 3D web design. <i>Information and Management</i> , 2015, 52, 1-17.	3.6	89
20	The Role of Impulsiveness in a TAM-Based Online Purchasing Behavior. <i>Information Resources Management Journal</i> , 2006, 19, 54-68.	0.8	83
21	Perceived service quality in fast-food restaurants: empirical evidence from China. <i>International Journal of Quality and Reliability Management</i> , 2010, 27, 424-437.	1.3	83
22	Co-viewing Experience in Video Websites: The Effect of Social Presence on E-Loyalty. <i>International Journal of Electronic Commerce</i> , 2018, 22, 446-476.	1.4	81
23	The use of digital technology for social wellbeing reduces social isolation in older adults: A systematic review. <i>SSM - Population Health</i> , 2022, 17, 101020.	1.3	76
24	A comparison of Magal's service quality instrument with SERVPERF. <i>Information and Management</i> , 2007, 44, 104-113.	3.6	71
25	Beyond self-disclosure: Disclosure of information about others in social network sites. <i>Computers in Human Behavior</i> , 2017, 69, 29-42.	5.1	66
26	Hacking into the Minds of Hackers. <i>Information Systems Management</i> , 2007, 24, 281-287.	3.2	64
27	Factors that determine residents' acceptance of smart city technologies. <i>Behaviour and Information Technology</i> , 2020, 39, 610-623.	2.5	63
28	Measuring e-government readiness. <i>Information and Management</i> , 2008, 45, 540-546.	3.6	58
29	Sharing and storage behavior via cloud computing: Security and privacy in research and practice. <i>Computers in Human Behavior</i> , 2018, 85, 218-226.	5.1	54
30	Buyer opportunism in business-to-business exchange. <i>Industrial Marketing Management</i> , 2013, 42, 1266-1278.	3.7	50
31	An improved co-evolutionary algorithm for green manufacturing by integration of recovery option selection and disassembly planning for end-of-life products. <i>International Journal of Production Research</i> , 2016, 54, 5567-5593.	4.9	49
32	How the mobile communication markets differ in China, the U.S., and Europe. <i>Communications of the ACM</i> , 2005, 48, 111-114.	3.3	46
33	An environmental awareness purchasing intention model. <i>Industrial Management and Data Systems</i> , 2019, 119, 367-381.	2.2	46
34	An Integrated Model of Voice-User Interface Continuance Intention: The Gender Effect. <i>International Journal of Human-Computer Interaction</i> , 2019, 35, 1362-1377.	3.3	46
35	An action-research based instrument for monitoring continuous quality improvement. <i>European Journal of Operational Research</i> , 2005, 166, 293-309.	3.5	43
36	The moderating effect of occupation on the perception of information services quality and success. <i>Computers and Industrial Engineering</i> , 2010, 58, 133-142.	3.4	40

#	ARTICLE	IF	CITATIONS
37	Assessing the effectiveness of the Malcolm Baldrige National Quality Award model with municipal government. <i>Socio-Economic Planning Sciences</i> , 2011, 45, 118-129.	2.5	32
38	The importance of strategic readiness in an emerging e-government environment. <i>Business Process Management Journal</i> , 2006, 12, 22-33.	2.4	31
39	A quantitative model for patient behavioral decisions in the urgent care industry. <i>Socio-Economic Planning Sciences</i> , 2013, 47, 50-64.	2.5	30
40	An assessment of equivalence between paper and social media surveys: The role of social desirability and satisficing. <i>Computers in Human Behavior</i> , 2014, 30, 335-343.	5.1	30
41	SERVCESS: A Parsimonious Instrument to Measure Service Quality and Information System Success. <i>Quality Management Journal</i> , 2008, 15, 17-25.	0.9	25
42	Perceived obsolescence, organizational embeddedness, and turnover of it workers. <i>Data Base for Advances in Information Systems</i> , 2012, 43, 12-32.	1.1	25
43	Quality management theory development via meta-analysis. <i>International Journal of Production Economics</i> , 2020, 229, 107759.	5.1	25
44	Malcolm Baldrige National Quality Award leadership model. <i>Industrial Management and Data Systems</i> , 2004, 104, 558-566.	2.2	24
45	Product quality vs service quality in the mobile industry: Is there a dominant driver of customer intention to switch providers?. <i>Operations Management Research</i> , 2014, 7, 63-76.	5.0	24
46	An empirical study of online shopping: a service perspective. <i>International Journal of Services, Technology and Management</i> , 2004, 5, 1.	0.1	23
47	Searching for New Answers: The Application of Task-Technology Fit to E-Textbook Usage. <i>Decision Sciences Journal of Innovative Education</i> , 2015, 13, 91-111.	0.5	23
48	Relative effectiveness of the Malcolm Baldrige National Quality Award categories. <i>International Journal of Production Research</i> , 2015, 53, 629-647.	4.9	22
49	Integration of supply chain management and quality management within a quality focused organizational framework. <i>International Journal of Production Research</i> , 2020, 58, 448-466.	4.9	21
50	Determinants of Trust in Health Information Technology: An Empirical Investigation in the Context of an Online Clinic Appointment System. <i>International Journal of Human-Computer Interaction</i> , 2020, 36, 1095-1109.	3.3	21
51	Process investment and loss functions: Models and analysis. <i>European Journal of Operational Research</i> , 2004, 157, 120-129.	3.5	20
52	Emotional Satisfaction and IS Continuance Behavior: Reshaping the Expectation-Confirmation Model. <i>International Journal of Human-Computer Interaction</i> , 2020, 36, 1437-1446.	3.3	20
53	The intention of continued web-enabled phone service usage: A quality perspective. <i>Operations Management Research</i> , 2012, 5, 14-24.	5.0	19
54	An assessment of national healthcare service delivery: a Ghanaian illustration. <i>International Journal of Quality and Reliability Management</i> , 2017, 34, 649-666.	1.3	19

#	ARTICLE	IF	CITATIONS
55	Transformation of a health care information system: a self-assessment survey. <i>IEEE Transactions on Engineering Management</i> , 1999, 46, 299-310.	2.4	18
56	Factors Contributing to Purchase Intentions on the Internet. <i>Journal of Internet Commerce</i> , 2003, 2, 3-18.	3.5	18
57	Quality-driven recovery decisions for used components in reverse logistics. <i>International Journal of Production Research</i> , 2017, 55, 4712-4728.	4.9	18
58	Service quality in the USA and mainland China's fast-food restaurants. <i>International Journal of Services and Standards</i> , 2009, 5, 291.	0.2	17
59	Quantitative quality control from qualitative data: control charts with latent semantic analysis. <i>Quality and Quantity</i> , 2015, 49, 1081-1099.	2.0	17
60	Differential Effects of the Volume and Diversity of Communication Network Ties on Knowledge Workers' Performance. <i>IEEE Transactions on Professional Communication</i> , 2012, 55, 239-253.	0.6	16
61	The effect of product aesthetics information on website appeal in online shopping. <i>Nankai Business Review International</i> , 2017, 8, 190-209.	0.6	16
62	Leadership and Knowledge Management in an E-Government Environment. <i>Administrative Sciences</i> , 2012, 2, 63-81.	1.5	15
63	Extending monitoring methods to textual data: a research agenda. <i>Quality and Quantity</i> , 2014, 48, 2277-2294.	2.0	15
64	The Role of National Culture on Relationships Between Customers' Perception of Quality, Values, Satisfaction, and Behavioral Intentions. <i>Quality Management Journal</i> , 2012, 19, 7-23.	0.9	14
65	Development of a service continuance model with IT service antecedents. <i>Journal of Retailing and Consumer Services</i> , 2014, 21, 717-724.	5.3	14
66	A Public Transportation Decision-Making Model within a Metropolitan Area. <i>Decision Sciences</i> , 2016, 47, 1048-1072.	3.2	14
67	Aligning Information Technology With Business Strategy: An Action Research Approach. <i>Journal of Information Technology Case and Application Research</i> , 2011, 13, 16-42.	0.4	13
68	Q-TAM: a quality technology acceptance model for technology operations managers. <i>Operations Management Research</i> , 2014, 7, 13-23.	5.0	13
69	A value chain perspective of internet practices, e-readiness and organizational performance. <i>Industrial Management and Data Systems</i> , 2007, 107, 519-536.	2.2	12
70	The Attraction of the Sizzle: A Service Investment Model. <i>Quality Management Journal</i> , 2012, 19, 24-38.	0.9	12
71	The moderating effect of gender on academic website impression. <i>Computers in Human Behavior</i> , 2014, 35, 315-319.	5.1	12
72	The development and research tradition of statistical quality control. <i>International Journal of Productivity and Quality Management</i> , 2010, 5, 21.	0.1	11

#	ARTICLE	IF	CITATIONS
73	Development of a polar extreme method for use in partial least squares SEM. <i>Quality and Quantity</i> , 2015, 49, 471-488.	2.0	11
74	Shirking behavior and socially desirable responding in online surveys: A cross-cultural study comparing Chinese and American samples. <i>Computers in Human Behavior</i> , 2016, 54, 310-317.	5.1	11
75	The value of visual quality and service quality to augmented reality enabled mobile shopping experience. <i>Quality Management Journal</i> , 2021, 28, 116-127.	0.9	11
76	A nomological model of RFID privacy concern. <i>Business Process Management Journal</i> , 2012, 18, 420-444.	2.4	9
77	The equivalence of Internet versus paper-based surveys in IT/IS adoption research in collectivistic cultures: the impact of satisficing. <i>Behaviour and Information Technology</i> , 2013, 32, 480-490.	2.5	9
78	Personal social networks and health among aging adults in Agincourt, South Africa: A multidimensional approach. <i>Social Networks</i> , 2018, 55, 142-148.	1.3	9
79	Formative measurements in operations management research: Using partial least squares. <i>Quality Management Journal</i> , 2019, 26, 18-31.	0.9	9
80	Using importance ratings to create an information service quality measure. <i>International Journal of Services and Standards</i> , 2010, 6, 295.	0.2	8
81	A mindful product acceptance model. <i>Journal of Decision Systems</i> , 2018, 27, 19-36.	2.2	8
82	An empirical investigation of factors that drive a user decision to continue using cloud storage services. <i>Journal of Decision Systems</i> , 2021, 30, 4-26.	2.2	8
83	Job qualifications study for data science and big data professions. <i>Information Technology and People</i> , 2022, 35, 510-525.	1.9	8
84	Visual Fits in the Teaching of Regression Concepts. <i>American Statistician</i> , 1989, 43, 229-234.	0.9	7
85	A small amount of empowerment pays off big in a regional bank. <i>National Productivity Review</i> , 1995, 14, 39-43.	0.1	7
86	Quantitative comparisons of urgent care service providers. <i>International Journal of Health Care Quality Assurance</i> , 2015, 28, 574-594.	0.2	7
87	Group inference: A silent voice for the buyer's decision-making. <i>Journal of Decision Systems</i> , 2016, 25, 1-15.	2.2	7
88	Encouraging E-Textbook Adoption: Merging Two Models. <i>Decision Sciences Journal of Innovative Education</i> , 2017, 15, 191-218.	0.5	7
89	Insights into the Antecedents of Fast-Food Purchase Intention and the Relative Positioning of Quality. <i>Quality Management Journal</i> , 2018, 25, 83-100.	0.9	7
90	Influencing perception of justice to leverage behavioral outcome: A perspective from restaurant service failure setting. <i>Quality Management Journal</i> , 2018, 25, 112-128.	0.9	7

#	ARTICLE	IF	CITATIONS
91	Exploring the factors in information seeking behavior: a perspective from multinational COPD online forums. <i>Health Promotion International</i> , 2022, 37, .	0.9	7
92	Determinants of customer satisfaction and behavioral intentions in fast-food restaurants among undergraduate students during the COVID-19 pandemic. <i>Quality Management Journal</i> , 2022, 29, 104-124.	0.9	7
93	Mechanisms of Social Interaction and Virtual Connections as Strong Predictors of Wellbeing of Older Adults. <i>Healthcare (Switzerland)</i> , 2022, 10, 553.	1.0	7
94	Effects of human agent service quality in an instant messaging decision support system on the customer's trust building. <i>International Journal of Services and Standards</i> , 2012, 8, 74.	0.2	6
95	An assessment of equivalence between Internet and paper-based surveys: evidence from collectivistic cultures. <i>Quality and Quantity</i> , 2014, 48, 493-506.	2.0	6
96	Contribution of Product and Provider Quality to Cell Phone Industry Quality. <i>Quality Management Journal</i> , 2015, 22, 33-47.	0.9	6
97	Developing and validating e-retailing satisfaction scales with text-mining. <i>Journal of Modelling in Management</i> , 2020, 15, 1655-1677.	1.1	6
98	Determinants of fast-food restaurant service quality in the United Arab Emirates. <i>Quality Management Journal</i> , 2021, 28, 86-97.	0.9	6
99	3. Synergizing Positivistic and Aesthetic Approaches to Improve the Development of Interactive, Visual Systems Design. <i>Information Design Journal</i> , 2011, 19, 103-121.	0.4	5
100	Self-reported Health and Personal Social Networks of Older People Living with HIV/AIDS in Lomã©, Togo. <i>Journal of Cross-Cultural Gerontology</i> , 2014, 29, 329-338.	0.5	5
101	Information and Communication Technology Offshoring Logistics Success: A Social Exchange Perspective. <i>Information Systems Management</i> , 2016, 33, 212-230.	3.2	5
102	Qualitative investigation of the role of quality in online community support for people living with HIV and AIDS. <i>Quality Management Journal</i> , 2018, 25, 171-185.	0.9	5
103	Assessing text mining algorithm outcomes. <i>Journal of Business Analytics</i> , 2020, 3, 107-121.	1.8	5
104	A correlated uniqueness model of service quality measurement among users of cloud-based service platforms. <i>Journal of Retailing and Consumer Services</i> , 2020, 55, 102098.	5.3	5
105	The formation of initial trust by potential passengers of self-driving taxis. <i>Journal of Decision Systems</i> , 2023, 32, 326-355.	2.2	5
106	Exponentially weighted moving average control charts for monitoring customer service quality comments. <i>International Journal of Services and Standards</i> , 2013, 8, 230.	0.2	4
107	In authority, or peers we trust? Reviews and recommendations in social commerce. <i>Behaviour and Information Technology</i> , 2022, 41, 2887-2904.	2.5	4
108	Bringing theory to practice: Examining the role of pay for performance, intrinsic motivation, and culture on sales agent tenure. <i>Journal of Marketing Theory and Practice</i> , 2022, 30, 374-393.	2.6	4

#	ARTICLE	IF	CITATIONS
109	Customer Relationships, Privacy, and Security in Social Commerce. <i>Journal of Computer Information Systems</i> , 2022, 62, 642-654.	2.0	4
110	Modeling the hidden mediating relationships between SNS privacy and SNS impression construction. <i>Computers in Human Behavior</i> , 2021, 125, 106941.	5.1	4
111	The importance of information technology to organizational results within the Baldrige award. <i>Quality Management Journal</i> , 2022, 29, 3-17.	0.9	4
112	How do morning and friendly ads influence mobile advertising? A mediation perspective using appraisal theory. <i>Journal of Marketing Communications</i> , 2023, 29, 510-532.	2.7	4
113	The role of emotional attachment in IPA continuance intention: an emotional attachment model. <i>Information Technology and People</i> , 2023, 36, 867-894.	1.9	4
114	Modeling for Comparison of Leukemia Incidence Risk between Nuclear and Coal Power Industries. <i>Nuclear Technology</i> , 1987, 78, 303-311.	0.7	3
115	Quantitative comparison of service quality and recoverability measures. <i>International Journal of Services and Standards</i> , 2011, 7, 138.	0.2	3
116	Quantitative comparison of measurements of urgent care service quality. <i>Health Marketing Quarterly</i> , 2016, 33, 59-77.	0.6	3
117	The Moderating Effect of Gender in Urgent Care Service Satisfaction. <i>Quality Management Journal</i> , 2017, 24, 20-30.	0.9	3
118	An investigation of the consumer's trusting mechanism in emerging healthcare technology. <i>Industrial Management and Data Systems</i> , 2020, 121, 290-311.	2.2	3
119	Contextualization of Relational Connectedness Construct in Relationship Marketing. <i>Journal of Nonprofit and Public Sector Marketing</i> , 2023, 35, 111-143.	0.9	3
120	Consumer Behavioral Intention of Adopting Emerging Healthcare Technology. <i>IEEE Transactions on Engineering Management</i> , 2024, 71, 888-898.	2.4	3
121	An empirical investigation of the Malcolm Baldrige National Quality Award framework using causal Latent Semantic Analysis. <i>International Journal of Business Excellence</i> , 2014, 7, 148.	0.2	2
122	Proactive management of customer relationship quality: an empirical investigation of mobile phone companies. <i>Journal of Decision Systems</i> , 2018, 27, 187-211.	2.2	2
123	The transformative influence of social media: an exploratory case study of empowerment in repressive society. <i>International Journal of Electronic Healthcare</i> , 2018, 10, 231.	0.2	2
124	Sensitivity analysis for power industry radionuclide air stack emissions leukemia incidence risk comparison models. <i>Journal of Hazardous Materials</i> , 1991, 26, 319-331.	6.5	1
125	Arizona State university's lesson in creating public sector change agents. <i>National Productivity Review</i> , 1996, 15, 17-22.	0.1	1
126	An examination of factors that affect user intentions toward cloud computing switching. <i>International Journal of Services and Standards</i> , 2019, 13, 1.	0.2	1



#	ARTICLE	IF	CITATIONS
127	Operations-oriented strategies and patient satisfaction: the mediating effect of service experience. International Journal of Quality and Service Sciences, 2021, 13, 395-416.	1.4	1
128	The role of multiple regression and exploratory data analysis in the development of leukemia incidence risk models for comparison of radionuclide air stack emissions from nuclear and coal power industries. Environmental Pollution, 1995, 87, 77-83.	3.7	0
129	Optimal Productivity and Investments in Quality: An Operations Parametric Model. Economic Quality Control, 2001, 16, .	0.3	0
130	A closer look at attention to detail. Communications of the ACM, 2005, 48, 87-92.	3.3	0
131	Impact of air quality on online restaurant review comprehensiveness. Electronic Commerce Research, 2020, , 1.	3.0	0
132	A New Perspective on Visual Design within Information Systems. Advances in Information Quality and Management, 2014, , 143-161.	0.3	0