

Ipkin Anthony Wong

List of Publications by Year in descending order

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Version: 2024-02-01

128
papers

4,223
citations

117625

34
h-index

168389

53
g-index

130
all docs

130
docs citations

130
times ranked

2344
citing authors

#	ARTICLE	IF	CITATIONS
1	The impact of corporate social responsibility (CSR) performance and perceived brand quality on customer-based brand preference. <i>Journal of Services Marketing</i> , 2014, 28, 181-194.	3.0	197
2	Applying consumer-based brand equity in luxury hotel branding. <i>Journal of Business Research</i> , 2017, 81, 192-202.	10.2	156
3	Food-related personality traits and the moderating role of novelty-seeking in food satisfaction and travel outcomes. <i>Tourism Management</i> , 2016, 57, 387-396.	9.8	135
4	A Systematic Approach to Scale Development in Tourist Shopping Satisfaction. <i>Journal of Travel Research</i> , 2013, 52, 29-41.	9.0	132
5	Exploring customer equity and the role of service experience in the casino service encounter. <i>International Journal of Hospitality Management</i> , 2013, 32, 91-101.	8.8	109
6	Student career prospect and industry commitment: The roles of industry attitude, perceived social status, and salary expectations. <i>Tourism Management</i> , 2014, 40, 1-14.	9.8	108
7	Do perceived CSR initiatives enhance customer preference and loyalty in casinos?. <i>International Journal of Contemporary Hospitality Management</i> , 2014, 26, 1024-1045.	8.0	98
8	Linking AI quality performance and customer engagement: The moderating effect of AI preference. <i>International Journal of Hospitality Management</i> , 2020, 90, 102629.	8.8	94
9	Exploring the direct and indirect effects of CSR on organizational commitment. <i>International Journal of Contemporary Hospitality Management</i> , 2014, 26, 500-525.	8.0	90
10	Beyond Hardcore Gambling. <i>Journal of Hospitality and Tourism Research</i> , 2012, 36, 32-51.	2.9	89
11	Co-creation and co-destruction of service quality through customer-to-customer interactions. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 1309-1329.	8.0	88
12	Understanding the mediated moderating role of customer expectations in the customer satisfaction model: The case of casinos. <i>Tourism Management</i> , 2013, 36, 188-199.	9.8	82
13	If you install it, will they use it? Understanding why hospitality customers take "technological pauses" from self-service technology. <i>Journal of Business Research</i> , 2015, 68, 1862-1868.	10.2	81
14	Ambassadors of knowledge sharing. <i>International Journal of Contemporary Hospitality Management</i> , 2017, 29, 690-708.	8.0	76
15	Effects of psychological contract breach on attitudes and performance: The moderating role of competitive climate. <i>International Journal of Hospitality Management</i> , 2016, 55, 1-10.	8.8	73
16	Does mindfulness reduce emotional exhaustion? A multilevel analysis of emotional labor among casino employees. <i>International Journal of Hospitality Management</i> , 2017, 64, 21-30.	8.8	71
17	The social crisis aftermath: tourist well-being during the COVID-19 outbreak. <i>Journal of Sustainable Tourism</i> , 2021, 29, 859-878.	9.2	67
18	Developing institutional logics in the tourism industry through coopetition. <i>Tourism Management</i> , 2018, 66, 244-262.	9.8	63

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19	Green events, value perceptions, and the role of consumer involvement in festival design and performance. <i>Journal of Sustainable Tourism</i> , 2015, 23, 294-315.	9.2	59
20	Development and validation of the casino service quality scale: CASERV. <i>International Journal of Hospitality Management</i> , 2012, 31, 209-217.	8.8	58
21	Examining Casino Service Quality in the Asian Las Vegas: An Alternative Approach. <i>Journal of Hospitality Marketing and Management</i> , 2010, 19, 842-865.	8.2	57
22	When gambling is healthy: the restorative potential of casinos. <i>Journal of Services Marketing</i> , 2015, 29, 622-633.	3.0	55
23	Foodstagramming in the travel encounter. <i>Tourism Management</i> , 2019, 71, 99-115.	9.8	55
24	The Impact of Smartphones on the Family Vacation Experience. <i>Journal of Travel Research</i> , 2018, 57, 579-596.	9.0	51
25	Customer Engagement and its Outcomes: The Cross-Level Effect of Service Environment and Brand Equity. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 377-402.	2.9	50
26	Linking Travel Motivation and Loyalty in Sporting Events: The Mediating Roles of Event Involvement and Experience, and the Moderating Role of Spectator Type. <i>Journal of Travel and Tourism Marketing</i> , 2016, 33, 63-84.	7.0	47
27	Understanding the role of atmospheric cues of travel apps: A synthesis between media richness and stimulus-organism-response theory. <i>Journal of Hospitality and Tourism Management</i> , 2021, 49, 226-234.	6.6	46
28	Understanding casino experiential attributes: An application to market positioning. <i>International Journal of Hospitality Management</i> , 2013, 35, 214-224.	8.8	45
29	Green marketing programs as strategic initiatives in hospitality. <i>Journal of Services Marketing</i> , 2015, 29, 81-92.	3.0	44
30	Examining the impacts of community and organization embeddedness on self-initiated expatriates: the moderating role of expatriate-dominated private sector. <i>International Journal of Human Resource Management</i> , 2012, 23, 4211-4230.	5.3	42
31	A Multimethod Multilevel Study of Heritage Transmission. <i>Journal of Travel Research</i> , 2015, 54, 672-685.	9.0	42
32	Hotel guests' social commerce intention. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 706-729.	8.0	40
33	Understanding perceived casino service difference among casino players. <i>International Journal of Contemporary Hospitality Management</i> , 2012, 24, 753-773.	8.0	39
34	Ecotourism social media initiatives in China. <i>Journal of Sustainable Tourism</i> , 2017, 25, 416-432.	9.2	39
35	The role of food festivals in branding culinary destinations. <i>Tourism Management Perspectives</i> , 2020, 34, 100671.	5.2	39
36	The coevolutionary process of restaurant CSR in the time of mega disruption. <i>International Journal of Hospitality Management</i> , 2021, 92, 102684.	8.8	39

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37	How to attract and retain Generation Y employees? An exploration of career choice and the meaning of work. <i>Tourism Management Perspectives</i> , 2017, 23, 140-150.	5.2	38
38	Restoring hope and optimism through staycation programs: an application of psychological capital theory. <i>Journal of Sustainable Tourism</i> , 2023, 31, 91-110.	9.2	38
39	The perils of hotel technology: The robot usage resistance model. <i>International Journal of Hospitality Management</i> , 2022, 102, 103174.	8.8	38
40	Exploring the relationship among affective loyalty, perceived benefits, attitude, and intention to use co-branded products. <i>Asia Pacific Journal of Marketing and Logistics</i> , 2012, 24, 561-582.	3.2	36
41	Casino marketing, problem gamblers or loyal customers?. <i>Journal of Business Research</i> , 2015, 68, 2084-2092.	10.2	35
42	A Longitudinal Multilevel Model of Tourist Outbound Travel Behavior and the Dual-Cycle Model. <i>Journal of Travel Research</i> , 2016, 55, 957-970.	9.0	33
43	Exploring the effect of geographic convenience on repeat visitation and tourist spending: the moderating role of novelty seeking. <i>Current Issues in Tourism</i> , 2016, 19, 824-844.	7.2	32
44	Inducing wellbeing through staycation programs in the midst of the COVID-19 crisis. <i>Tourism Management Perspectives</i> , 2021, 40, 100907.	5.2	32
45	Cocreation of the hospitality brand experience: A triadic interaction model. <i>Journal of Vacation Marketing</i> , 2020, 26, 412-426.	4.3	30
46	East Meets West. <i>Journal of Travel Research</i> , 2016, 55, 628-642.	9.0	29
47	Exploring event bundling: The strategy and its impacts. <i>Tourism Management</i> , 2016, 52, 455-467.	9.8	29
48	Linking Firms, Employees, and Customers. <i>Cornell Hospitality Quarterly</i> , 2016, 57, 7-20.	3.8	29
49	The Effect of Event Supportive Service Environment and Authenticity in the Quality-Value-Satisfaction Framework. <i>Journal of Hospitality and Tourism Research</i> , 2018, 42, 563-586.	2.9	29
50	A quarantined lodging stay: The buffering effect of service quality. <i>International Journal of Hospitality Management</i> , 2020, 91, 102655.	8.8	29
51	Are we behaviorally immune to COVID-19 through robots?. <i>Annals of Tourism Research</i> , 2021, 91, 103312.	6.4	29
52	The effect of instant messaging services on society's mental health. <i>Journal of Services Marketing</i> , 2012, 26, 124-136.	3.0	28
53	Evolution of hoteliers' organizational crisis communication in the time of mega disruption. <i>Tourism Management</i> , 2021, 84, 104257.	9.8	28
54	Determinants predicting undergraduates' intention to adopt e-learning for studying english in chinese higher education context: A structural equation modelling approach. <i>Education and Information Technologies</i> , 2021, 26, 4221-4239.	5.7	28

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55	Corporate and social performance links in the gaming industry. <i>Journal of Business Research</i> , 2013, 66, 1674-1681.	10.2	27
56	A multilevel investigation of China's regional economic conditions on co-creation of dining experience and outcomes. <i>International Journal of Contemporary Hospitality Management</i> , 2018, 30, 2132-2152.	8.0	27
57	Smart dining, smart restaurant, and smart service quality (SSQ). <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 2272-2297.	8.0	27
58	Exploring the Effects of Heritage Site Image on Souvenir Shopping Attitudes: The Moderating Role of Perceived Cultural Difference. <i>Journal of Travel and Tourism Marketing</i> , 2014, 31, 476-492.	7.0	26
59	Green event directed pro-environmental behavior: an application of goal systems theory. <i>Journal of Sustainable Tourism</i> , 2021, 29, 1948-1969.	9.2	26
60	Embracing or fighting the urge: A multilevel investigation on casino service, branding and impulsive gambling. <i>International Journal of Hospitality Management</i> , 2016, 56, 109-118.	8.8	25
61	The evolution of triadic relationships in a tourism supply chain through coopetition. <i>Tourism Management</i> , 2021, 84, 104274.	9.8	25
62	Welcome to stay-at-home travel and virtual attention restoration. <i>Journal of Hospitality and Tourism Management</i> , 2022, 51, 207-217.	6.6	25
63	The role of relationship quality and loyalty program in tourism shopping: a multilevel investigation. <i>Journal of Travel and Tourism Marketing</i> , 2020, 37, 92-111.	7.0	24
64	Craving better health? Influence of socio-political conformity and health consciousness on goal-directed rural-eco tourism. <i>Journal of Travel and Tourism Marketing</i> , 2021, 38, 511-526.	7.0	24
65	Destination Services and Travel Experience in the Gaming Mecca: the Moderating Role of Gambling as a Travel Purpose Among Chinese Tourists. <i>Journal of Travel and Tourism Marketing</i> , 2015, 32, 80-99.	7.0	23
66	Modeling customer equity, SERVQUAL, and ethnocentrism: a Vietnamese case study. <i>Journal of Service Management</i> , 2009, 20, 544-560.	7.2	22
67	Value equity in event planning: a case study of Macau. <i>Marketing Intelligence and Planning</i> , 2010, 28, 403-417.	3.5	22
68	Time-Variant Pleasure Travel Motivations and Behaviors. <i>Journal of Travel Research</i> , 2018, 57, 437-452.	9.0	22
69	Determinants of peer-to-peer rental rating scores: the case of Airbnb. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 3702-3721.	8.0	21
70	The boundary condition of travel satisfaction and the mediating role of destination image: The case of event tourism. <i>Journal of Vacation Marketing</i> , 2019, 25, 207-224.	4.3	21
71	Using Destination Attributes to Promote Event Travel: The Case of Macau. <i>Journal of Convention and Event Tourism</i> , 2011, 12, 241-252.	3.0	19
72	A cross-level investigation of the role of human resources practices: Does brand equity matter?. <i>Tourism Management</i> , 2019, 75, 418-426.	9.8	19

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73	Can a socially responsible casino better retain its management staff? From an internal customer perspective. <i>Asia Pacific Journal of Marketing and Logistics</i> , 2014, 26, 520-539.	3.2	18
74	Uncovering the service profit chain in the casino industry. <i>International Journal of Contemporary Hospitality Management</i> , 2017, 29, 2826-2846.	8.0	18
75	Do destinations have multiple lifecycles?. <i>Tourism Management</i> , 2021, 83, 104232.	9.8	18
76	Micro-celebrity restaurant manifesto: The roles of innovation competency, foodstagramming, identity-signaling, and food personality traits. <i>International Journal of Hospitality Management</i> , 2021, 97, 103014.	8.8	18
77	Longing for the heritage treasure: reconnecting the self and the heritage site through nostalgic reminiscences and psychological ownership. <i>Journal of Travel and Tourism Marketing</i> , 2022, 39, 320-334.	7.0	18
78	Performance driven outcomes—the case of frontline employees in the hospitality sector. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 101-123.	8.2	17
79	How Physical Attractiveness and Endorser—Product Match-up Guide Selection of a Female Athlete Endorser in China. <i>Journal of International Consumer Marketing</i> , 2010, 22, 169-181.	3.7	16
80	When do satisfied employees become more committed? A multilevel investigation of the role of internal service climate. <i>International Journal of Hospitality Management</i> , 2019, 82, 125-135.	8.8	16
81	Strategic crisis response through changing message frames: a case of airline corporations. <i>Current Issues in Tourism</i> , 2020, , 1-15.	7.2	16
82	Spanning across the boundary of Airbnb host community: a network perspective. <i>International Journal of Hospitality Management</i> , 2020, 89, 102541.	8.8	16
83	Touristic experience at a nomadic sporting event: Craving cultural connection, sacredness, authenticity, and nostalgia. <i>Journal of Hospitality and Tourism Management</i> , 2020, 44, 70-78.	6.6	16
84	Legitimacy of gaming development through framing: An insider perspective. <i>Tourism Management</i> , 2019, 74, 200-206.	9.8	15
85	From Online Community to Offline Travel Companions: Technology-Mediated Trust Building and Ad Hoc Travel Group Decision Making. <i>Journal of Hospitality and Tourism Research</i> , 2020, 44, 1101-1125.	2.9	15
86	A Cross-Cultural Comparison of World Heritage Site Image: The Case of Hue. <i>Tourism Analysis</i> , 2013, 18, 707-712.	0.9	14
87	Re-segmenting a gaming destination market. <i>Journal of Vacation Marketing</i> , 2017, 23, 205-216.	4.3	14
88	Doraemon and snow white dreams come true: understanding cartoon pilgrimage travel motivations. <i>Journal of Travel and Tourism Marketing</i> , 2021, 38, 167-178.	7.0	14
89	A multilevel synthesis of subjective and objective measures of foodservices in the experience process. <i>International Journal of Hospitality Management</i> , 2021, 99, 103059.	8.8	14
90	Ecotourism site in relation to tourist attitude and further behavioural changes. <i>Current Issues in Tourism</i> , 2014, 17, 303-311.	7.2	13

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91	Retail knockoffs: Consumer acceptance and rejection of inauthentic retailers. <i>Journal of Business Research</i> , 2016, 69, 2448-2455.	10.2	13
92	When and Where to Travel? A Longitudinal Multilevel Investigation on Destination Choice and Demand. <i>Journal of Travel Research</i> , 2017, 56, 868-880.	9.0	13
93	How do cyberspace friendships transition to favorable workplace outcomes? The self-team joint influence. <i>International Journal of Hospitality Management</i> , 2020, 85, 102363.	8.8	13
94	The dual distance model of tourism movement in intra-regional travel. <i>Current Issues in Tourism</i> , 2021, 24, 1190-1198.	7.2	13
95	Gazing at the Gazers: An Investigation of Travel Advertisement Modality Interference. <i>Journal of Travel Research</i> , 2022, 61, 730-746.	9.0	13
96	Triple grief cycle of cancelled events: the emotional crisis aftermath. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 2314-2336.	8.0	13
97	Second language acquisition and socialization in international trips. <i>Journal of Hospitality and Tourism Management</i> , 2021, 47, 1-11.	6.6	13
98	Delivering warmth and expediting love: just-in-time CSR in the midst of COVID-19 mega disruption. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 4334-4354.	8.0	13
99	Multilevel environment induced impulsive gambling. <i>Journal of Business Research</i> , 2015, 68, 2102-2108.	10.2	12
100	More than lip service to internal market orientation: a multilevel investigation of the role of internal service quality. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 2559-2585.	8.0	12
101	The darker side of the servicescape: investigating the Bali Syndrome. <i>International Journal of Culture, Tourism and Hospitality Research</i> , 2007, 1, 161-174.	2.9	11
102	Does destination perception differ based on traveler type? A case of the world gambling capital: Macau. <i>Tourism Planning and Development</i> , 2017, 14, 15-30.	2.2	11
103	Green-Induced tourist equity: the cross-level effect of regional environmental performance. <i>Journal of Sustainable Tourism</i> , 2021, 29, 1043-1062.	9.2	11
104	Dilemma of Hotel Reviews: The Role of Information Processing and Validation through Metacognition. <i>Journal of Travel Research</i> , 2021, 60, 1301-1317.	9.0	10
105	Not all films are created the same: understanding the cross-level effect of movie ratings on destination image creation. <i>Journal of Travel and Tourism Marketing</i> , 2021, 38, 356-367.	7.0	10
106	Evolutionary selection for travel agencies under COVID-19 adversity through the lens of life history theory. <i>Journal of Travel and Tourism Marketing</i> , 2021, 38, 917-934.	7.0	10
107	A Multilevel Investigation of the Role of Retail Stores in Cross-Border Shopping. <i>Journal of Travel and Tourism Marketing</i> , 2016, 33, 837-853.	7.0	9
108	Hotel brand equity and online reviews on social commerce intention: A cross-level identification process. <i>International Journal of Hospitality Management</i> , 2022, 105, 103267.	8.8	9

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109	Service training intervention and time-variant personal growth. <i>International Journal of Hospitality Management</i> , 2021, 98, 103036.	8.8	8
110	Predicting event tourists' gambling decision: the cross-level effect of brand equity. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 2951-2969.	8.0	7
111	The intersection of parental support and abusive supervision: A multi-wave design. <i>Journal of Hospitality and Tourism Management</i> , 2022, 51, 377-386.	6.6	7
112	Advancing tourism research through multilevel methods: research problem and agenda. <i>Current Issues in Tourism</i> , 2017, 20, 809-824.	7.2	6
113	Encountered Space and Situated Lay-Knowledge: A Mixed Methods Approach. <i>Journal of Travel Research</i> , 2021, 60, 1265-1281.	9.0	6
114	Destination green equity and its moderating role of travel satisfaction. <i>Journal of Vacation Marketing</i> , 0, , 135676672199119.	4.3	6
115	Understanding Tourist Citizenship Behavioral Intentions: The Role of Social Interactions and Brand Perceptions. <i>Journal of China Tourism Research</i> , 2022, 18, 592-610.	1.9	6
116	Too close to work together? Identity conflicts induced by coworker friendships in cyberspace. <i>International Journal of Hospitality Management</i> , 2021, 99, 103060.	8.8	6
117	Casino Travel Motivations of Chinese Tourists: Differences in Visitation Attributes. <i>Tourism Review International</i> , 2012, 16, 217-226.	1.3	6
118	A techno-exchange engagement model of social Media engagement: A social exchange and engagement theoretical synthesis. <i>Journal of Vacation Marketing</i> , 2023, 29, 461-475.	4.3	4
119	Axiology of Tourism Shopping: A Cross-Level Investigation of Value-in-the-Experience (VALEX). <i>Journal of Hospitality and Tourism Research</i> , 2024, 48, 549-563.	2.9	4
120	Big-five personality traits in P2P accommodation platforms: similar or different to hotel brands?. <i>Current Issues in Tourism</i> , 2021, 24, 3407-3419.	7.2	3
121	Tourist-to-tourist interactions: a future perspective. <i>Tourism Recreation Research</i> , 2024, 49, 206-209.	4.9	3
122	Understanding leisure gaming and urban community development in China. <i>Journal of Hospitality and Tourism Management</i> , 2019, 39, 87-96.	6.6	2
123	Events As Destination Image Maker: The Role of Event Type and Implications for Event Portfolio Development. <i>Event Management</i> , 2022, 26, 207-222.	1.1	2
124	A study of adaptive gambling behaviors of visitors from Mainland China to Macau. <i>Asian Education and Development Studies</i> , 2020, ahead-of-print, .	1.8	1
125	An Examination of Value Equity in Event Service: The Moderating Role of Event Experience. , 2015, , 152-155.		0
126	The effect of organizational behaviors on employee job performance: The moderating role of CSR and cultural values. , 2017, , .		0

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127	Evaluating Online Tourism Education Quality by Using an Instructional Strategy Framework. Communications in Computer and Information Science, 2020, , 46-60.	0.5	0
128	Just-in-Time CSR for Urgent Needs during the COVID-19 Outbreak: The Case of Casinos. Journal of China Tourism Research, 0, , 1-14.	1.9	0