

# Social media competitive analysis and text mining: A ca

International Journal of Information Management

33, 464-472

DOI: [10.1016/j.ijinfomgt.2013.01.001](https://doi.org/10.1016/j.ijinfomgt.2013.01.001)

Citation Report

#	ARTICLE	IF	CITATIONS
1	Social media for supply chain risk management. , 2013, , .		5
2	Using social media to recruit global supply chain managers. International Journal of Physical Distribution and Logistics Management, 2014, 44, 635-645.	4.4	24
3	Mining the user clusters on Facebook fan pages based on topic and sentiment analysis. , 2014, , .		4
4	Text Analytics for Android Project. Procedia Economics and Finance, 2014, 18, 610-617.	0.6	5
5	Patterns and Trends in the Concept of Green Economy: A Text Mining Approach. Advances in Intelligent Systems and Computing, 2014, , 143-154.	0.5	1
6	Product weakness finder: an opinion-aware system through sentiment analysis. Industrial Management and Data Systems, 2014, 114, 1301-1320.	2.2	37
7	Digital traces for business intelligence. Journal of Enterprise Information Management, 2014, 27, 66-98.	4.4	10
9	Classification of Message Spreading in a Heterogeneous Social Network. Communications in Computer and Information Science, 2014, , 66-75.	0.4	6
10	A bilingual approach for conducting Chinese and English social media sentiment analysis. Computer Networks, 2014, 75, 491-503.	3.2	42
11	Clientsâ€™ Freely Written Assessment as the Source of Automatically Mined Opinions. Procedia Economics and Finance, 2014, 12, 103-110.	0.6	9
12	Enhancing social media competitiveness of small businesses: insights from small pizzerias. New Review of Hypermedia and Multimedia, 2014, 20, 225-250.	0.9	39
13	Using Blog Mining as an Analytical Method to Study the Use of Social Media by Small Businesses. Journal of Information Technology Case and Application Research, 2014, 16, 91-104.	0.4	22
14	Resource evaluation: a novel application of opinion mining for competitive intelligence. International Journal of Business Information Systems, 2014, 16, 339.	0.2	0
15	Product Opinion Mining for Competitive Intelligence. Procedia Computer Science, 2015, 73, 358-365.	1.2	28
16	Social Media Espionage â€” A Strategic Grid. New Technology Based Firms in the New Millennium, 2015, , 261-274.	0.1	5
17	Public engagement with firms on social media in China. Journal of Information Science, 2015, 41, 624-639.	2.0	17
19	Social Media Content Analysis in the Higher Education Sector. International Journal of Web Portals, 2015, 7, 16-32.	1.1	7
20	How do small firms learn to develop a social media competence?. International Journal of Information Management, 2015, 35, 443-458.	10.5	145

#	ARTICLE	IF	CITATIONS
21	A novel social media competitive analytics framework with sentiment benchmarks. Information and Management, 2015, 52, 801-812.	3.6	176
22	Credibility of information in online communities. Journal of Strategic Marketing, 2015, 23, 238-253.	3.7	65
23	Extracting and evaluating conversational patterns in social media: A socio-semantic analysis of customers' reactions to the launch of new products using Twitter streams. International Journal of Information Management, 2015, 35, 490-503.	10.5	70
24	E-reputation: A case study of organic cosmetics in social media. , 2015, , .		5
25	An empirical study on text analytics in big data. , 2015, , .		4
26	Exploring user engagement strategies and their impacts with social media mining: the case of public libraries. Journal of Management Analytics, 2015, 2, 295-313.	1.6	14
27	Finding the Key Users in Facebook Fan Pages via a Clustering Approach. , 2015, , .		6
28	Documenting business-to-consumer (B2C) communications on Facebook. Worldwide Hospitality and Tourism Themes, 2015, 7, 283-294.	0.8	20
29	Twitter sentiment analysis: A case study in the automotive industry. , 2015, , .		23
30	Social Media Mining. , 2015, , .		0
31	Unravelling unstructured data: A wealth of information in big data. , 2015, , .		24
32	Big data analytics techniques: A survey. , 2015, , .		19
33	Employing consumer research for creating new and engaging food experiences in a changing world. Current Opinion in Food Science, 2015, 3, 27-32.	4.1	21
34	New Media but Same Old Tricks: Food Marketing to Children in the Digital Age. Current Obesity Reports, 2015, 4, 37-45.	3.5	95
35	Social media strategy for online service brands. Service Industries Journal, 2015, 35, 521-536.	5.0	40
36	Effectiveness of corporate social media activities in increasing relational outcomes. Information and Management, 2015, 52, 824-839.	3.6	74
37	Towards semantically linked multilingual corpus. International Journal of Information Management, 2015, 35, 387-395.	10.5	12
38	Fall and redemption: Monitoring and engaging in social media conversations during a crisis. Cogent Business and Management, 2015, 2, .	1.3	8

#	ARTICLE	IF	CITATIONS
39	Gaining competitive intelligence from social media data. <i>Industrial Management and Data Systems</i> , 2015, 115, 1622-1636.	2.2	85
40	Lesbian and gay expatriates use of social media to aid acculturation. <i>International Journal of Intercultural Relations</i> , 2015, 49, 294-307.	1.0	18
41	Text Classification Using Ensemble Features Selection and Data Mining Techniques. <i>Lecture Notes in Computer Science</i> , 2015, , 176-186.	1.0	2
42	Beyond the hype: Big data concepts, methods, and analytics. <i>International Journal of Information Management</i> , 2015, 35, 137-144.	10.5	2,756
43	Mining Blogs And Forums To Understand the Use of Social Media in Customer Co-creation. <i>Computer Journal</i> , 2015, 58, 1909-1920.	1.5	24
44	Facilitators, characteristics, and impacts of Twitter use: Theoretical analysis and empirical illustration. <i>International Journal of Information Management</i> , 2015, 35, 15-25.	10.5	46
45	Social media research: Theories, constructs, and conceptual frameworks. <i>International Journal of Information Management</i> , 2015, 35, 33-44.	10.5	498
46	Analyzing unstructured Facebook social network data through web text mining. <i>Information Development</i> , 2016, 32, 70-80.	1.4	8
47	Big data characteristics, challenges, architectures, analytics and applications: a review. <i>International Journal of Social Computing and Cyber-Physical Systems</i> , 2016, 1, 356.	0.1	0
48	Linking business intelligence to a knowledge-based sustainable competitive advantage in organizations. <i>African Journal of Business Management</i> , 2016, 10, 459-468.	0.4	0
49	Design and Development of Intelligent Decision Support Prototype System for Social Media Competitive Analysis in Fashion Industry. <i>Journal of Organizational and End User Computing</i> , 2016, 28, 13-32.	1.6	3
50	What Factors Lead Companies to Adopt Social Media in their processes: Proposal and Test of a Measurement Model. <i>Brazilian Business Review</i> , 2016, 13, 260-290.	0.4	7
51	Network Structure and Patterns of Information Diversity on Twitter. <i>SSRN Electronic Journal</i> , 0, , .	0.4	18
52	Social Media-Based Forecasting. <i>Journal of Organizational and End User Computing</i> , 2016, 28, 74-91.	1.6	24
53	Social Media Mining. <i>International Journal of Business Analytics</i> , 2016, 3, 58-68.	0.2	17
54	Linking Business Intelligence to a Knowledge-Based Sustainable Competitive Advantage in Organizations. <i>SSRN Electronic Journal</i> , 2016, , .	0.4	0
55	Deriving Competitive Intelligence from Social Media. <i>International Journal of Online Marketing</i> , 2016, 6, 49-61.	0.9	11
56	Classification of Arabic Twitter Users: A Study Based on User Behaviour and Interests. <i>Mobile Information Systems</i> , 2016, 2016, 1-11.	0.4	10

#	ARTICLE	IF	CITATIONS
57	Conceptualizing Big Data: Analysis of Case Studies. Intelligent Systems in Accounting, Finance and Management, 2016, 23, 295-310.	2.8	21
58	An approach based on network science to detect communities in Social Networks. , 2016, , .		1
59	Clusters of Trends Detection in Microblogging: Simple Natural Language Processing vs Hashtags â€œWhich is More Informative?. , 2016, , .		3
60	Transportation application of social media: Travel mode extraction. , 2016, , .		9
61	Framework based ontology for heterogenous Big Data correlation in cloud infrastructure. , 2016, , .		0
62	Clustering of users on microblogging social media: A rough set based approach. , 2016, , .		0
63	E-WOM from e-commerce websites and social media: Which will consumers adopt?. Electronic Commerce Research and Applications, 2016, 17, 62-73.	2.5	123
64	A method of potential customer searching from opinions of network villagers in virtual communities. Online Information Review, 2016, 40, 146-167.	2.2	6
65	N-REL: A comprehensive framework of social media marketing strategic actions for marketing organizations. Journal of Innovation & Knowledge, 2016, 1, 170-180.	7.3	46
66	A longitudinal exploration of the relations between electronic word-of-mouth indicators and firmsâ€™ profitability: Findings from the banking industry. International Journal of Information Management, 2016, 36, 1124-1132.	10.5	38
67	A role for startups in unleashing the disruptive power of social media. International Journal of Information Management, 2016, 36, 1152-1159.	10.5	45
68	Development of a software for metric studies of transportation engineering journals. Scientometrics, 2016, 109, 1579-1591.	1.6	3
69	A survey of the applications of text mining in financial domain. Knowledge-Based Systems, 2016, 114, 128-147.	4.0	176
70	Enable, Engage and Evaluate: Introducing the 3E Social Media Strategy Canvas Based on the European Airline Industry. Lecture Notes in Computer Science, 2016, , 15-30.	1.0	2
71	Social Media Conversation Monitoring: Visualize Information Contents of Twitter Messages Using Conversational Metrics. Procedia Computer Science, 2016, 80, 2216-2220.	1.2	3
72	Towards computational discourse analysis: A methodology for mining Twitter backchanneling conversations. Computers in Human Behavior, 2016, 64, 782-792.	5.1	22
73	Conceptual Design toward a Visualization System of University's Web Presence: Simple Analysis and System Development Using Twitter. , 2016, , .		1
74	A simulation-based approach to predicting influence in social media communities: A case of U.S. border security. Journal of Information Privacy and Security, 2016, 12, 107-122.	0.4	0

#	ARTICLE	IF	CITATIONS
75	An implementation of graph based text classification technique for social media. , 2016, , .		4
76	Assessment of online public opinions on large infrastructure projects: A case study of the Three Gorges Project in China. Environmental Impact Assessment Review, 2016, 61, 38-51.	4.4	66
77	User-generated content? Get serious! Understanding the interactions between organisations and customers on social media. International Journal of Business Environment, 2016, 8, 284.	0.2	3
78	Evaluating the strategic role of Social Media Analytics to gain business intelligence in Higher Education Institutions. , 2016, , .		2
79	The Online Trade in Illicit Pharmaceuticals: The UK Context. , 2016, , 19-45.		0
80	Contextual Enrichment of Remote-Sensed Events with Social Media Streams. , 2016, , .		20
81	Social Sentimental Analytics using Big Data Tools. , 2016, , 266-279.		0
82	Uncovering information from social media hyperlinks: An investigation of twitter. Journal of the Association for Information Science and Technology, 2016, 67, 1105-1120.	1.5	9
83	Insights into Facebook Pages: an early adolescent health research study page targeted at parents. International Journal of Adolescent Medicine and Health, 2016, 28, 69-77.	0.6	4
84	Feasibility analysis of AsterixDB and Spark streaming with Cassandra for stream-based processing. Journal of Big Data, 2016, 3, .	6.9	15
85	Combining structure, content and meaning in online social networks: The analysis of public's early reaction in social media to newly launched movies. Technological Forecasting and Social Change, 2016, 109, 35-49.	6.2	31
86	The structure of conversations on social networks: Between dialogic and dialectic threads. International Journal of Information Management, 2016, 36, 1144-1151.	10.5	8
87	Adaptive use of social networking applications in contemporary organizations: Examining the motivations of Gen Y cohorts. International Journal of Information Management, 2016, 36, 1111-1123.	10.5	17
88	Insight from the horsemeat scandal. Industrial Management and Data Systems, 2016, 116, 1178-1200.	2.2	36
89	Generating and exploiting customer insights from social media data. Electronic Markets, 2016, 26, 245-268.	4.4	17
90	Actionable Social Media Competitive Analytics For Understanding Customer Experiences. Journal of Computer Information Systems, 2016, 56, 145-155.	2.0	68
91	An empirical study of the rise of big data in business scholarship. International Journal of Information Management, 2016, 36, 403-413.	10.5	115
92	Application of Artificial Neural Network in Social Media Data Analysis: A Case of Lodging Business in Philadelphia. Studies in Computational Intelligence, 2016, , 369-376.	0.7	3

#	ARTICLE	IF	CITATIONS
93	Informing brand messaging strategies via social media analytics. Online Information Review, 2016, 40, 6-24.	2.2	50
94	Competitive intelligence in social media Twitter: iPhone 6 vs. Galaxy S5. Online Information Review, 2016, 40, 42-61.	2.2	38
95	Correlating Languages and Sentiment Analysis on the Basis of Text-based Reviews. , 2016, , 565-577.		10
96	Discovering shilling groups in a real e-commerce platform. Online Information Review, 2016, 40, 62-78.	2.2	29
97	Competitive intelligence practices in hotels. International Journal of Hospitality Management, 2016, 53, 161-172.	5.3	64
98	Online reputation measurement of companies based on user-generated content in online social networks. Computers in Human Behavior, 2016, 54, 94-100.	5.1	39
99	Public-Opinion Sentiment Analysis for Large Hydro Projects. Journal of Construction Engineering and Management - ASCE, 2016, 142, .	2.0	53
100	Taxonomy of Facebook messages in business-to-consumer communications: What really works?. Tourism and Hospitality Research, 2016, 16, 311-328.	2.4	28
101	A process-based framework of using social media to support innovation process. Information Technology and Management, 2016, 17, 263-277.	1.4	25
102	An exploratory investigation of social media adoption by small businesses. Information Technology and Management, 2017, 18, 149-160.	1.4	62
103	Clustering of trending topics in microblogging posts: A graph-based approach. Future Generation Computer Systems, 2017, 67, 297-304.	4.9	18
104	Beyond likes and tweets: Consumer engagement behavior and movie box office in social media. Information and Management, 2017, 54, 25-37.	3.6	177
105	Social media as an information system: improving the technological agility. Enterprise Information Systems, 2017, 11, 512-533.	3.3	16
106	Analysis of the key influencing factors of haze information dissemination behavior and motivation in WeChat. Information Discovery and Delivery, 2017, 45, 21-29.	1.6	20
107	Transmission of information about consumer product quality and safety: a social media perspective. Information Discovery and Delivery, 2017, 45, 10-20.	1.6	7
108	What makes tourists feel negatively about tourism destinations? Application of hybrid text mining methodology to smart destination management. Technological Forecasting and Social Change, 2017, 123, 362-369.	6.2	114
109	Clustering of Micro-Messages Using Similarity Upper Approximation. International Journal of Uncertainty, Fuzziness and Knowledge-Based Systems, 2017, 25, 53-79.	0.9	1
110	Exploring the effect of user engagement in online brand communities: Evidence from Twitter. Computers in Human Behavior, 2017, 72, 321-338.	5.1	97

#	ARTICLE	IF	CITATIONS
111	The role of social media in communication about food risks. <i>British Food Journal</i> , 2017, 119, 453-467.	1.6	23
112	Managing extracted knowledge from big social media data for business decision making. <i>Journal of Knowledge Management</i> , 2017, 21, 275-294.	3.2	101
113	Use of Social Media Applications for Supporting New Product Development Processes in Multinational Corporations. <i>Technological Forecasting and Social Change</i> , 2017, 120, 176-183.	6.2	71
114	Stripping customers' feedback on hotels through data mining: The case of Las Vegas Strip. <i>Tourism Management Perspectives</i> , 2017, 23, 41-52.	3.2	55
115	Content mining framework in social media: A FIFA world cup 2014 case analysis. <i>Information and Management</i> , 2017, 54, 786-801.	3.6	39
116	Identifying new business opportunities from competitor intelligence: An integrated use of patent and trademark databases. <i>Technological Forecasting and Social Change</i> , 2017, 119, 170-183.	6.2	49
117	How social media reshapes action on distant customers: some empirical evidence. <i>Accounting, Auditing and Accountability Journal</i> , 2017, 30, 777-794.	2.6	43
118	A webometric analysis of the online vaccination debate. <i>Journal of the Association for Information Science and Technology</i> , 2017, 68, 1285-1294.	1.5	7
119	Consumer segments in social commerce: A latent class approach. <i>Journal of Consumer Behaviour</i> , 2017, 16, 279-292.	2.6	27
120	Investigating the antecedents to the adoption of SCRM technologies by start-up companies. <i>Telematics and Informatics</i> , 2017, 34, 655-675.	3.5	48
121	Corporate Social Responsibility in the Post-Financial Crisis Era. <i>Palgrave Studies in Governance, Leadership and Responsibility</i> , 2017, , .	0.3	3
122	Application of social media analytics: a case of analyzing online hotel reviews. <i>Online Information Review</i> , 2017, 41, 921-935.	2.2	80
123	Analysis of unstructured text data for a person social profile. , 2017, , .		2
124	Working with communities on social media. <i>Online Information Review</i> , 2017, 41, 782-796.	2.2	33
125	Public opinion dissemination on mobile internet- a case of Ebola. <i>Information Discovery and Delivery</i> , 2017, 45, 87-100.	1.6	6
127	Social Media Technologies™ Use for the Competitive Information and Knowledge Sharing, and Its Effects on Industrial SMEs™ Innovation. <i>Information Systems Management</i> , 2017, 34, 291-301.	3.2	48
128	An automated advisor system to suggest response after analyzing user writings in social network. , 2017, , .		0
129	Hybrid Intelligent Techniques in Text Mining and Analysis of Social Networks and Media Data. , 2017, , 1-24.		0



#	ARTICLE	IF	CITATIONS
130	Social Media Analytics: Literature Review and Directions for Future Research. Decision Analysis, 2017, 14, 229-249.	1.2	110
131	Analyzing user sentiment in social media: Implications for online marketing strategy. Psychology and Marketing, 2017, 34, 1094-1100.	4.6	71
132	Integration of a multidimensional schema from different social media to analyze customers' opinions. , 2017, , .		3
133	Successful customer knowledge management implementation through social media capabilities. VINE Journal of Information and Knowledge Management Systems, 2017, 47, 353-371.	1.2	22
134	Business intelligence in online customer textual reviews: Understanding consumer perceptions and influential factors. International Journal of Information Management, 2017, 37, 673-683.	10.5	153
135	Interpretive structural modelling and fuzzy MICMAC approaches for customer centric beef supply chain: application of a big data technique. Production Planning and Control, 2017, 28, 945-963.	5.8	72
136	Brand Analysis in Social Network Services: Results from Content Analysis in Twitter Regarding the US Smartphone Market. International Journal of Innovation and Technology Management, 2017, 14, 1740008.	0.8	4
137	Can social media reveal the preferences of voters? A comparison between sentiment analysis and traditional opinion polls. Journal of Information Technology and Politics, 2017, 14, 34-45.	1.8	46
138	An ANN-based approach of interpreting user-generated comments from social media. Applied Soft Computing Journal, 2017, 52, 1169-1180.	4.1	17
139	An extraction and unification methodology for social networks data. , 2017, , .		4
140	Bread stories. , 2017, , .		0
141	Adaptive two-stage feature selection for sentiment classification. , 2017, , .		11
142	An Exploratory Analysis of a Hybrid OSS Company's Forum in Search of Sales Leads. , 2017, , .		0
143	Development of an entropy-based feature selection method and analysis of online reviews on real estate. , 2017, , .		3
145	How post time and type affect user engagement on public profiles in the Arab World. , 2017, , .		0
146	Competitive analysis of social media data in the banking industry. International Journal of Internet Marketing and Advertising, 2017, 11, 183.	0.1	16
147	Developing a workflow approach for mining online social media data. , 2017, , .		2
148	A Comparative Study of Distributed Tools for Analyzing Streaming Data. , 2017, , .		9

#	ARTICLE	IF	CITATIONS
149	SME fashion brands and social media marketing: from strategies to actions. International Journal of Web Based Communities, 2017, 13, 468.	0.2	13
150	Social media analytics and internet of things. , 2017, , .		6
151	Study of repeated e-government project audit based on text mining. International Journal of Information Technology and Management, 2017, 16, 391.	0.1	2
152	MÃdias sociais e administraÃ§Ã£o pÃblica: anÃlise do sentimento social perante a atuaÃ§Ã£o do Governo Federal brasileiro. OrganizaÃµes & Sociedade, 2017, 24, 491-508.	0.1	4
153	Research Trend Analysis of Geospatial Information in South Korea Using Text-Mining Technology. Journal of Sensors, 2017, 2017, 1-15.	0.6	2
154	Familiarity with Big Data, Privacy Concerns, and Self-Disclosure Accuracy in Social Networking Websites: An APCO Model. Communications of the Association for Information Systems, 0, 41, 62-96.	0.7	35
155	The Impact of Social Media Opinions on Innovation Investment: Evidence from Listed Firms in China. SSRN Electronic Journal, 0, , .	0.4	0
156	Exploring Insurance and Natural Disaster Tweets Using Text Analytics. International Journal of Business Analytics, 2017, 4, 1-17.	0.2	3
157	Collective Destination Marketing in China: Leveraging Social Media Celebrity Endorsement. Tourism Analysis, 2017, 22, 377-387.	0.5	11
158	Twitter mining for ontology-based domain discovery incorporating machine learning. Journal of Knowledge Management, 2018, 22, 949-981.	3.2	62
159	Analysing Customers Reactions on Social Media Promotional Campaigns. Paradigm, 2018, 22, 80-99.	1.5	8
160	Business Intelligence Systems. Contributions To Management Science, 2018, , 43-73.	0.4	0
161	Fine-grained document clustering via ranking and its application to social media analytics. Social Network Analysis and Mining, 2018, 8, 1.	1.9	11
162	From virtual worlds to reality. Information Technology and People, 2018, 31, 557-577.	1.9	9
163	Online sentiment analysis in marketing research: a review. Journal of Research in Interactive Marketing, 2018, 12, 146-163.	7.2	77
164	The Future Scope of Netnography and Social Network Analysis in the Field of Marketing. Journal of Internet Commerce, 2018, 17, 26-45.	3.5	23
165	An artist ranking system based on social media mining. Information Retrieval, 2018, 21, 410-448.	1.6	1
166	Social Media Data Inputs in Product Design: Case of a Smartphone. Global Journal of Flexible Systems Management, 2018, 19, 255-272.	3.4	6

#	ARTICLE	IF	CITATIONS
167	Twitter communication of agri-food chain actors on palm oil environmental, socio-economic, and health sustainability. <i>Journal of Consumer Behaviour</i> , 2018, 17, 75-93.	2.6	27
168	Combining different evaluation systems on social media for measuring user satisfaction. <i>Information Processing and Management</i> , 2018, 54, 674-685.	5.4	33
169	Trains and Twitter: Firm generated content, consumer relationship management and message framing. <i>Transportation Research, Part A: Policy and Practice</i> , 2018, 113, 318-334.	2.0	22
170	Robustness of factors influencing social media usage/adoption amongst SMEs in developing countries. , 2018, , .		7
171	An investigation of social media data during a product recall scandal. <i>Enterprise Information Systems</i> , 2018, 12, 733-751.	3.3	27
172	Comparing consumer-produced product reviews across multiple websites with sentiment classification. <i>Journal of Organizational Computing and Electronic Commerce</i> , 2018, 28, 142-156.	1.0	16
174	Advanced Methods: Operationalizing Social Network Services Dataâ€”Deep Content Analysis to Comprehend Brand Presence. <i>Series on Technology Management</i> , 2018, , 471-502.	0.1	0
175	Social media data analytics to improve supply chain management in food industries. <i>Transportation Research, Part E: Logistics and Transportation Review</i> , 2018, 114, 398-415.	3.7	187
176	Does country-of-origin brand personality generate retail customer lifetime value? A Big Data analytics approach. <i>Technological Forecasting and Social Change</i> , 2018, 130, 177-187.	6.2	28
177	Social Network and Consumer Behavior Analysis: A Case Study in the Shopping District. <i>Lecture Notes in Electrical Engineering</i> , 2018, , 879-890.	0.3	0
178	An Approach to Analyze Cyberpsycho Attacks Enabled Using Persuasive Messages. <i>Smart Innovation, Systems and Technologies</i> , 2018, , 433-440.	0.5	4
179	Using machine learning to disentangle homonyms in large text corpora. <i>Conservation Biology</i> , 2018, 32, 716-724.	2.4	33
180	Process-related value propositions of enterprise social media use for the external communication with end consumers. <i>Business Process Management Journal</i> , 2018, 24, 183-215.	2.4	11
181	Social media metrics and analytics in marketing â€” S3M: A mapping literature review. <i>International Journal of Information Management</i> , 2018, 38, 270-276.	10.5	122
182	Identifying competitors through comparative relation mining of online reviews in the restaurant industry. <i>International Journal of Hospitality Management</i> , 2018, 71, 19-32.	5.3	90
183	Measuring and comparing service quality metrics through social media analytics: a case study. <i>Information Systems and E-Business Management</i> , 2018, 16, 579-600.	2.2	22
184	Leveraging Localized Social Media Insights for Industry Early Warning Systems. <i>International Journal of Information Technology and Decision Making</i> , 2018, 17, 357-385.	2.3	4
185	Social Media Sentiment and Bank Loan Contracting. <i>Journal of Industrial Integration and Management</i> , 2018, 03, 1850007.	3.1	6

#	ARTICLE	IF	CITATIONS
186	Understanding Customer Experiences Through Social Media Analysis of Three Giants of Soft Drink Industry. , 2018, , .		3
187	YouTube AV 50K: An Annotated Corpus for Comments in Autonomous Vehicles. , 2018, , .		14
188	What do the US West Coast public libraries post on Twitter?. Proceedings of the Association for Information Science and Technology, 2018, 55, 216-225.	0.3	14
189	Quantitative Text Mining Analysis of the Testimonies for the Church: Implications for Non-Native English Readers. Journal of Research on Christian Education, 2018, 27, 145-156.	0.1	1
190	Sentiment Analysis on Twitter. , 2018, , .		12
191	Analysing the Pattern Discovery for Human Interaction using Semantic Approach. , 2018, , .		0
192	Sentiment Analysis for Mining Customer Opinion on Twitter: A Case Study of Ride-Hailing Service Provider. , 2018, , .		4
193	Opinion Mining at Scale: A Case Study of the First Self-driving Car Fatality. , 2018, , .		4
194	Text Mining to Understand the Influence of Social Media Applications on Smartphone Supply Chain. Procedia Computer Science, 2018, 140, 87-94.	1.2	12
195	Current Development on Social Media Platform for Green Library Technology Initiative. International Journal of Learning and Development, 2018, 8, 113.	0.1	0
196	Sentiment analysis based on the domain dictionary: a case of analysing online apparel reviews. International Journal of Web Engineering and Technology, 2018, 13, 380.	0.1	3
197	Utilizing text mining and Kansei Engineering to support data-driven design automation at conceptual design stage. Advanced Engineering Informatics, 2018, 38, 826-839.	4.0	65
198	Causal relationship between eWOM topics and profit of rural tourism at Japanese roadside stations "MICHINOEKI". , 2018, , .		0
199	Design and Application of a Multi-Variant Expert System Using Apache Hadoop Framework. Sustainability, 2018, 10, 4280.	1.6	12
200	A Fuzzy Logic Based Intelligent System for Measuring Customer Loyalty and Decision Making. Symmetry, 2018, 10, 761.	1.1	19
201	Mining Customer Opinion for Topic Modeling Purpose: Case Study of Ride-Hailing Service Provider. , 2018, , .		1
202	Research Trends of Online Marketing in Social Media Research. , 2018, , .		2
203	Is Facebook Eroding the Public Agenda? Evidence From Survey and Web-Tracking Data. International Journal of Public Opinion Research, 0, , .	0.7	9

#	ARTICLE	IF	CITATIONS
204	Intertextual and Hypermodal Representations of China's Cultural Confidence in Social Media Communication. <i>Critical Arts</i> , 2018, 32, 119-137.	0.1	3
205	The Mediating Effect of Social Media Marketing Adoption between Competitive Intelligence and SME Performance. <i>International Journal of Asian Social Science</i> , 2018, 8, 379-387.	0.2	6
206	Enhanced Framework for Sentiment Analysis in Text using Distance based Classification Scheme. , 2018, , .		1
207	The Communicative Constitution of Hate Organizations Online: A Semantic Network Analysis of "Make America Great Again" Social Media and Society, 2018, 4, 205630511879076.	1.5	36
208	Customer experience with farmers' markets: what hashtags can reveal. <i>International Food and Agribusiness Management Review</i> , 2018, 21, 755-770.	0.8	24
209	An author keyword analysis for mapping Sport Sciences. <i>PLoS ONE</i> , 2018, 13, e0201435.	1.1	26
210	Knowledge Discovery From Vernacular Expressions. <i>International Journal of Knowledge Management</i> , 2018, 14, 1-18.	0.7	2
211	Sentiment Analysis to Enhance Detection of Latent Astroturfing Groups in Online Social Networks. <i>Communications in Computer and Information Science</i> , 2018, , 79-91.	0.4	2
212	Machine Learning for Supply Chain's Big Data: State of the art and application to Social Networks' data. <i>MATEC Web of Conferences</i> , 2018, 200, 00015.	0.1	1
213	Utilizing Twitter Data for Identifying and Resolving Runtime Business Process Disruptions. <i>Lecture Notes in Computer Science</i> , 2018, , 189-206.	1.0	5
214	Linking consumer confidence index and social media sentiment analysis. <i>Cogent Business and Management</i> , 2018, 5, 1509424.	1.3	12
215	Good food, clean rooms and friendly staff: Implications of user-generated content for Slovenian skiing, sea and spa hotels' management. <i>Management: Journal of Contemporary Management Issues</i> , 2018, 23, 29-57.	0.3	6
216	The roles of message appeals and orientation on social media brand communication effectiveness. <i>Asia Pacific Journal of Marketing and Logistics</i> , 2018, 30, 1135-1158.	1.8	51
217	Exploratory data analysis of Twitter's rhythm in Malaysia. <i>AIP Conference Proceedings</i> , 2018, , .	0.3	2
219	Using Internet Search Trends and Historical Trading Data for Predicting Stock Markets by the Least Squares Support Vector Regression Model. <i>Computational Intelligence and Neuroscience</i> , 2018, 2018, 1-15.	1.1	7
220	Comparative analysis of Mobile Ratings. , 2018, , .		0
221	Big data analytics for disaster response and recovery through sentiment analysis. <i>International Journal of Information Management</i> , 2018, 42, 13-24.	10.5	238
222	Designing crowdsourced delivery systems: The effect of driver disclosure and ethnic similarity. <i>Journal of Operations Management</i> , 2018, 60, 19-33.	3.3	86

#	ARTICLE	IF	CITATIONS
223	Empirical Study of the Affecting Statistical Education on Customer Relationship Management and Customer Value in Hi-tech Industry. Eurasia Journal of Mathematics, Science and Technology Education, 2018, 14, .	0.7	2
224	From ephemeral computing to deep bioinspired algorithms: New trends and applications. Future Generation Computer Systems, 2018, 88, 735-746.	4.9	13
225	“Technology enabled Health” Insights from twitter analytics with a socio-technical perspective. International Journal of Information Management, 2018, 43, 85-97.	10.5	98
226	Spatial Footprints of Human Perceptual Experience in Geo-Social Media. ISPRS International Journal of Geo-Information, 2018, 7, 71.	1.4	3
227	From buzz to bucks: The impact of social media opinions on the locus of innovation. Electronic Commerce Research and Applications, 2018, 30, 125-137.	2.5	12
228	Twitter as a tool for the management and analysis of emergency situations: A systematic literature review. International Journal of Information Management, 2018, 43, 196-208.	10.5	135
229	Sports clubs™ use of social media to increase spectator interest. International Journal of Information Management, 2018, 43, 188-195.	10.5	40
231	Avoid being the Turkey: How big data analytics changes the game of strategy in times of ambiguity and uncertainty. Long Range Planning, 2019, 52, 101841.	2.9	39
232	Impact of Social Media on Real Estate Sales. Lecture Notes in Business Information Processing, 2019, , 3-14.	0.8	2
233	Social Media Presence & Usage in Indian Business Sector. IFIP Advances in Information and Communication Technology, 2019, , 457-469.	0.5	0
234	Understanding an Urban Park through Big Data. International Journal of Environmental Research and Public Health, 2019, 16, 3816.	1.2	26
235	A Neural Network-Inspired Approach for Improved and True Movie Recommendations. Computational Intelligence and Neuroscience, 2019, 2019, 1-19.	1.1	17
236	From institutional websites to social media and mobile applications: A usability perspective. European Research on Management and Business Economics, 2019, 25, 138-143.	3.4	34
237	Product Quality Assessment using Opinion Mining in Persian Online Shopping. , 2019, , .		3
238	The Sustainable Development of Social Media Contents: An Analysis of Concrete and Abstract Information on Cultural and Creative Institutions with “Artist” and “Ordinary People” Positioning. Sustainability, 2019, 11, 4131.	1.6	2
239	Mining Newsworthy Events in the Traffic Accident Domain from Chinese Microblog. International Journal of Information Technology and Decision Making, 2019, 18, 717-742.	2.3	4
240	Enabling Knowledge Transfer through Analytics in Industrial Social Networks. Procedia CIRP, 2019, 81, 1242-1247.	1.0	4
241	SCANPECLENS: A Framework for Automatic Lexicon Generation and Sentiment Analysis of Micro Blogging Data on China Pakistan Economic Corridor. IEEE Access, 2019, 7, 133876-133887.	2.6	12

#	ARTICLE	IF	CITATIONS
242	Reshaping traditional marketing mix to include social media participation. <i>European Business Review</i> , 2019, 31, 162-178.	1.9	15
243	Market segmentation and travel choice prediction in Spa hotels through TripAdvisor's online reviews. <i>International Journal of Hospitality Management</i> , 2019, 80, 52-77.	5.3	164
244	A B2B flexible pricing decision support system for managing the request for quotation process under e-commerce business environment. <i>International Journal of Production Research</i> , 2019, 57, 6528-6551.	4.9	39
245	Influence of social media on restaurant consumers: A case study of Crab island restaurant. <i>Journal of Foodservice Business Research</i> , 2019, 22, 413-432.	1.3	13
246	Food retailing marketing management: social media communication for healthy food. <i>International Journal of Retail and Distribution Management</i> , 2019, 47, 928-956.	2.7	23
247	A Literature Review on Application Areas of Social Media Analytics. <i>Lecture Notes in Business Information Processing</i> , 2019, , 38-49.	0.8	3
248	Smart city communication via social media: Analysing residents' and visitors' engagement. <i>Cities</i> , 2019, 94, 247-255.	2.7	69
249	How to grow brand post engagement on Facebook and Twitter for airlines? An empirical investigation of design and content factors. <i>Journal of Air Transport Management</i> , 2019, 79, 101678.	2.4	39
250	Examining customer perception and behaviour through social media research – An empirical study of the United Airlines overbooking crisis. <i>Transportation Research, Part E: Logistics and Transportation Review</i> , 2019, 127, 192-205.	3.7	36
251	Influence of augmented humans in online interactions during voting events. <i>PLoS ONE</i> , 2019, 14, e0214210.	1.1	29
252	Information Clues and Emotional Intentions: A Case Study of the Regional Image of the Cultural and Creative Community. <i>Administrative Sciences</i> , 2019, 9, 39.	1.5	3
253	Applications of Decision Tree Analytics on Semi-Structured North Atlantic Tropical Cyclone Forecasts. <i>International Journal of Sociotechnology and Knowledge Development</i> , 2019, 11, 31-53.	0.4	5
254	Innovating the customer loyalty program with social media. <i>Journal of Enterprise Information Management</i> , 2019, 32, 807-823.	4.4	15
255	How to Analyze Social Media? Assessing the Promise of Mixed-Methods Designs for Studying the Twitter Feeds of PMSCs. <i>International Studies Perspectives</i> , 2019, 20, 188-200.	0.8	4
256	Big Data Analytics Capabilities and Innovation: The Mediating Role of Dynamic Capabilities and Moderating Effect of the Environment. <i>British Journal of Management</i> , 2019, 30, 272-298.	3.3	362
257	Competitive Intelligence and Sustainable Competitive Advantage in the Hotel Industry. <i>Sustainability</i> , 2019, 11, 1597.	1.6	17
258	A text analytics approach for online retailing service improvement: Evidence from Twitter. <i>Decision Support Systems</i> , 2019, 121, 37-50.	3.5	75
259	A trend study on the impact of social media in decision making. <i>International Journal of Data and Network Science</i> , 2019, , 201-222.	3.4	12

#	ARTICLE	IF	CITATIONS
260	Application of Community Detection Technique in Text Mining. , 2019, , 35-46.		0
261	Quantitative analysis of national biodiversity strategy and action plans about incorporating integrated approaches in production landscapes. Journal of Environmental Planning and Management, 2019, 62, 2055-2079.	2.4	9
262	Sentiment Analysis on Automobile Brands Using Twitter Data. Communications in Computer and Information Science, 2019, , 76-85.	0.4	6
263	Geo-spatial text-mining from Twitter â€œ a feature space analysis with a view toward building classification in urban regions. European Journal of Remote Sensing, 2019, 52, 2-11.	1.7	14
264	The effect of social media and advertising activities on affiliate marketing. International Journal of Internet Marketing and Advertising, 2019, 13, 47.	0.1	12
265	Data analysis through social media according to the classified crime. Turkish Journal of Electrical Engineering and Computer Sciences, 2019, 27, 407-420.	0.9	15
266	Harnessing the Power of the General Public for Crowdsourced Business Intelligence: A Survey. IEEE Access, 2019, 7, 26606-26630.	2.6	18
267	Analyzing Airbnb Customer Experience Feedback Using Text Mining. , 2019, , 147-162.		10
268	Cruising in Asia: what can we dig from online cruiser reviews to understand their experience and satisfaction. Asia Pacific Journal of Tourism Research, 2019, 24, 514-528.	1.8	34
269	What makes fashion consumers â€œclickâ€? Generation of eWoM engagement in social media. Asia Pacific Journal of Marketing and Logistics, 2019, 31, 398-418.	1.8	62
271	Affiliate-Marketing. , 2019, , .		4
272	Mining Social Media to Measure Neighborhood Quality in the City of Atlanta. International Journal of E-Planning Research, 2019, 8, 1-18.	3.0	4
273	Do tweets create value? A multi-period analysis of Twitter use and content of tweets for manufacturing firms. International Journal of Production Economics, 2019, 216, 1-11.	5.1	35
275	Facebookâ€™s power: factors influencing followersâ€™ visit intentions. Spanish Journal of Marketing - ESIC, 2019, 23, 95-117.	2.7	11
276	Decision making in social media with consistent data. Knowledge-Based Systems, 2019, 172, 33-41.	4.0	20
277	The impact of social media in business growth and performance: A scientometrics analysis. International Journal of Data and Network Science, 2019, , 223-244.	3.4	34
278	Antecedents and consequences of social media marketing use: an empirical study of the UK exporting B2B SMEs. Journal of Business and Industrial Marketing, 2019, 35, 284-305.	1.8	43
279	The impact of collective action and market prices. Online Information Review, 2019, 43, 565-583.	2.2	1



#	ARTICLE	IF	CITATIONS
280	Multisensory experience for enhancing hotel guest experience. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 4313-4337.	5.3	89
281	Competitor Analyzer: a system that updates users about business rival groups and their strategies. , 2019, , .		0
282	Lines of Scientific Research in the Study of Blood Donor Behavior from a Social Marketing Perspective. <i>Journal of Nonprofit and Public Sector Marketing</i> , 2019, , 1-52.	0.9	5
283	A Model Configuration of Social Media Text Mining for Projecting the Online-Commerce Transaction (Case: Twitter Tweets Scraping). , 2019, , .		2
284	A Topic Modeling based Approach for Mining Online Social Media Data. , 2019, , .		1
285	A Spark Based Big Data Analytics Framework for Competitive Intelligence. , 2019, , .		2
286	An examination of customer reviews for service process innovations: A study with respect to E-travel services. , 2019, , .		0
287	Text Mining Tweets on Driving Safety and Cellphone Use. <i>Proceedings of the Human Factors and Ergonomics Society</i> , 2019, 63, 1537-1540.	0.2	1
288	Using Content Analysis to Characterise the Sensory Typicity and Quality Judgements of Australian Cabernet Sauvignon Wines. <i>Foods</i> , 2019, 8, 691.	1.9	16
289	Learning Driversâ€™ Behavior From Social Networking. <i>Proceedings of the Human Factors and Ergonomics Society</i> , 2019, 63, 1792-1796.	0.2	0
290	Domain Identification for Commercial Intention-holding Posts on Twitter. , 2019, , .		2
291	Toward a maturity model for the application of social media in healthcare. <i>Online Information Review</i> , 2019, 43, 404-425.	2.2	13
292	CompetitiveBike: Competitive Analysis and Popularity Prediction of Bike-Sharing Apps Using Multi-Source Data. <i>IEEE Transactions on Mobile Computing</i> , 2019, 18, 1760-1773.	3.9	19
293	Branding and governmentality for infrastructure megaprojects: The role of social media. <i>International Journal of Project Management</i> , 2019, 37, 59-72.	2.7	47
294	Harnessing stakeholder input on Twitter: A case study of short breaks in Spanish tourist cities. <i>Tourism Management</i> , 2019, 71, 490-503.	5.8	40
295	How do hotels operationalize their competitive intelligence efforts into their management processes? Proposing a holistic model. <i>International Journal of Hospitality Management</i> , 2019, 83, 283-292.	5.3	18
296	Using online reviews to explore consumer purchasing behaviour in different cultural settings. <i>Kybernetes</i> , 2019, 48, 1242-1263.	1.2	26
297	Hiding in plain sight: Private military and security companiesâ€™ use of Twitter as a distraction tool. <i>Media, War and Conflict</i> , 2019, 12, 483-503.	1.2	3

#	ARTICLE	IF	CITATIONS
298	Analyzing the trend of O2O commerce by bilingual text mining on social media. <i>Computers in Human Behavior</i> , 2019, 101, 474-483.	5.1	155
299	Can we trace back hotel online reviews's characteristics using gamification features?. <i>International Journal of Information Management</i> , 2019, 44, 88-95.	10.5	68
300	Identifying customer knowledge on social media through data analytics. <i>Journal of Enterprise Information Management</i> , 2019, 32, 152-169.	4.4	55
302	Consumers's electronic word-of-mouth behavioral intentions on Facebook: Does message type have an effect?. <i>Tourism and Hospitality Research</i> , 2019, 19, 296-307.	2.4	14
303	Know Thy Enemy: A Review and Agenda for Research on Competitor Identification. <i>Journal of Management</i> , 2019, 45, 2072-2100.	6.3	26
304	What do Airbnb users care about? An analysis of online review comments. <i>International Journal of Hospitality Management</i> , 2019, 76, 58-70.	5.3	322
305	Developing a supervised learning-based social media business sentiment index. <i>Journal of Supercomputing</i> , 2020, 76, 3882-3897.	2.4	9
306	The Meta-Analysis of Neuro-Marketing Studies: Past, Present and Future. <i>Neuroethics</i> , 2020, 13, 261-273.	1.7	9
307	Emotional Text Mining: Customer profiling in brand management. <i>International Journal of Information Management</i> , 2020, 51, 101934.	10.5	67
308	Group buying and consumer referral on a social network. <i>Electronic Commerce Research</i> , 2020, 20, 21-52.	3.0	16
309	Process fragmentation and port performance: Merging SNA and text mining. <i>International Journal of Information Management</i> , 2020, 51, 101925.	10.5	15
310	Put your money where your mouth is: Using deep learning to identify consumer tribes from word usage. <i>International Journal of Information Management</i> , 2020, 51, 101924.	10.5	19
311	Bibliographic automatic classification algorithm based on semantic space transformation. <i>Multimedia Tools and Applications</i> , 2020, 79, 9283-9297.	2.6	2
312	Social media marketing: Who is watching the watchers?. <i>Journal of Retailing and Consumer Services</i> , 2020, 53, 101774.	5.3	120
313	Incorporating textual information in customer churn prediction models based on a convolutional neural network. <i>International Journal of Forecasting</i> , 2020, 36, 1563-1578.	3.9	79
314	Business competitive analysis using promoted post detection on social media. <i>Journal of Retailing and Consumer Services</i> , 2020, 54, 101941.	5.3	15
315	Network text analysis: A two-way classification approach. <i>International Journal of Information Management</i> , 2020, 51, 102009.	10.5	24
316	Making a space for taste: Context and discourse in the specialty coffee scene. <i>International Journal of Information Management</i> , 2020, 51, 101987.	10.5	6

#	ARTICLE	IF	CITATIONS
317	Products and services valuation through unsolicited information from social media. <i>Soft Computing</i> , 2020, 24, 1775-1788.	2.1	12
318	Text mining of industry 4.0 job advertisements. <i>International Journal of Information Management</i> , 2020, 50, 416-431.	10.5	132
319	Social platform based interval valued intuitionistic fuzzy location recommendation system. <i>Journal of Intelligent and Fuzzy Systems</i> , 2020, 38, 1027-1042.	0.8	5
320	A Survey of Sentiment Analysis from Social Media Data. <i>IEEE Transactions on Computational Social Systems</i> , 2020, 7, 450-464.	3.2	96
321	Editorial introduction: The power of words and networks. <i>International Journal of Information Management</i> , 2020, 51, 102031.	10.5	2
322	The journey to engaged customer community: Evidential social CRM maturity model in Twitter. <i>Applied Stochastic Models in Business and Industry</i> , 2020, 36, 397-416.	0.9	3
323	Matching the future capabilities of an artificial intelligence-based software for social media marketing with potential users'™ expectations. <i>Technological Forecasting and Social Change</i> , 2020, 151, 119794.	6.2	57
324	How to gain image and positioning on social media: Spanish agribusiness firm image and position on social media. <i>Applied Economics</i> , 2020, 52, 2280-2291.	1.2	2
326	Semantic Analysis to Identify Students'™ Feedback. <i>Computer Journal</i> , 2022, 65, 918-925.	1.5	4
327	A Photo Post Recommendation System Based on Topic Model for Improving Facebook Fan Page Engagement. <i>Symmetry</i> , 2020, 12, 1105.	1.1	7
328	Using text mining to track changes in travel destination image: the case of Macau. <i>Asia Pacific Journal of Marketing and Logistics</i> , 2020, 33, 371-393.	1.8	26
329	The use of Twitter for innovation in business markets. <i>Marketing Intelligence and Planning</i> , 2020, 38, 587-601.	2.1	16
330	Social media exploration for understanding food product attributes perception: the case of coffee and health with Twitter data. <i>British Food Journal</i> , 2020, 122, 3815-3835.	1.6	35
331	Identification of phishing websites through hyperlink analysis and rule extraction. <i>Electronic Library</i> , 2020, 38, 1073-1093.	0.8	5
332	Will the Aviation Industry Have a Bright Future after the COVID-19 Outbreak? Evidence from Chinese Airport Shipping Sector. <i>Journal of Risk and Financial Management</i> , 2020, 13, 276.	1.1	11
333	Social media and customer relationship management technologies: Influencing buyer-seller information exchanges. <i>Industrial Marketing Management</i> , 2020, 90, 264-275.	3.7	61
334	Research trends in text mining: Semantic network and main path analysis of selected journals. <i>Expert Systems With Applications</i> , 2020, 162, 113851.	4.4	84
335	Analyzing industry stakeholders using open-source competitive intelligence – a case study in the automotive supply industry. <i>Journal of Enterprise Information Management</i> , 2020, 33, 579-599.	4.4	7

#	ARTICLE	IF	CITATIONS
336	An ontological artifact for classifying social media: Text mining analysis for financial data. International Journal of Accounting Information Systems, 2020, 38, 100469.	2.6	14
337	Effect of marketing messages and consumer engagement on economic performance: evidence from Weibo. Internet Research, 2020, 30, 1565-1581.	2.7	19
338	Robotics at workplace: An integrated Twitter analytics " SEM based approach for behavioral intention to accept. International Journal of Information Management, 2020, 55, 102210.	10.5	45
339	Perceptions of Customers as Sustained Competitive Advantages of Global Marketing Airline Alliances: A Hybrid Text Mining Approach. Sustainability, 2020, 12, 6258.	1.6	5
340	Social Media and IOT Wearables in Developing Marketing Strategies. Do SMEs Differ From Large Enterprises?. Sustainability, 2020, 12, 7292.	1.6	10
341	Effect of Competitors's eWOM in the Mobile Game Market. Journal of Computer Information Systems, 2022, 62, 196-204.	2.0	4
342	"Refugees are not welcome": Digital racism, online place-making and the evolving categorization of Syrians in Turkey. New Media and Society, 2021, 23, 3349-3369.	3.1	30
343	Airbnb or Hotel?. International Journal of Tourism and Hospitality Management in the Digital Age, 2020, 4, 1-10.	0.7	2
344	Tweeting the High Line Life: A Social Media Lens on Urban Green Spaces. Sustainability, 2020, 12, 8895.	1.6	12
345	Web Mining Customer Perceptions to Define Product Positions and Design Preferences. International Journal on Semantic Web and Information Systems, 2020, 16, 42-58.	2.2	5
346	Identification of time-evolving product opportunities via social media mining. Technological Forecasting and Social Change, 2020, 156, 120045.	6.2	23
347	Social media sentiments as an additional performance measure? Examples from iconic theme park destinations. Journal of Retailing and Consumer Services, 2020, 56, 102157.	5.3	12
348	Social media analytics and business intelligence research: A systematic review. Information Processing and Management, 2020, 57, 102279.	5.4	69
349	Analysis of Online News Coverage on Earthquakes Through Text Mining. Frontiers in Earth Science, 2020, 8, .	0.8	4
350	Sentiment aggregation of targeted features by capturing their dependencies: Making sense from customer reviews. International Journal of Information Management, 2020, 53, 102097.	10.5	2
351	Systems Engineers's Effectiveness in an Organization: Text and Visual Analytics Approach. IEEE Systems Journal, 2020, 14, 5049-5060.	2.9	1
352	Understanding adaptive information seeking in the context of microblogging from the cognitive switching perspective. Journal of Librarianship and Information Science, 2020, 52, 1237-1252.	1.6	0
353	Spanish Publishing Companies on Social Networks. Publishing Research Quarterly, 2020, 36, 203-216.	0.4	2

#	ARTICLE	IF	CITATIONS
354	Emerging Business Opportunities Based-On Venture Capital Investment Data in the Fourth Industrial Revolution. IEEE Access, 2020, 8, 123419-123429.	2.6	0
355	Co-occurrence networks of Twitter content after manual or automatic processing. A case-study on "gluten-free". Food Quality and Preference, 2020, 86, 103993.	2.3	18
356	Utilization of text mining as a big data analysis tool for food science and nutrition. Comprehensive Reviews in Food Science and Food Safety, 2020, 19, 875-894.	5.9	108
357	The role of Indonesian National Cyber Bureau in monitoring mining business companies. IOP Conference Series: Earth and Environmental Science, 2020, 413, 012032.	0.2	0
358	Multilevel Event Detection, Storyline Generation, and Summarization for Tweet Streams. IEEE Transactions on Computational Social Systems, 2020, 7, 8-23.	3.2	16
359	Text Mining in Big Data Analytics. Big Data and Cognitive Computing, 2020, 4, 1.	2.9	124
360	Alt-resilience: a semantic network analysis of identity (re)construction in an online men's rights community. Journal of Applied Communication Research, 2020, 48, 114-135.	0.7	19
361	How Social Media Analytics Can Inform Content Strategies. Journal of Computer Information Systems, 2022, 62, 128-140.	2.0	11
362	Natural Language Processing for Social Media, Third Edition. Synthesis Lectures on Human Language Technologies, 2020, 13, 1-219.	2.3	11
363	Exploring the social broadcasting crisis communication: insights from the mars recall scandal. Enterprise Information Systems, 2021, 15, 420-443.	3.3	7
364	Attitude of Chinese public towards municipal solid waste sorting policy: A text mining study. Science of the Total Environment, 2021, 756, 142674.	3.9	79
365	Restaurants and social media: rethinking organizational capabilities and individual competencies. Journal of Tourism Futures, 2021, 7, 20-39.	2.3	11
366	E-service quality and e-retailers: Attribute-based multi-dimensional scaling. Computers in Human Behavior, 2021, 115, 106608.	5.1	40
367	The power of engagement: Understanding active social media engagement and the impact on sales in the hospitality industry. Journal of Hospitality and Tourism Management, 2021, 46, 83-95.	3.5	32
368	A social media analytic framework for improving operations and service management: A study of the retail pharmacy industry. Technological Forecasting and Social Change, 2021, 163, 120504.	6.2	34
369	The impact of Facebook on real estate sales. Journal of Management Analytics, 2021, 8, 101-112.	1.6	5
370	Social Media Mining. Advances in Logistics, Operations, and Management Science Book Series, 2021, , 2153-2165.	0.3	1
371	Bringing Social Media Into Work. Advances in Human Resources Management and Organizational Development Book Series, 2021, , 121-142.	0.2	0

#	ARTICLE	IF	CITATIONS
372	Blockchain as supply chain technology: considering transparency and security. <i>International Journal of Physical Distribution and Logistics Management</i> , 2021, 51, 305-324.	4.4	62
373	Social Media and Sustainable Tourism Marketing: Perceptions of Owners of Leisure-Related Enterprises Operating Within Viana do Castelo Littoral Geopark (Northwest Portugal). <i>World Sustainability Series</i> , 2021, , 303-318.	0.3	2
374	Competitive Analysis Based on Social Media Mining. , 2021, , 454-465.		0
375	Running Ahead: Trump's Presidency and Climate Change Discourses. Has Trump's Presidency Changed Climate Change Discourses?: A Text Mining Analysis of Newspaper Contents in the United States. , 2021, , 533-557.		0
376	Active Social Listening and Its Impact on Firm Strategies. <i>Advances in Business Strategy and Competitive Advantage Book Series</i> , 2021, , 95-114.	0.2	3
377	Social Media Analytics for Maintaining Financial Stability. , 2021, , 850-873.		0
378	Data-Driven Approach to Dual Service Failure Monitoring From Negative Online Reviews: Managerial Perspective. <i>SAGE Open</i> , 2021, 11, 215824402098824.	0.8	7
379	Big Data Analytics in Building the Competitive Intelligence of Organizations. <i>International Journal of Information Management</i> , 2021, 56, 102231.	10.5	108
380	A Social Media Mining and Ensemble Learning Model: Application to Luxury and Fast Fashion Brands. <i>Information (Switzerland)</i> , 2021, 12, 149.	1.7	0
381	Local experiences on Instagram: Social media data as source of evidence for experience design.. <i>Journal of Destination Marketing &amp; Management</i> , 2021, 19, 100435.	3.4	21
382	Analysis of Customers's Reactions to E-Commerce Companies Using Instagram Data. <i>Proceedings (mdpi)</i> , 2021, 74, 12.	0.2	2
383	Computation Time Optimization on Hashtag Segmentation for Social Media Data. , 2021, , .		0
385	Measuring the consumer engagement related to social media: the case of franchising. <i>Electronic Commerce Research</i> , 2022, 22, 1249-1274.	3.0	15
386	Impact of Social Media Marketing on Business Performance: A Hybrid Performance Measurement Approach Using Data Analytics and Machine Learning. <i>IEEE Engineering Management Review</i> , 2021, 49, 133-147.	1.0	11
387	Next frontiers of research in data driven marketing: Will techniques keep up with data tsunami?. <i>Journal of Business Research</i> , 2021, 125, 780-784.	5.8	44
388	Investigating the indoor environmental quality of different workplaces through web-scraping and text-mining of Glassdoor reviews. <i>Building Research and Information</i> , 2021, 49, 695-713.	2.0	11
389	The Use of Digital Social Networks and Engagement in Chilean Wine Industry. <i>Journal of Theoretical and Applied Electronic Commerce Research</i> , 2021, 16, 1248-1265.	3.1	12
390	Forty years of the <i>International Journal of Information Management</i> : A bibliometric analysis. <i>International Journal of Information Management</i> , 2021, 57, 102307.	10.5	66

#	ARTICLE	IF	CITATIONS
391	Customer engagement research in hospitality and tourism: a systematic review. <i>Journal of Hospitality Marketing and Management</i> , 2021, 30, 871-904.	5.1	35
392	Applications of text mining in services management: A systematic literature review. <i>International Journal of Information Management Data Insights</i> , 2021, 1, 100008.	6.5	139
393	Investigating Chain and Independent Restaurantsâ€™ Facebook Presence: A Step Forward Towards Measuring their Online Image. <i>Journal of Association of Arab Universities for Tourism and Hospitality</i> , 2021, .	0.0	0
394	Using Social Media Mining and PLS-SEM to Examine the Causal Relationship between Public Environmental Concerns and Adaptation Strategies. <i>International Journal of Environmental Research and Public Health</i> , 2021, 18, 5270.	1.2	11
395	The Choice of Best Summer Job Based on Improved Fuzzy Comprehensive Evaluation. , 2021, , .		0
396	The impact of social media use on restaurant choice. <i>Anatolia</i> , 2022, 33, 310-322.	1.3	5
397	Crisis Communication on Social Media: What Types of COVID-19 Messages Get the Attention?. <i>Cornell Hospitality Quarterly</i> , 2022, 63, 528-543.	2.2	29
398	A review of research on neuromarketing using content analysis: key approaches and new avenues. <i>Cognitive Neurodynamics</i> , 2021, 15, 923-938.	2.3	8
399	A mixed-method approach for modelling customer-centric mobile phone reverse logistics: application of social media data. <i>Journal of Modelling in Management</i> , 2022, 17, 655-696.	1.1	7
400	Organizational experience of social media: impacts on competitive intelligence. <i>VINE Journal of Information and Knowledge Management Systems</i> , 2022, 52, 161-183.	1.2	2
401	Instructional design and instructional effectiveness in virtual classrooms: Research trends and challenges. <i>Australasian Journal of Educational Technology</i> , 0, , 156-174.	2.0	3
402	Exploring and evaluating success factors of social media marketing strategy: a multi-dimensional-multi-criteria framework. <i>Foresight</i> , 2021, 23, 655-678.	1.2	9
404	Technological innovation, new solutions, branding, and promotion: Twitter and technical report use in Japaneseâ€™s companies. <i>Enterprise Information Systems</i> , 2021, 15, 1683-1712.	3.3	2
405	Examining actual consumer usage of E-wallet: A case study of big data analytics. <i>Computers in Human Behavior</i> , 2021, 121, 106778.	5.1	55
406	Destination Image of Kyrgyzstan: A Content Analysis of Travel Blogs. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2022, 23, 1245-1275.	1.7	3
407	An empirical study of marketing of SMEs in the tourism sector. <i>Small Enterprise Research: the Journal of SEAAANZ</i> , 2021, 28, 314-328.	1.1	10
408	A 360-Degree View of a Hospital by Analysing Patientâ€™s Online Reviews Using Fuzzy Sentiment Analysis. <i>Journal of Health Management</i> , 2021, 23, 549-557.	0.4	0
409	Artificial Intelligence, Social Media and Supply Chain Management: The Way Forward. <i>Electronics (Switzerland)</i> , 2021, 10, 2348.	1.8	9

#	ARTICLE	IF	CITATIONS
410	Utilizing text-mining to explore consumer happiness within tourism destinations. <i>Journal of Business Research</i> , 2022, 139, 1366-1377.	5.8	28
411	Mining detailed information from the description for App functions comparison. <i>IET Software</i> , 2022, 16, 94-110.	1.5	2
413	Exploring the synergy between nano-influencers and sports community: behavior mapping through machine learning. <i>Information Technology and People</i> , 2022, 35, 1829-1854.	1.9	12
414	UR: SMART“ A tool for analyzing social media content. <i>Information Systems and E-Business Management</i> , 2021, 19, 1275-1320.	2.2	4
415	Current status of CSR practices in the casino industry: A comparison between the U.S. and Macau. <i>Journal of Hospitality and Tourism Management</i> , 2021, 48, 331-343.	3.5	15
416	Pursuing Development behind Heterogeneous Ideologies: Review of Six Evolving Themes and Narratives of Rural Planning in China. <i>Sustainability</i> , 2021, 13, 9846.	1.6	3
417	Artificial intelligence in information systems research: A systematic literature review and research agenda. <i>International Journal of Information Management</i> , 2021, 60, 102383.	10.5	196
418	Optimization of paraphrase generation and identification using language models in natural language processing. <i>International Journal of Information Management Data Insights</i> , 2021, 1, 100025.	6.5	11
419	Viewpoint: Social monitoring for food policy and research: Directions and implications. <i>Food Policy</i> , 2021, 105, 102147.	2.8	4
420	An Effective Method of Feature Selection in Persian Text for Improving the Accuracy of Detecting Request in Persian Messages on Telegram. <i>Journal of Information Systems and Telecommunication</i> , 2021, 8, 249-262.	0.2	1
421	Deriving Business Value From Online Data Sources Using Natural Language Processing Techniques. <i>Advances in Business Information Systems and Analytics Book Series</i> , 2021, , 17-39.	0.3	0
422	Wettbewerber beobachten und von der Konkurrenz lernen. , 2021, , 157-179.		0
423	Opportunistic behaviour in supply chain finance: a social media perspective on the “Noah event”™. <i>Enterprise Information Systems</i> , 2021, 15, 1607-1634.	3.3	5
424	Identifying Emerging Trends and Temporal Patterns About Self-driving Cars in Scientific Literature. <i>Advances in Intelligent Systems and Computing</i> , 2020, , 355-372.	0.5	3
425	Tweeting About Floods of Messinia (Greece, September 2016) - Towards a Credible Methodology for Disaster Management Purposes. <i>IFIP Advances in Information and Communication Technology</i> , 2019, , 142-154.	0.5	3
426	Framing National Security Concerns in Mobile Telecommunication Infrastructure Debates: A Text Mining Study of Huawei. <i>Palgrave Studies of Internationalization in Emerging Markets</i> , 2020, , 319-339.	0.2	3
427	Dynamic Time Warping Distance for Message Propagation Classification in Twitter. <i>Lecture Notes in Computer Science</i> , 2015, , 419-428.	1.0	3
428	Sentiment Analysis for German Facebook Pages. <i>Lecture Notes in Computer Science</i> , 2016, , 427-432.	1.0	4



#	ARTICLE	IF	CITATIONS
429	Consumer Intentions on Social Media: A fsQCA Analysis of Motivations. Lecture Notes in Computer Science, 2016, , 371-386.	1.0	6
430	Temporal Analysis of Comparative Opinion Mining. Lecture Notes in Computer Science, 2016, , 311-322.	1.0	1
431	Social Media and Analytics for Competitive Performance: A Conceptual Research Framework. Lecture Notes in Business Information Processing, 2017, , 209-218.	0.8	2
432	Fashion Brands, Social Media, and Consumersâ€™ Exposure to Marketing Messages. Springer Proceedings in Business and Economics, 2017, , 221-227.	0.3	1
433	Using Data Mining Strategy in Qualitative Research. Lecture Notes in Computer Science, 2017, , 100-111.	1.0	2
434	Visual Data Mining in a Q&A Based Social Media Website. , 2014, , 41-55.		2
436	Identification of Salient Attributes in Social Network: A Data Mining Approach. Communications in Computer and Information Science, 2020, , 173-185.	0.4	3
437	Eras: Improving the quality control in the annotation process for Natural Language Processing tasks. Information Systems, 2020, 93, 101553.	2.4	18
438	Social media analytics in hospitality and tourism. Journal of Hospitality and Tourism Technology, 2019, 10, 764-790.	2.5	43
439	An approach for the implementation of semantic Big Data Analytics in the Social Business Intelligence process on distributed environments (Cloud computing). , 2019, , .		2
440	Social Media Marketing â€” from Tool to Capability. Organizacijâ€™s Vadyba: Sisteminiai Tyrimai, 2018, 79, 131-145.	0.1	4
441	Topic Modeling Approach to Understand Changes in Customer Perceptions on Hotel Services in Seoul. Journal of Korea Service Management Society, 2016, 17, 217-231.	0.0	1
442	Assessment, Implication, and Analysis of Online Consumer Reviews: A Literature Review. Pacific Asia Journal of the Association for Information Systems, 0, , 43-74.	0.3	5
443	TakeLab at SemEval-2017 Task 4: Recent Deaths and the Power of Nostalgia in Sentiment Analysis in Twitter. , 2017, , .		5
444	Outsourcing Medical Data Analyses: Can Technology Overcome Legal, Privacy, and Confidentiality Issues?. Journal of Medical Internet Research, 2013, 15, e283.	2.1	21
445	The Impact of Content, Context, and Creator on User Engagement in Social Media Marketing. , 2017, , .		88
447	Utilising Enterprise Social Media for Product Innovation: The Role of Market Orientation. Sustainability, 2020, 12, 3913.	1.6	12
448	The Model of Tourist Virtual Community Members Engagement Management. Business: Theory and Practice, 2015, 17, 74-79.	0.8	1

#	ARTICLE	IF	CITATIONS
449	Social Media Opportunities for Market-Driven Firms. <i>Advances in E-Business Research Series</i> , 2014, , 180-199.	0.2	9
450	An Application of Text Mining to Capture and Analyze eWOM. <i>Advances in Marketing, Customer Relationship Management, and E-services Book Series</i> , 2016, , 168-186.	0.7	5
451	Mastering Social Media in the Modern Business World. <i>Advances in E-Business Research Series</i> , 2017, , 18-44.	0.2	15
452	Utilizing Information Science and Technology in Franchise Organizations. , 2018, , 4822-4835.		3
453	Mastering Social Media in the Modern Business World. , 2018, , 111-137.		1
454	Using Sentiment Analysis for Evaluating e-WOM. <i>Advances in Marketing, Customer Relationship Management, and E-services Book Series</i> , 2020, , 101-123.	0.7	5
455	Data Mining-Based Evaluating the Customer Satisfaction for the Mobile Applications. <i>Advances in E-Business Research Series</i> , 2020, , 320-339.	0.2	11
456	Opinion Mining in Tourism. <i>Advances in Hospitality, Tourism and the Services Industry</i> , 2020, , 43-64.	0.2	4
457	La actividad en las redes sociales: Un estudio de caso en la industria del fitness (The activity on social) Tj ETQq0 0 0 rgBT /Overlock 10 TF	0.8	3
458	Framework for Participative and Collaborative Governance using Social Media Mining Techniques. <i>International Journal of Computer Applications</i> , 2015, 123, 36-41.	0.2	7
459	Mining Customer Feedback Documents. <i>International Journal of Knowledge Engineering</i> , 2015, 1, 68-71.	0.2	15
460	Modelo de monitoreo de las redes sociales para orientar en la toma de decisiones de las destination management organizations. <i>Revista Brasileira De Pesquisa Em Turismo</i> , 2015, 9, 196-220.	0.4	3
461	Text mining for economic geographical sectoral analysis of the pulp and paper industry in European Russia. <i>Regional Nye Issledovaniya</i> , 2021, 71, 18-33.	0.1	1
462	The Role of Machine Learning in Digital Marketing. <i>SSRN Electronic Journal</i> , 0, , .	0.4	1
463	Applying Text Mining, Clustering Analysis, and Latent Dirichlet Allocation Techniques for Topic Classification of Environmental Education Journals. <i>Sustainability</i> , 2021, 13, 10856.	1.6	15
464	Boosting innovation performance through big data analytics: An empirical investigation on the role of firm agility. <i>Journal of Information Science</i> , 2023, 49, 1293-1308.	2.0	10
465	The Role of Machine Learning in Digital Marketing. <i>SAGE Open</i> , 2021, 11, 215824402110503.	0.8	12
466	Social media and tourism. The analysis of selected current and future research trends. <i>Zeszyty Naukowe Uniwersytetu Szczecińskiego Service Management</i> , 2015, 16, 153-160.	0.2	1

#	ARTICLE	IF	CITATIONS
467	Micro-Blogging as Generator of Market Insights and Competitive Intelligence. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2015, , 297-312.	0.7	1
468	Information Science and Technology in Franchising. , 2015, , 819-831.		0
469	Business Analytics in Franchising. , 2015, , 5018-5028.		3
470	An Approach for Identifying Road Traffic Information using Opinion Mining from Twitter Messages. International Journal of Engineering Research & Technology, 2016, V5, .	0.2	0
471	Using Social Media Marketing for Competitive Advantage. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2016, , 201-218.	0.7	0
474	Social Media Mining. , 2016, , 2401-2414.		0
475	The Influence of Social Media Management on Firms' Competitiveness. , 2016, , 2051-2061.		0
476	A conceptual framework for effective organizational adoption of social technologies. International Journal of Advanced and Applied Sciences, 2016, 3, 78-89.	0.2	1
477	Exploring Post-Financial Crisis CSR Digital Communications by MNEs in Mexico. Palgrave Studies in Governance, Leadership and Responsibility, 2017, , 177-197.	0.3	0
478	Company Name Discrimination in Tweets using Topic Signatures Extracted from News Corpus. Journal of Computing Science and Engineering, 2016, 10, 128-136.	0.3	0
479	Acquiring Sentiment from Twitter using Supervised Learning and Lexicon-based Techniques. Walailak Journal of Science and Technology, 2018, 15, 63-80.	0.5	0
480	Sentiment Analysis of Social Media as Tool to Improve Customer Retention. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2017, , 207-223.	0.7	0
481	TakeLab at SemEval-2017 Task 5: Linear aggregation of word embeddings for fine-grained sentiment analysis of financial news. , 2017, , .		5
482	Comparison of Short-Text Sentiment Analysis Methods for Croatian. , 2017, , .		7
483	Social Media Sentiment Polarity Analysis: A Novel Approach to Promote Business Performance and Consumer Decision-Making. Advances in Intelligent Systems and Computing, 2017, , 1-12.	0.5	2
484	Analysis and Classification of Multi-opinionated Content in the Era of Cyber Activism. Communications in Computer and Information Science, 2017, , 31-44.	0.4	0
485	Debunking Sentiment Lexicons: A Case of Domain-Specific Sentiment Classification for Croatian. , 2017, , .		2
486	Slandail: A Security System for Language and Image Analysis - Project No: 607691. SSRN Electronic Journal, 0, , .	0.4	1

#	ARTICLE	IF	CITATIONS
487	Customer Complaints in Social Networks in the Spanish Telecommunication Industry. Advances in Data Mining and Database Management Book Series, 2017, , 137-158.	0.4	0
488	Competitive Analysis Based on Social Media Mining. Advances in Information Quality and Management, 2017, , 306-317.	0.3	0
489	Enhancing Location-Based Social Media Network Services with Semantic Technologies: A Review. FUYOE Journal of Engineering and Technology, 2017, 2, .	0.1	0
490	Text Mining Approach to Extract Associations Between Obesity and Arabic Herbal Plants. Advances in Intelligent Systems and Computing, 2018, , 211-220.	0.5	1
491	New Advances in E-Commerce. , 2018, , 2810-2824.		0
492	Big Data in Mobile Commerce. Advances in Data Mining and Database Management Book Series, 2018, , 63-72.	0.4	1
493	Using Social Media Marketing for Competitive Advantage. , 2018, , 21-38.		3
494	Utilizing Information Technology in Senior Care Franchises. International Journal of Computers in Clinical Practice, 2018, 3, 48-62.	0.5	0
495	Literature review of Applications of Business Intelligence, Business Analytics and Competitive Intelligence. International Journal of Scientific and Research Publications, 2018, 8, .	0.0	1
497	SOCIAL MEDIA ANALYTICS: VALUE CREATION WITH SENTIMENT ANALYSIS. Mehmet Akif Ersoy Åœniversitesi Å°ktisadi Ve Å°dari Bilimler FakÅ¼ltesi Dergisi, 2018, 5, 797-811.	0.2	9
498	CompetitiveBike: Competitive Prediction of Bike-Sharing Apps Using Heterogeneous Crowdsourced Data. Lecture Notes in Computer Science, 2019, , 241-255.	1.0	0
499	Sentimental Analysis of Social Media to Find Out Customer Opinion. Communications in Computer and Information Science, 2019, , 110-115.	0.4	3
501	New Advances in E-Commerce. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2019, , 278-294.	0.7	0
502	Social Media Analytics for Maintaining Financial Stability. Advances in Finance, Accounting, and Economics, 2019, , 219-242.	0.3	0
503	E-WOM. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2019, , 311-327.	0.7	0
504	Multimodal Age-Group Recognition for Opinion Video Logs using Ensemble of Neural Networks. International Journal of Advanced Computer Science and Applications, 2019, 10, .	0.5	1
505	Utilizing Information Science and Technology in Franchise Organizations. Advances in Computer and Electrical Engineering Book Series, 2019, , 981-995.	0.2	0
506	Disaster Reporting and Alert System Using Tweets in a Social Media. International Journal of Scientific Research in Computer Science Engineering and Information Technology, 2019, , 176-181.	0.2	0

#	ARTICLE	IF	CITATIONS
507	Investor Sentiment, Innovation Investment and Cash Dividend. International Journal of Economics and Finance, 2019, 11, 97.	0.2	0
508	DIDĀVĒJĀDUOMENĀS PANAUDOJIMAS SOCIALINĖJE MEDIJOJE / THE BIG DATA USE IN SOCIAL MEDIA. Science: Future of Lithuania, 2019, 11, 1-13.	0.0	0
509	A Cloud-Based Dashboard for Time Series Analysis on Hot Topics from Social Media. Advances in Intelligent Systems and Computing, 2020, , 341-348.	0.5	0
512	Events in Tweets: Graph Based Techniques. Recent Advances in Computer Science and Communications, 2020, 13, .	0.5	1
513	A human touch and content matter for consumer engagement on social media. Corporate Communications, 2021, 26, 501-520.	1.1	8
514	Biological, Chemical, and Nutritional Food Risks and Food Safety Issues From Italian Online Information Sources: Web Monitoring, Content Analysis, and Data Visualization. Journal of Medical Internet Research, 2020, 22, e23438.	2.1	5
515	On the Unstructured Big Data Analytical Methods in Firms: Conceptual Model, Measurement, and Perception. Big Data, 2020, 8, 478-500.	2.1	3
516	Social Media Competitive Analysis and Text Mining. Journal of Media Management and Entrepreneurship, 2021, 3, 1-17.	0.2	0
517	Twitter Opinion Analysis About Topic 5G Technology. Communications in Computer and Information Science, 2020, , 191-203.	0.4	3
518	Internet of Things in Tourism. Advances in Hospitality, Tourism and the Services Industry, 2020, , 131-154.	0.2	2
519	Role of Managerial Characteristics and Internet.Org in Social Commerce Adoption by SMEs. , 2020, , .		0
520	One Destination Two Images: A Social Media Text Analytics Approach to Uncovering Tourist Perceptions of Beijing. Journal of Tourism and Hospitality Management, 2020, 8, .	0.2	1
521	Analysis of "Halal" Word in Social Media Using Text Mining and Word Networking. , 0, , .		2
522	Yoga's Entry Into American Popular Music Is Racialized (1941-67). Resonance, 2020, 1, 132-162.	0.3	0
523	Automated Text Analysis for Intelligence Purposes: A Psychological Operations Case Study. Lecture Notes in Social Networks, 2020, , 221-251.	0.8	0
524	Online Reputation of Porto Hotel Supply, Northern Region of Portugal. Advances in Hospitality, Tourism and the Services Industry, 2020, , 349-366.	0.2	0
525	AN EXPLORATORY ANALYSIS OF BRAND EQUITY BASED ON TANGIBLE AND INTANGIBLE ATTRIBUTES ON TWEETS OF THE LARGEST WESTERN EUROPE MANUFACTURING COMPANIES. , 2020, , .		0
526	SENTIMENT ANALYSIS ON CLOSURE OF ILLEGAL MOVIE STREAMING SITES USING NAÏVE BAYES ALGORITHM. Jurnal Pilar Nusa Mandiri, 2020, 16, 123-128.	0.2	2

#	ARTICLE	IF	CITATIONS
528	On Modelling for Bias-Aware Sentiment Analysis and Its Impact in Twitter. Journal of Web Engineering, 0, , .	0.7	1
529	Design and Development of Intelligent Decision Support Prototype System for Social Media Competitive Analysis in Fashion Industry. , 0, , 211-232.		0
530	Sentiment Analysis of Social Media as Tool to Improve Customer Retention. , 0, , 635-648.		0
531	Discovering the same job ads expressed with the different sentences by using hybrid clustering algorithms. International Journal of Applied Mathematics Electronics and Computers, 2020, 8, 76-84.	0.6	1
532	Fast Knowledge Discovery in Social Media Data using Clustering via Ranking. , 2021, , .		0
533	Gamifying Employer Branding: Attracting Critical Talent in Crisis Situations like COVID-19. Journal of Promotion Management, 2022, 28, 487-514.	2.4	4
534	Analysis of Brand Perceptions of Covid-19 Vaccines with Sentiment Analysis On Social Media. Pamukkale University Journal of Social Sciences Institute, 0, , .	0.0	2
535	The Societal Echo of Severe Weather Events: Ambient Geospatial Information (AGI) on a Storm Event. ISPRS International Journal of Geo-Information, 2021, 10, 815.	1.4	0
536	Social media analytics, competitive intelligence, and dynamic capabilities in manufacturing SMEs. Technological Forecasting and Social Change, 2022, 175, 121416.	6.2	31
537	Sentimental Analysis of "Aarogya Setu", 2020, , .		3
538	HealthMine: A Tool for Social Media Text Mining in Health. , 2020, , .		0
539	A Novel Solution For Anti-Money Laundering System. , 2020, , .		1
540	Research on Hotel Customer Preferences and Satisfaction Based on Text Mining: Taking Ctrip Hotel Reviews as an Example. , 2021, , 227-237.		0
541	Crime Rate Detection Based on Text Mining on Social Media Using Logistic Regression Algorithm. , 2021, , .		1
542	Economic and Geographical Analysis of the Current State of the Pulp and Paper Industry of European Russia: How is Text Mining Helpful?. Regional Research of Russia, 2021, 11, 477-489.	0.2	0
543	Sentiment Analysis in Social Media for Competitive Environment Using Content Analysis. Computers, Materials and Continua, 2022, 71, 5603-5618.	1.5	25
544	Geographic Disaggregation of Textual Social Media Data: A Machine Learning-based Approach. Procedia Computer Science, 2022, 198, 367-372.	1.2	1
545	Data Analysis on the Covid-19 Pandemic-Related Posts. Bilişim Teknolojileri Dergisi, 2022, 15, 13-23.	0.2	4

#	ARTICLE	IF	CITATIONS
546	The Impact of Hotel Customer Experience on Customer Satisfaction through Online Reviews. Sustainability, 2022, 14, 848.	1.6	39
547	Active Social Listening and Its Impact on Firm Strategies. , 2022, , 655-676.		0
548	Competitive intelligence practices in Japanese companies: multicase studies. Aslib Journal of Information Management, 2022, 74, 631-649.	1.3	5
549	Toxicity detection in online Georgian discussions. International Journal of Information Management Data Insights, 2022, 2, 100062.	6.5	10
550	Integrating human knowledge into artificial intelligence for complex and ill-structured problems: Informed artificial intelligence. International Journal of Information Management, 2022, 64, 102479.	10.5	25
551	Convergence or Divergence: A Computational Text Analysis of Stakeholder Concerns on Manufacturing Upgrading in China. IEEE Transactions on Engineering Management, 2024, 71, 1285-1295.	2.4	2
553	Communicating responsible management and the role of blockchain technology: social media analytics for the luxury fashion supply chain. TQM Journal, 2023, 35, 446-469.	2.1	3
554	Product Innovation Mediating Effect on the Relationship Between Social Media Marketing and Performance of Star Rated Hotels in Kenya. British Journal of Management and Marketing Studies, 2022, 5, 93-110.	0.1	0
555	Analyzing genderless fashion trends of consumers' perceptions on social media: using unstructured big data analysis through Latent Dirichlet Allocation-based topic modeling. Fashion and Textiles, 2022, 9, .	1.3	5
556	Social media: An essential capability for business effectiveness?. Electronic Journal of Information Systems in Developing Countries, 2023, 89, .	0.9	3
557	Social Media Analysis of Customer Emotions in Pizza Industry. Computer Journal, 0, , .	1.5	1
558	Medical dataset classification for Kurdish short text over social media. Data in Brief, 2022, 42, 108089.	0.5	5
559	Comparison and Analysis of the Positive and Negative words in the websites among Australia, UK and Canada. , 2021, , .		0
560	Multi-Media Content Clustering and Computer Intelligent Analysis by Text Mining. , 2021, , .		0
561	Social Network Analysis Text Mining on Networks Publication Citation. , 2021, , .		8
562	Using Machine Learning to Compare the Information Needs and Interactions of Facebook: Taking Six Retail Brands as an Example. Information (Switzerland), 2021, 12, 526.	1.7	0
563	Using Latent Dirichlet Allocation and Text Mining Techniques for Understanding Medical Literature. International Journal of Computing, 0, , 506-512.	1.5	0
564	The impact of electronic word-of-mouth management in hotel ecosystem: insights about managers' decision-making process. Journal of Intellectual Capital, 2023, 24, 227-256.	3.1	3

#	ARTICLE	IF	CITATIONS
565	A scholarly network of AI research with an information science focus: Global North and Global South perspectives. PLoS ONE, 2022, 17, e0266565.	1.1	0
566	Enhancing enterprise competitiveness and sustainability using eWOM: The case of Egypt. Corporate and Business Strategy Review, 2022, 3, 29-38.	0.6	4
567	Understanding User Experience and Satisfaction with Urban Infrastructure through Text Mining of Civil Complaint Data. Journal of Construction Engineering and Management - ASCE, 2022, 148, .	2.0	7
568	Exploring core knowledge in business intelligence research. Internet Research, 2023, 33, 1179-1201.	2.7	3
569	Identifying Patients With Inflammatory Bowel Disease on Twitter and Learning From Their Personal Experience: Retrospective Cohort Study. Journal of Medical Internet Research, 2022, 24, e29186.	2.1	4
570	Comparative Analysis of Rotten Tomatoes Movie Reviews using Sentiment Analysis. , 2022, , .		2
571	Predictive competitive intelligence with prerelease online search traffic. Production and Operations Management, 2022, 31, 3823-3839.	2.1	3
572	Comparison of text preprocessing methods. Natural Language Engineering, 2023, 29, 509-553.	2.1	8
573	ANALYSIS OF THE RELATIONSHIP BETWEEN GASTRONOMY BLOGS AND TASTE BEHAVIOR. , 2022, 22, 873-886.		1
574	Practices of Netnography and Mixed Quantitative Data Analysis Methods in Experiential Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 101-120.	0.7	0
575	Camera eats first: exploring food aesthetics portrayed on social media using deep learning. International Journal of Contemporary Hospitality Management, 2022, 34, 3300-3331.	5.3	11
576	Using social media data to understand the impact of the COVID-19 pandemic on urban green space use. Urban Forestry and Urban Greening, 2022, 74, 127677.	2.3	9
577	Airbnb or Hotel?. , 2022, , 1494-1505.		0
578	Opinion Mining in Tourism. , 2022, , 1506-1527.		0
579	Using Sentiment Analysis for Evaluating e-WOM. , 2022, , 1360-1383.		0
580	Behavioral Patterns beyond Posting Negative Reviews Online: An Empirical View. Journal of Theoretical and Applied Electronic Commerce Research, 2022, 17, 949-983.	3.1	4
581	HJ-Biplot as a Tool to Give an Extra Analytical Boost for the Latent Dirichlet Assignment (LDA) Model: With an Application to Digital News Analysis about COVID-19. Mathematics, 2022, 10, 2529.	1.1	0
582	A comprehensive analysis of the impact of online media and newspaper on advertising sales in the information society. Soft Computing, 0, , .	2.1	1



#	ARTICLE	IF	CITATIONS
583	Why are newly established Internet loss-making enterprises always willing to expand overseas rapidly: blocking competitors or seeking opportunity. <i>International Journal of Entrepreneurial Behaviour and Research</i> , 2022, 28, 2049-2082.	2.3	1
584	How emotions from content social relevance mediate social media engagement: evidence from European supermarkets during the COVID-19 pandemic. <i>British Food Journal</i> , 2023, 125, 1698-1715.	1.6	5
585	The dynamics of value propositions through social media engagement in maritime transport networks: Maersk vs Mediterranean Shipping Company. <i>Maritime Business Review</i> , 2022, ahead-of-print, .	1.1	0
586	Analysing customers' reviews and ratings for online food deliveries: A text mining approach. <i>International Journal of Consumer Studies</i> , 2023, 47, 953-976.	7.2	4
587	A study of learners'™ interactive preference on multimedia microlearning. <i>Journal of Work-Applied Management</i> , 2023, 15, 96-119.	2.1	5
589	Data warehouse building to support opinion analysis in social media. <i>Social Network Analysis and Mining</i> , 2022, 12, .	1.9	3
590	Creating Public Value Through Reputation Management. <i>Journal of Independent Studies and Research Management Social Science and Economics</i> , 2021, 19, 136-153.	0.1	0
591	Social Media Customer Relationship Management and Business Performance: Empirical Evidence from an Emerging Market. <i>Studies in Business and Economics</i> , 2022, 17, 90-107.	0.3	1
592	Graph-Based Conversation Analysis in Social Media. <i>Big Data and Cognitive Computing</i> , 2022, 6, 113.	2.9	4
593	The Engagement of the Social Networks in the ACB Basketball League. <i>Sustainability</i> , 2022, 14, 13462.	1.6	2
594	Taking two to tango: A comparative nationalism view of cross-border acquisitions. <i>International Business Review</i> , 2023, 32, 102069.	2.6	4
595	Twitter as a predictive system: A systematic literature review. <i>Journal of Business Research</i> , 2023, 157, 113561.	5.8	15
596	Using machine learning to understand Twitter users' urban green space activities during COVID-19 pandemic period. , 2022, , .		0
597	Research Trends and Features of Robotics Studies in Educational Technology and STEM Education: Data Mining on ERIC Samples. <i>Sakarya University Journal of Education</i> , 2022, 12, 545-572.	0.5	0
598	Exploration of the Dynamic Evolution of Online Public Opinion towards Waste Classification in Shanghai. <i>International Journal of Environmental Research and Public Health</i> , 2023, 20, 1471.	1.2	1
599	Trend Investigation of Hairstyles Using Big Data Analysis Before and After of COVID-19: Focusing on Text Mining and Semantic Network Analysis. <i>Han'gug Miyong Haghojeji</i> , 2022, 28, 1383-1390.	0.1	0
600	Mess or match? How do academic perspectives meet the practitioner perspectives in terms of digital transformation?. <i>Technological Forecasting and Social Change</i> , 2023, 191, 122433.	6.2	2
601	A General Investigation on the Combination of Local and Global Feature Selection Methods for Request Identification on Telegram. <i>Signal and Data Processing</i> , 2022, 19, 175-196.	0.0	0

#	ARTICLE	IF	CITATIONS
602	A critical review of social media research in sensory-consumer science. Food Research International, 2023, 165, 112494.	2.9	5
603	Artificial Intelligence and Sentiment Analysis: A Review in Competitive Research. Computers, 2023, 12, 37.	2.1	21
604	Comparing content marketing strategies of digital brands using machine learning. Humanities and Social Sciences Communications, 2023, 10, .	1.3	6
605	The Social Impact from Danmuâ€”Insights from Esports Online Videos. Journal of Theoretical and Applied Electronic Commerce Research, 2023, 18, 441-456.	3.1	3
606	Disruptive Technologies and Innovation in Hospitality: A Computer-Assisted Qualitative Data Analysis Approach. Journal of Hospitality and Tourism Research, 2023, 47, NP47-NP61.	1.8	8
607	Cultural Heritage Topics in Online Queries: A Comparison between English- and Polish-Speaking Internet Users. Sustainability, 2023, 15, 5119.	1.6	0
608	Investigation of research trends in educational technologies based on scientometric method (1965â€”2020): a cross-comparative study between publications from the world and the UK. Educational Technology Research and Development, 0, , .	2.0	0
609	Measuring buying intention of generation Z on social networking sites: an application of social commerce adoption model. Journal of Economic and Administrative Sciences, 0, , .	0.7	3
610	A Review on Sentiment Analysis using Machine Learning. , 2023, , .		0
613	Real Estate Prediction System Using ML. , 2023, , .		1
616	Spark based Parallel Frequent Pattern Rules for Social Media Data Analytics. , 2023, , .		0
617	Web and Social Media Analytics Strategy. Synthesis Lectures on Information Concepts, Retrieval, and Services, 2024, , 19-30.	0.6	0
632	Sentiment Analysis of Textual Data using Word Embedding and Deep Learning Approaches. , 2023, , .		0
634	Quantum Leap in Healthcare. Advances in Computer and Electrical Engineering Book Series, 2024, , 214-235.	0.2	0