The impact of IT-enabled customer service systems on service perceptions, and hotel performance

Tourism Management 59, 349-362

DOI: 10.1016/j.tourman.2016.08.015

Citation Report

#	Article	IF	CITATIONS
1	The Impact of IT-Enabled Customer Experience Management on Service Perceptions and Performance. , $2017, , 377-386.$		0
2	Hotel typology based on information technology competency. , 2017, , .		O
3	Mobile services adoption in a hospitality consumer context. International Journal of Culture, Tourism and Hospitality Research, 2018, 12, 143-158.	2.9	34
4	Autonomy in trip planning and overall satisfaction. Journal of Travel and Tourism Marketing, 2018, 35, 119-129.	7.0	13
5	An investigation of AAA diamond rating changes on hotel performance. International Journal of Hospitality Management, 2019, 77, 365-374.	8.8	10
6	The impact of incentive framing format and language congruency on readers' post-reading responses to email advertisements. International Journal of Contemporary Hospitality Management, 2019, 31, 3037-3057.	8.0	6
7	The role of personalization on continuance intention in food service mobile apps. International Journal of Contemporary Hospitality Management, 2019, 31, 734-752.	8.0	91
8	Effects on the "self-organization- satisfaction―relationship of changes in the economic context. Asia Pacific Journal of Tourism Research, 2019, 24, 658-668.	3.7	1
9	Hotels' corporate social responsibility practices, organizational culture, firm reputation, and performance. Journal of Sustainable Tourism, 2019, 27, 398-419.	9.2	119
10	Technology in the Hospitality Industry: Prospects and Challenges. IEEE Consumer Electronics Magazine, 2019, 8, 60-65.	2.3	61
11	Cultural essentialism and tailored hotel service for Chinese: the moderating role of satisfaction. International Journal of Contemporary Hospitality Management, 2019, 31, 3610-3626.	8.0	14
12	An Intelligent Recommendation Method for Service Personalized Customization. IFAC-PapersOnLine, 2019, 52, 1543-1548.	0.9	2
13	Customer incivility and employees' outcomes in the hotel: Testing the mediating role of emotional exhaustion. Tourism Management Perspectives, 2019, 29, 9-17.	5.2	120
14	Antecedents of co-development and its effect on innovation performance. Management Decision, 2019, 57, 1609-1637.	3.9	19
15	Turning It Off: Emotions in Digital-Free Travel. Journal of Travel Research, 2020, 59, 909-927.	9.0	46
16	A tabulation of information technology and consumer behavior in hospitality revenue management research. Journal of Hospitality and Tourism Technology, 2020, 11, 575-587.	3.8	3
17	Do information technology (IT) capabilities affect hotel competitiveness?. Journal of Hospitality and Tourism Technology, 2020, 11, 447-460.	3.8	10
18	Hotel of the future: exploring the attributes of a smart hotel adopting a mixed-methods approach. Journal of Travel and Tourism Marketing, 2020, 37, 804-822.	7.0	55

#	Article	IF	CITATIONS
19	The moderating effect of operator type: the impact of information technology (IT) expenditures on hotels' operating performance. International Journal of Contemporary Hospitality Management, 2020, 32, 2519-2541.	8.0	11
20	Option framing for upselling tourism services: Does cognitive availability prevent irrational choices?. Tourism Economics, 2022, 28, 476-494.	4.1	4
21	The More the Merrier? Understanding How Travel Frequency Shapes Willingness to Pay. Cornell Hospitality Quarterly, 2020, 61, 401-415.	3.8	5
22	Navigating through the complex transport system: A heuristic approach for city tourism recommendation. Tourism Management, 2020, 81, 104162.	9.8	39
23	"What can I(S) do for you?― How technology enables service providers to elicit customers' preferences and deliver personalized service. Information and Management, 2020, 57, 103346.	6.5	10
24	The effects of customer-centricity in hospitality. International Journal of Hospitality Management, 2020, 86, 102436.	8.8	10
25	Evaluating Personalization: The AB Testing Pitfalls Companies Might Not Be Aware of—A Spotlight on the Automotive Sector Websites. Frontiers in Artificial Intelligence, 2020, 3, 20.	3.4	1
26	Analysis of the Effect for Customer Relationship Management on Digital Enterprises. Advances in Business Strategy and Competitive Advantage Book Series, 2021, , 138-163.	0.3	O
27	SSCI Turizm ve Ağırlama Dergilerinde Bulunan Bilgi Teknolojileri Araştırmalarının Bibliyometrik Analizi. Journal of YaÅŸar University, 0, 16, 94-110.	0.4	2
28	Tourism, big data, and a crisis of analysis. Annals of Tourism Research, 2021, 88, 103158.	6.4	27
29	The speed of change and performance risk: examining the impacts of IT spending in the US hotel industry. Journal of Hospitality and Tourism Technology, 2021, 12, 563-579.	3.8	2
30	The Evolution of Knowledge Sharing Community Development: A Chinese Social Practice Perspective. Journal of China Tourism Research, 0, , 1-24.	1.9	2
31	Trends in the Online Booking of Hotel Accommodation. International Journal of E-Services and Mobile Applications, 2021, 13, 60-76.	0.6	1
32	Self-service Technology Preference During Hotel Service Delivery: A Comparison of Hoteliers and Customers., 2020,, 267-279.		3
33	Digitale Transformation von Dienstleistungssystemen. , 2018, , 395-422.		1
34	ADOPTION OF SOFTWARE AS A SERVICE (SAAS) IN SMALL AND MEDIUM-SIZED HOTELS IN TIRANA. Enlightening Tourism: A Pathmaking Journal, 2019, 9, 137.	1.1	6
35	The Effects of Mobile Advertising Alerts and Perceived Value on Continuance Intention for Branded Mobile Apps. Sustainability, 2020, 12, 6753.	3.2	21
36	Practicing Market Orientation for Customer Engagement: The Mediating Effect of Personalization and Multi-Channel Marketing. Lahore Journal of Business, 2018, 7, 1-32.	0.2	1

3

#	ARTICLE	IF	CITATIONS
37	A Study on the Service Factors Affecting the Online Store Performance of Travel Agency - Focused on Comparing PC-based Websites with Mobile Device-based Apps Journal of the Aviation Management Society of Korea, 2018, 16, 171-192.	0.0	0
38	Design Patterns for Business Process Individualization. Lecture Notes in Computer Science, 2019, , 370-385.	1.3	8
39	Profiling and Personalization in Internet of Things Environments. Advances in Wireless Technologies and Telecommunication Book Series, 2019, , 89-110.	0.4	0
40	Analysing Customer Satisfaction of Civil Aviation Companies of Turkey with Text Mining. Contributions To Management Science, 2020, , 21-41.	0.5	4
41	Revisión sistémica sobre la industria hotelera. , 0, , 151-164.		1
42	Developing Relational Bonds with Luxury Hotel Guests through Personalization: A Subgroup Analysis of Generational Cohorts. International Journal of Hospitality and Tourism Administration, 2023, 24, 358-386.	2.5	4
43	Collaborative Product and Service Customization in Fashion Companies. IFIP Advances in Information and Communication Technology, 2020, , 440-449.	0.7	0
44	Revisión sistémica sobre la industria hotelera. , 0, , 151-164.		0
45	Disconnect to Connect to Different Age Group Customers. Information Resources Management Journal, 2022, 35, 1-19.	1.1	2
46	Technology- or human-related service innovation? Enhancing customer satisfaction, delight, and loyalty in the hospitality industry. Service Business, 2021, 15, 667-694.	4.2	20
47	Development of conceptual model to increase customer interest using recommendation system in e-commerce. Procedia Computer Science, 2022, 197, 727-733.	2.0	14
49	Technostress and the smart hospitality employee. Journal of Hospitality and Tourism Technology, 2022, 13, 404-426.	3.8	16
51	Will tourists take mobile travel advice? Examining the personalization-privacy paradox. Journal of Hospitality and Tourism Management, 2022, 50, 288-297.	6.6	15
52	Price-personalization: Customer typology based on hospitality business. Journal of Business Research, 2022, 147, 462-476.	10.2	12
53	The impact of information technology adoption on hotel performance: Evidence from a developing country. Journal of Quality Assurance in Hospitality and Tourism, 2023, 24, 688-710.	3.0	1
54	Chapitre 4. Les mondes du tourisme, des mondes de services. , 2019, , 87-109.		0
55	Piloting personalization research through data-rich environments: aÂliterature review and future research agenda. Journal of Service Management, 2022, ahead-of-print, .	7.2	2
56	Leveraging Psychological Characteristics to Influence Mobile Hotel Bookings During a Global Health Crisis. International Journal of Hospitality and Tourism Administration, 2024, 25, 306-329.	2.5	1

#	Article	IF	CITATIONS
57	The Impact of Corporate Culture on Corporate Social Responsibility: Role of Reputation and Corporate Sustainability. Sustainability, 2022, 14, 10105.	3.2	8
58	Implementation of Artificial Intelligence Chatbot in Optimizing Customer Service in Financial Technology Company PT. FinAccel Finance Indonesia. , 0, , .		3
59	STAGING PERSONALIZATION: A SERVICE DESIGN PERSPECTIVE. Tourism Analysis, 2023, , .	0.9	0
60	Review content type and hotel review helpfulness: direct and moderating effects. Information Technology and Management, 0, , .	2.4	1
61	Human employees versus robotic employees: Customers and hotel managers' perceived experience at unmanned smart hotels. Cogent Social Sciences, 2023, 9, .	1.1	1
62	Exploring Digitalization-Driven in Innovative Eco-Tourism Sector. , 2023, , 61-84.		0
63	The Impact of IT Capabilities on Competitive Advantage. Lecture Notes in Networks and Systems, 2023, , $11\text{-}34$ .	0.7	0
64	Operation design of a robot logistics system considering demand fluctuations in the hotel industry. International Journal of Contemporary Hospitality Management, 2024, 36, 113-135.	8.0	O
65	How maladjustment and workplace bullying affect newcomers' turnover intentions: roles of cognitive diversity and perceived inclusive practices. International Journal of Contemporary Hospitality Management, 2024, 36, 1066-1086.	8.0	0
66	Facing the era of smartness $\hat{a} \in \hat{a}$ delivering excellent smart hospitality experiences through cloud computing. Journal of Hospitality Marketing and Management, 0, , 1-27.	8.2	2
67	The Nexus Among Mobile-App Quality (M-app-QUAL), Brand Relationship, Brand Advocacy, and Brand Equity in the Retail Industry. Services Marketing Quarterly, 2023, 44, 277-308.	1.1	0
68	Exploring social media affordances in tourist destination image formation: A study on China's rural tourism destination. Tourism Management, 2024, 101, 104843.	9.8	1
69	Personal touch in digital customer service: a conceptual framework ofÂrelational personalization forÂconversational Al. Journal of Service Theory and Practice, 2024, 34, 33-65.	3.2	2
70	Hotel digital capability: Dimensionality and measurement. Journal of Hospitality and Tourism Management, 2023, 57, 225-235.	6.6	0
71	The Impact of Customer Incivility and Its Consequences on Hotel Employees: Mediating Role of Employees' Emotional Exhaustion. Sustainability, 2023, 15, 15211.	3.2	0
72	Tourist satisfaction in era Society 5.0 as a marketing strategy. Journal of Eastern European and Central Asian Research, 2023, 10, 877-887.	1.5	1
73	Corporate Sponsorship for Nonprofits: The Case of Reach High Texas not Reaching in the Right Direction., 2022, 10, 37-40.		0
74	Corporate Sponsorship for Nonprofits: The Case of Reach High Texas not Reaching in the Right Direction., 2022, 10, 32-40.		0

#	Article	IF	CITATIONS
75	Understanding Customer Service for Small and Entrepreneurial Firms., 2023,, 53-72.		0
76	Modelo de inventario fractal para la toma de decisiones hotelera. , 2020, 6, 174-186.		0
77	Impact of Smart Tourism Technology Attributes on Perceived Usefulness, Service Experience Evaluation, and Business Performance: A Perspective of Hotel Employees. Journal of Quality Assurance in Hospitality and Tourism, 0, , 1-26.	3.0	0
78	Smart Service Interactional Experience for Family Travelers: Scale Development and Validation. Journal of Hospitality and Tourism Research, 0, , .	2.9	0
79	Your trip, your way: An adaptive tourism recommendation system. Applied Soft Computing Journal, 2024, 154, 111330.	7.2	0
80	Multi-day tourism recommendations for urban tourists considering hotel selection: A heuristic optimization approach. Omega, 2024, 126, 103048.	5.9	0
81	Mobiltechnol $\tilde{A}^3$ gia-elfogad $\tilde{A}_i$ s az okoshotelek vil $\tilde{A}_i$ g $\tilde{A}_i$ ban. Vezet $\tilde{A}$ ©studom $\tilde{A}_i$ ny / Budapest Management Review, 2024, , 29-43.	0.5	0