

# Mining meaning from online ratings and reviews: Touri dirichletÂ allocation

Tourism Management

59, 467-483

DOI: [10.1016/j.tourman.2016.09.009](https://doi.org/10.1016/j.tourman.2016.09.009)

Citation Report

#	ARTICLE	IF	CITATIONS
1	Deconstructing Cosmetic Virtual Goods Experiences in Dota 2. , 2017, , .		8
2	Stripping customers' feedback on hotels through data mining: The case of Las Vegas Strip. Tourism Management Perspectives, 2017, 23, 41-52.	5.2	55
3	Negative Word of Mouse in the Hotel Industry: A Content Analysis of Online Reviews on Luxury Hotels in Jordan. Journal of Hospitality Marketing and Management, 2017, 26, 785-804.	8.2	82
4	Discovering Design Principles for Health Behavioral Change Support Systems. ACM Transactions on Management Information Systems, 2017, 8, 1-24.	2.8	17
5	Improving airport services using sentiment analysis of the websites. Tourism Management Perspectives, 2017, 22, 132-136.	5.2	65
6	Application of social media analytics: a case of analyzing online hotel reviews. Online Information Review, 2017, 41, 921-935.	3.2	80
7	Improving relationship management in universities with sentiment analysis and topic modeling of social media channels. , 2017, , .		8
8	Exploring relationship variables and Information and Communication Technologies use in industrial segmentation. Management Decision, 2017, 55, 1441-1459.	3.9	5
9	Mining online reviews in Indonesia's priority tourist destinations using sentiment analysis and text summarization approach. , 2017, , .		11
10	Opinion mining from online reviews in Bali tourist area. , 2017, , .		14
11	Evaluation of the relationship between brand measures and customer satisfaction by using data mining techniques. Journal of Intelligent and Fuzzy Systems, 2017, 33, 2451-2462.	1.4	4
12	Analysis of user feedback in the mobile app store using text mining: A case study of Google Fit. , 2017, , .		2
13	Investigating Online Destination Images Using a Topic-Based Sentiment Analysis Approach. Sustainability, 2017, 9, 1765.	3.2	36
14	Big data in tourism research: A literature review. Tourism Management, 2018, 68, 301-323.	9.8	608
16	Does traveler satisfaction differ in various travel group compositions?. International Journal of Contemporary Hospitality Management, 2018, 30, 1663-1685.	8.0	57
17	A tourism destination recommender system using usersâ€™ sentiment and temporal dynamics. Journal of Intelligent Information Systems, 2018, 51, 557-578.	3.9	51
18	Identifying Product Opportunities Using Social Media Mining: Application of Topic Modeling and Chance Discovery Theory. IEEE Access, 2018, 6, 1680-1693.	4.2	33
19	Topic analysis of online reviews for two competitive products using latent Dirichlet allocation. Electronic Commerce Research and Applications, 2018, 29, 142-156.	5.0	101

#	ARTICLE	IF	CITATIONS
20	Spatial and temporal analysis of accommodation preference based on online reviews. Journal of Destination Marketing & Management, 2018, 9, 288-299.	5.3	17
21	Challenges And Opportunities In Analytic-Predictive Environments Of Big Data And Natural Language Processing For Social Network Rating Systems. IEEE Latin America Transactions, 2018, 16, 592-597.	1.6	11
22	Factors Influencing Hotels'™ Online Prices. Journal of Hospitality Marketing and Management, 2018, 27, 443-464.	8.2	38
23	Opinion Mining and Visualization of Online Users Reviews: A Case Study in Booking.com. , 2018, , .		4
24	Blessing in Disguise? Environmental Shocks and Performance Enhancement. SSRN Electronic Journal, 2018, , .	0.4	1
25	Are users'™ ratings on Tripadvisor similar to hotel categories™ in Europe?. Cuadernos De Turismo, 2018, , 305-316.	0.3	5
26	Analysis on Customer Satisfaction Dimensions in Peer-to-Peer Accommodation using Latent Dirichlet Allocation: A Case Study of Airbnb. , 2018, , .		2
27	Where You Really Are: User Trip Based City Functional Zone Ascertainment. , 2018, , .		4
28	Characterizing Infrastructure Damage After Earthquake: A Split-Query Based IR Approach. , 2018, , .		4
29	Tourist Gender Differences Through Lens of Social Sensing. , 2018, , .		0
30	Tourism research from its inception to present day: Subject area, geography, and gender distributions. PLoS ONE, 2018, 13, e0206820.	2.5	24
31	Use of Sentiment Mining and Online NMF for Topic Modeling Through the Analysis of Patients Online Unstructured Comments. Lecture Notes in Computer Science, 2018, , 191-203.	1.3	5
32	The Reason Behind the Rating: Text Mining of Online Hotel Reviews. , 2018, , .		7
33	Measuring Tourists' Satisfaction and Loyalty: A Perception Approach. Quality Management Journal, 2018, 25, 101-107.	1.4	4
34	Hospitality and Tourism Online Review Research: A Systematic Analysis and Heuristic-Systematic Model. Sustainability, 2018, 10, 1141.	3.2	71
35	Discovering Student Behavior Patterns from Event Logs: Preliminary Results on a Novel Probabilistic Latent Variable Model. , 2018, , .		6
36	Latent association rule cluster based model to extract topics for classification and recommendation applications. Expert Systems With Applications, 2018, 112, 34-60.	7.6	21
37	Topic-based knowledge mining of online student reviews for strategic planning in universities. Computers and Industrial Engineering, 2019, 128, 974-984.	6.3	45

#	ARTICLE	IF	CITATIONS
38	Flying to Quality: Cultural Influences on Online Reviews. Journal of Travel Research, 2019, 58, 496-511.	9.0	59
39	A Review of Text Corpus-Based Tourism Big Data Mining. Applied Sciences (Switzerland), 2019, 9, 3300.	2.5	69
40	Measuring touristsâ€™ meal experience by mining online user generated content about restaurants. Scandinavian Journal of Hospitality and Tourism, 2019, 19, 371-389.	3.0	17
41	Polynomial Topic Distribution with Topic Modeling for Generic Labeling. Communications in Computer and Information Science, 2019, , 409-419.	0.5	1
42	â€œPlease help me dieâ€: applying self-determination theory to understand suicide travel. Anatolia, 2019, 30, 450-453.	2.4	15
43	Revealing customersâ€™ satisfaction and preferences through online review analysis: The case of Canary Islands hotels. Journal of Retailing and Consumer Services, 2019, 51, 331-343.	9.4	136
44	Analysing TripAdvisor reviews of tourist attractions in Phuket, Thailand. Tourism Management, 2019, 75, 550-568.	9.8	196
45	Analysis of launch strategy in cross-border e-Commerce market via topic modeling of consumer reviews. Electronic Commerce Research, 2019, 19, 863-884.	5.0	20
46	Representing sentiment analysis results of online reviews using interval type-2 fuzzy numbers and its application to product ranking. Information Sciences, 2019, 504, 293-307.	6.9	63
47	Improving Restaurants' Business Performance Using Yelp Data Sets through Sentiment Analysis. , 2019, , .		6
48	Discovering implicit activity preferences in travel itineraries by topic modeling. Tourism Management, 2019, 75, 435-446.	9.8	45
49	ANALYSIS ON THE TIME-FREQUENCY CHARACTERISTICS OF ULTRASONIC WAVEFORM OF COAL UNDER UNIAXIAL LOADING. Fractals, 2019, 27, 1950100.	3.7	20
50	A Hybrid Method with TOPSIS and Machine Learning Techniques for Sustainable Development of Green Hotels Considering Online Reviews. Sustainability, 2019, 11, 6013.	3.2	51
51	Orchestrating big data analytics capability for sustainability: A study of air pollution management in China. Information and Management, 2022, 59, 103231.	6.5	33
52	Comprehending international important Ramsar wetland documents using latent semantic topic model in kernel space. Natural Resource Modelling, 2019, 32, .	2.0	1
53	Ecological status assessment and driving factors of Pearl River Delta, China. , 2019, , .		0
54	Algebraic Fundamentals in Artificial Intelligence for the Purpose of Undergraduate Education and Training. Journal of Physics: Conference Series, 2019, 1302, 032021.	0.4	0
55	Knowledge Topic-Structure Exploration for Online Innovative Knowledge Acquisition. IEEE Transactions on Engineering Management, 2021, 68, 1880-1894.	3.5	4

#	ARTICLE	IF	CITATIONS
56	Hybrid Variable-Scale Clustering Method for Social Media Marketing on User Generated Instant Music Video. Tehnicki Vjesnik, 2019, 26, .	0.2	4
57	A joint model of extended LDA and IBTM over streaming Chinese short texts. Intelligent Data Analysis, 2019, 23, 681-699.	0.9	9
58	Listening to the Consumer: Exploring Review Topics on Airbnb and Their Impact on Listing Performance. Journal of Marketing Theory and Practice, 2019, 27, 371-389.	4.3	24
59	Examining destination images from travel blogs: a big data analytical approach using latent Dirichlet allocation. Asia Pacific Journal of Tourism Research, 2019, 24, 1092-1107.	3.7	29
60	Predicting the Helpfulness of Online Restaurant Reviews Using Different Machine Learning Algorithms: A Case Study of Yelp. Sustainability, 2019, 11, 5254.	3.2	38
61	Physician-assisted suicide travel constraints: thematic content analysis of online reviews. Tourism Recreation Research, 2019, 44, 553-557.	4.9	10
62	Social media as a resource for sentiment analysis of Airport Service Quality (ASQ). Journal of Air Transport Management, 2019, 78, 106-115.	4.5	81
63	A Linguistic Intuitionistic Cloud Decision Support Model with Sentiment Analysis for Product Selection in E-commerce. International Journal of Fuzzy Systems, 2019, 21, 963-977.	4.0	71
64	Market segmentation and travel choice prediction in Spa hotels through TripAdvisor's online reviews. International Journal of Hospitality Management, 2019, 80, 52-77.	8.8	164
65	Matrix and Tensor Factorization Methods for Toxicogenomic Modeling and Prediction. Challenges and Advances in Computational Chemistry and Physics, 2019, , 57-74.	0.6	1
66	Understanding the Factors Affecting the Adoption of Project Portfolio Management Software Through Topic Modeling of Online Software Reviews. International Journal of Information Technology Project Management, 2019, 10, 91-114.	0.5	7
67	Mapping of topics in DESIDOC Journal of Library and Information Technology, India: a study. Scientometrics, 2019, 120, 477-505.	3.0	25
68	Mining the voice of employees: A text mining approach to identifying and analyzing job satisfaction factors from online employee reviews. Decision Support Systems, 2019, 123, 113074.	5.9	76
69	Managerial Responses to Online Reviews: A Text Analytics Approach. British Journal of Management, 2019, 30, 315-327.	5.0	32
70	Job satisfaction and employee turnover determinants in high contact services: Insights from Employees' Online reviews. Tourism Management, 2019, 75, 130-147.	9.8	139
71	'Tour me onshore': understanding cruise tourists' evaluation of shore excursions through text mining. Journal of Tourism and Cultural Change, 2019, 17, 356-373.	2.8	18
72	Trending topics and themes in offsite construction(OSC) research. Construction Innovation, 2019, 19, 343-366.	2.7	38
73	What's yours is mine: exploring customer voice on Airbnb using text-mining approaches. Journal of Consumer Marketing, 2019, 36, 655-665.	2.3	63

#	ARTICLE	IF	CITATIONS
74	Multifunctional Product Marketing Using Social Media Based on the Variable-Scale Clustering. Tehnicki Vjesnik, 2019, 26, .	0.2	2
75	The relationship between sustainability and customer satisfaction in hospitality: An explorative investigation using eWOM as a data source. Tourism Management, 2019, 74, 155-172.	9.8	104
76	Big Data in Online Travel Agencies and Its Application Through Electronic Devices. , 2019, , 31-55.		0
77	Sales Prediction by Integrating the Heat and Sentiments of Product Dimensions. Sustainability, 2019, 11, 913.	3.2	5
78	Cross-country analysis of perception and emphasis of hotel attributes. Tourism Management, 2019, 74, 24-42.	9.8	65
79	How user-generated judgments of hotel attributes indicate guest satisfaction. Journal of Global Scholars of Marketing Science, 2019, 29, 180-195.	2.0	11
80	Opinion mining from online travel reviews: A comparative analysis of Chinese major OTAs using semantic association analysis. Tourism Management, 2019, 74, 276-289.	9.8	82
81	Understanding hidden dimensions in textual reviews on Airbnb: An application of modified latent aspect rating analysis (LARA). International Journal of Hospitality Management, 2019, 80, 144-154.	8.8	60
82	Applying big data analytics to support Kansei engineering for hotel service development. Data Technologies and Applications, 2019, 53, 33-57.	1.4	24
83	Modelling customer satisfaction from online reviews using ensemble neural network and effect-based Kano model. International Journal of Production Research, 2019, 57, 7068-7088.	7.5	124
84	A data-driven approach to guest experiences and satisfaction in sharing. Journal of Travel and Tourism Marketing, 2019, 36, 484-496.	7.0	40
85	Research on design, production and sales factors of mobile phone based on online review analysis. IOP Conference Series: Materials Science and Engineering, 2019, 688, 055004.	0.6	0
86	The determinants of reward-based crowdfunding project delivery performance: A configurational model based on Latent Dirichlet Allocation. IOP Conference Series: Materials Science and Engineering, 2019, 688, 055073.	0.6	1
87	Quantitative methods in tourism and hospitality: a perspective article. Tourism Review, 2019, 75, 24-28.	6.4	8
88	Museum Tourism 2.0: Experiences and Satisfaction with Shopping at the National Gallery in London. Sustainability, 2019, 11, 7108.	3.2	7
89	An Analysis Model for the Relationship between Consumersâ€™ Purchase and Sense of Value data. , 2019, , .		0
90	Design and Implementation of Smart Trip Planner. , 2019, , .		3
91	Using Big Data and AI to Examine Product Engagement in Social Media Influencer Posts. , 2019, , .		2

#	ARTICLE	IF	CITATIONS
92	A Text Analytics-Based Importance Performance Analysis and Its Application to Airline Service. Sustainability, 2019, 11, 6153.	3.2	18
93	E-satisfaction and continuance intention: The moderator role of online ratings. International Journal of Hospitality Management, 2019, 77, 311-322.	8.8	64
94	A naive Bayes strategy for classifying customer satisfaction: A study based on online reviews of hospitality services. Journal of Business Research, 2019, 101, 499-506.	10.2	60
95	Chinese international students's psychological adaptation process in Korea: the role of tourism experience in the host country. Asia Pacific Journal of Tourism Research, 2019, 24, 150-167.	3.7	14
96	Harnessing stakeholder input on Twitter: A case study of short breaks in Spanish tourist cities. Tourism Management, 2019, 71, 490-503.	9.8	40
97	Preference learning for eco-friendly hotels recommendation: A multi-criteria collaborative filtering approach. Journal of Cleaner Production, 2019, 215, 767-783.	9.3	98
98	What do hotel customers complain about? Text analysis using structural topic model. Tourism Management, 2019, 72, 417-426.	9.8	210
99	A roadmap towards implementing parallel aspect level sentiment analysis. Multimedia Tools and Applications, 2019, 78, 29463-29492.	3.9	14
100	Managing customer knowledge through the use of big data analytics in tourism research. Current Issues in Tourism, 2019, 22, 1862-1882.	7.2	65
101	Using online reviews to explore consumer purchasing behaviour in different cultural settings. Kybernetes, 2019, 48, 1242-1263.	2.2	26
102	An investigation on online reviews in sharing economy driven hospitality platforms: A viewpoint of trust. Tourism Management, 2019, 71, 366-377.	9.8	227
103	Textual Data in Transportation Research: Techniques and Opportunities. , 2019, , 173-197.		1
104	Consumer engagement: the role of social currency in online reviews. Service Industries Journal, 2019, 39, 609-636.	8.3	33
105	Measuring service quality from unstructured data: A topic modeling application on airline passengers' online reviews. Expert Systems With Applications, 2019, 116, 472-486.	7.6	111
106	Where to go and what to do: Extracting leisure activity potentials from Web data on urban space. Computers, Environment and Urban Systems, 2019, 73, 143-156.	7.1	27
107	Key analysis of smart tourism project setting and tourists' satisfaction degree based on data mining. Concurrency Computation Practice and Experience, 2019, 31, e4755.	2.2	1
108	Wisdom of crowds: Conducting importance-performance analysis (IPA) through online reviews. Tourism Management, 2019, 70, 460-478.	9.8	191
109	Towards a big data framework for analyzing social media content. International Journal of Information Management, 2019, 44, 1-12.	17.5	89

#	ARTICLE	IF	CITATIONS
110	Toward a better fitness club: Evidence from exerciser online rating and review using latent Dirichlet allocation and support vector machine. <i>International Journal of Market Research</i> , 2019, 61, 64-76.	3.8	9
111	Mobile food ordering apps: An empirical study of the factors affecting customer e-satisfaction and continued intention to reuse. <i>International Journal of Information Management</i> , 2020, 50, 28-44.	17.5	358
112	Comparisons of service quality perceptions between full service carriers and low cost carriers in airline travel. <i>Current Issues in Tourism</i> , 2020, 23, 1261-1276.	7.2	39
113	Determinants of hotel guests' service experiences: an examination of differences between lifestyle and traditional hotels. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 88-105.	8.2	19
114	Sentiment and guest satisfaction with peer-to-peer accommodation: When are online ratings more trustworthy?. <i>International Journal of Hospitality Management</i> , 2020, 86, 102369.	8.8	41
115	Exploring asymmetric effects of attribute performance on customer satisfaction in the hotel industry. <i>Tourism Management</i> , 2020, 77, 104006.	9.8	88
116	Be Social! The Impact of Self-Presentation on Peer-to-Peer Accommodation Revenue. <i>Journal of Travel Research</i> , 2020, 59, 1268-1281.	9.0	35
117	Mining big data in tourism. <i>Quality and Quantity</i> , 2020, 54, 1655-1669.	3.7	15
118	Looking beyond the stars: A description of text mining technique to extract latent dimensions from online product reviews. <i>International Journal of Market Research</i> , 2020, 62, 195-215.	3.8	18
119	Exploring the impact of personalized management responses on tourists' satisfaction: A topic matching perspective. <i>Tourism Management</i> , 2020, 76, 103953.	9.8	52
120	The differences in hotel selection among various types of travellers: A comparative analysis with a useful bounded rationality behavioural decision support model. <i>Tourism Management</i> , 2020, 76, 103961.	9.8	132
121	Similarity and Consistency in Hotel Online Ratings across Platforms. <i>Journal of Travel Research</i> , 2020, 59, 742-758.	9.0	31
122	Text mining approach to explore dimensions of airline customer satisfaction using online customer reviews. <i>Journal of Air Transport Management</i> , 2020, 83, 101760.	4.5	112
123	Motivation and satisfaction of Chinese and U.S. tourists in restaurants: A cross-cultural text mining of online reviews. <i>Tourism Management</i> , 2020, 78, 104071.	9.8	120
124	An OWA-based hierarchical clustering approach to understanding users' lifestyles. <i>Knowledge-Based Systems</i> , 2020, 190, 105308.	7.1	11
126	Finding the reviews on yelp that actually matter to me: Innovative approach of improving recommender systems. <i>International Journal of Hospitality Management</i> , 2020, 91, 102697.	8.8	19
127	Identifying the intellectual structure of fields: introduction of the MAK approach. <i>Scientometrics</i> , 2020, 125, 2169-2197.	3.0	22
128	How was your meal? Examining customer experience using Google maps reviews. <i>International Journal of Hospitality Management</i> , 2020, 90, 102641.	8.8	57



#	ARTICLE	IF	CITATIONS
129	Exploring the underlying factors of customer value in restaurants: A machine learning approach. <i>International Journal of Hospitality Management</i> , 2020, 91, 102643.	8.8	30
130	Improving the service quality of telecommunication companies using online customer and employee review analysis. <i>Quality Management Journal</i> , 2020, 27, 182-199.	1.4	10
131	Why are Chinese and North American guests satisfied or dissatisfied with hotels? An application of big data analysis. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 3249-3269.	8.0	30
132	The impact of online reputation on hotel profitability. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 20-39.	8.0	60
133	Developing a comprehensive life cycle framework for social media research in hospitality and tourism. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 1041-1066.	8.0	56
134	National park entrance fee increase: a conceptual framework. <i>Journal of Sustainable Tourism</i> , 2020, 28, 2099-2117.	9.2	11
135	Analysis of spatiotemporal characteristics of big data on social media sentiment with COVID-19 epidemic topics. <i>Chaos, Solitons and Fractals</i> , 2020, 140, 110123.	5.1	94
136	Classification of Negative Information on Socially Significant Topics in Mass Media. <i>Symmetry</i> , 2020, 12, 1945.	2.2	13
137	Voice of urban park visitors: exploring destination attributes influencing behavioural intentions through online review mining. <i>Complex &amp; Intelligent Systems</i> , 2020, , 1.	6.5	2
138	Improving peer-to-peer accommodation service based on text analytics. <i>Industrial Management and Data Systems</i> , 2020, 121, 209-227.	3.7	7
139	The chain effects of service innovation components on the building blocks of tourism destination loyalty: the moderating role of religiosity. <i>Journal of Islamic Marketing</i> , 2020, 12, 1887-1929.	3.5	13
140	Which factors influence locals' and visitors' overall restaurant evaluations?. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 2793-2812.	8.0	27
141	Measuring guest satisfaction from online reviews: Evidence in Vietnam. <i>Cogent Social Sciences</i> , 2020, 6, .	1.1	7
142	Visitors' experience at Angkor Wat, Cambodia: evidence from sentiment and topic analysis. <i>Journal of Heritage Tourism</i> , 2020, , 1-14.	2.7	8
143	Restaurant Online Reputation and Destination Competitiveness: Insight into TripAdvisor Data. , 2020, , 155-184.		4
144	A Comparative Automated Text Analysis of Airbnb Reviews in Hong Kong and Singapore Using Latent Dirichlet Allocation. <i>Sustainability</i> , 2020, 12, 6673.	3.2	26
145	Research on Sentiment Classification of Online Travel Review Text. <i>Applied Sciences (Switzerland)</i> , 2020, 10, 5275.	2.5	30
146	Consumers' satisfaction factors mining and sentiment analysis of B2C online pharmacy reviews. <i>BMC Medical Informatics and Decision Making</i> , 2020, 20, 194.	3.0	32

#	ARTICLE	IF	CITATIONS
147	Characterizing Tourism Destination Image Using Photosâ€™ Visual Content. ISPRS International Journal of Geo-Information, 2020, 9, 730.	2.9	30
148	Categorizing Quality Determinants in Mining User-Generated Contents. Sustainability, 2020, 12, 9944.	3.2	11
149	Customers' experience of purchasing event tickets: mining online reviews based on topic modeling and sentiment analysis. International Journal of Event and Festival Management, 2020, 12, 36-50.	1.4	4
150	Understanding Perceived Site Qualities and Experiences of Urban Public Spaces: A Case Study of Social Media Reviews in Bryant Park, New York City. Sustainability, 2020, 12, 8036.	3.2	18
151	Using deep learning and visual analytics to explore hotel reviews and responses. Tourism Management, 2020, 80, 104129.	9.8	65
152	Your Hometown Matters: Popularity-Difference Bias in Online Reputation Platforms. Information Systems Research, 2020, 31, 412-430.	3.7	26
153	Examining the potential of textual big data analytics for public policy decision-making: A case study with driverless cars in Denmark. Transport Policy, 2020, 98, 68-78.	6.6	28
154	The four dimensions of social network analysis: An overview of research methods, applications, and software tools. Information Fusion, 2020, 63, 88-120.	19.1	143
155	The big picture of cities: Analysing Flickr photos of 222 cities worldwide. Cities, 2020, 102, 102741.	5.6	19
156	The Voice of Drug Consumers: Online Textual Review Analysis Using Structural Topic Model. International Journal of Environmental Research and Public Health, 2020, 17, 3648.	2.6	20
157	Listen to the Voices from Tourists: Evaluation of Wetland Ecotourism Satisfaction Using an Online Reviews Mining Approach. Wetlands, 2020, 40, 1379-1393.	1.5	18
158	Does Culture of Origin Have an Impact on Online Complaining Behaviors? The Perceptions of Asians and Non-Asians. Sustainability, 2020, 12, 1838.	3.2	9
159	Topic modelling for theme park online reviews: analysis of Disneyland. Journal of Travel and Tourism Marketing, 2020, 37, 272-285.	7.0	44
160	Examining online ratings and customer satisfaction in airlines. Anatolia, 2020, 31, 260-273.	2.4	6
161	Customer Satisfaction with Farmhouse Facilities and Its Implications for the Promotion of Agritourism Resources in Italian Municipalities. Sustainability, 2020, 12, 1749.	3.2	21
162	Topic Modeling of Online Accommodation Reviews via Latent Dirichlet Allocation. Sustainability, 2020, 12, 1821.	3.2	49
163	Identifying Facets of Reader-Generated Online Reviews of Childrenâ€™s Books Based on a Textual Analysis Approach. Library Quarterly, 2020, 90, 349-363.	0.8	3
164	Automated classification of patents: A topic modeling approach. Computers and Industrial Engineering, 2020, 147, 106636.	6.3	33

#	ARTICLE	IF	CITATIONS
165	Identification of key customer requirements based on online reviews. Journal of Intelligent and Fuzzy Systems, 2020, 39, 3957-3970.	1.4	11
166	Exploring thematic composition of online reviews: A topic modeling approach. Electronic Markets, 2020, 30, 791-804.	8.1	11
167	Reciprocating compressor fault diagnosis using an optimized convolutional deep belief network. JVC/Journal of Vibration and Control, 2020, 26, 1538-1548.	2.6	11
168	Determinants of Guest Experience in Airbnb: A Topic Modeling Approach Using LDA. Sustainability, 2020, 12, 3402.	3.2	41
169	Hotel selection driven by online textual reviews: Applying a semantic partitioned sentiment dictionary and evidence theory. International Journal of Hospitality Management, 2020, 88, 102495.	8.8	78
170	Insights into TripAdvisor's online reviews: The case of Tehran's hotels. Tourism Management Perspectives, 2020, 34, 100673.	5.2	31
171	Assessment of Hotel Performance and Guest Satisfaction through eWOM: Big Data for Better Insights. International Journal of Hospitality and Tourism Administration, 2022, 23, 317-346.	2.5	25
172	Measuring employee-tourist encounter experience value: A big data analytics approach. Expert Systems With Applications, 2020, 154, 113450.	7.6	24
173	Viewpoint of suicide travel: An exploratory study on YouTube comments. Tourism Management Perspectives, 2020, 34, 100669.	5.2	16
174	A fine-grained sentiment analysis of online guest reviews of economy hotels in China. Journal of Hospitality Marketing and Management, 2021, 30, 71-95.	8.2	28
175	Examining the Influence of Digital Information Quality on Tourists' Experience. Journal of Quality Assurance in Hospitality and Tourism, 2021, 22, 191-217.	3.0	10
176	The informational value of employee online reviews. European Journal of Operational Research, 2021, 288, 605-619.	5.7	28
177	Regional bias when benchmarking services using customer satisfaction scores. Total Quality Management and Business Excellence, 2021, 32, 344-358.	3.8	3
178	Tourism Attraction Selection with Sentiment Analysis of Online Reviews Based on Probabilistic Linguistic Term Sets and the IDOCRIW-COCOSO Model. International Journal of Fuzzy Systems, 2021, 23, 295-308.	4.0	44
179	Automated topic modeling of tourist reviews: Does the Anna Karenina principle apply?. Tourism Management, 2021, 83, 104241.	9.8	45
180	Traveller-generated destination image: Analysing Flickr photos of 193 countries worldwide. International Journal of Tourism Research, 2021, 23, 417-441.	3.7	18
181	Investigating sense of place of the Las Vegas Strip using online reviews and machine learning approaches. Landscape and Urban Planning, 2021, 205, 103956.	7.5	35
182	Improving the resident-tourist relationship in urban hotspots. Journal of Sustainable Tourism, 2021, 29, 595-615.	9.2	6

#	ARTICLE	IF	CITATIONS
183	Responding to the voice of the markets: an analysis of Tripadvisor reviews of UK retail markets. <i>Journal of Place Management and Development</i> , 2021, 14, 180-200.	1.5	4
184	Understanding panic buying during COVID-19: A text analytics approach. <i>Expert Systems With Applications</i> , 2021, 169, 114360.	7.6	43
185	Exploring China's 5A global geoparks through online tourism reviews: A mining model based on machine learning approach. <i>Tourism Management Perspectives</i> , 2021, 37, 100769.	5.2	23
186	Revealing Airbnb user concerns on different room types. <i>Annals of Tourism Research</i> , 2021, 89, 103081.	6.4	6
187	Do expectations towards Thai hospitality differ? The views of English vs Chinese speaking travelers. <i>International Journal of Culture, Tourism and Hospitality Research</i> , 2021, 15, 43-58.	2.9	7
188	Exploring preferences and sustainable attitudes of Airbnb green users in the review comments and ratings: a text mining approach. <i>Journal of Sustainable Tourism</i> , 2021, 29, 1134-1152.	9.2	38
189	Review papers on eWOM: prospects for hospitality industry. <i>Anatolia</i> , 2021, 32, 177-206.	2.4	11
190	Topic Modelling of Gernas Related Content on Instagram Using Latent Dirichlet Allocation (LDA). , 0, , .		4
191	Tourist Experiences at Overcrowded Attractions: A Text Analytics Approach. , 2021, , 231-243.		11
192	Classification of negative publication in mass media using topic modeling. <i>Journal of Physics: Conference Series</i> , 2021, 1727, 012019.	0.4	1
194	A Natural Language Processing Approach to Mine Online Reviews Using Topic Modelling. <i>Communications in Computer and Information Science</i> , 2021, , 82-98.	0.5	11
195	Impact of COVID-19 on the Customer End of Retail Supply Chains: A Big Data Analysis of Consumer Satisfaction. <i>Sustainability</i> , 2021, 13, 1464.	3.2	61
196	The Role of Industry 4.0 Tools on Museum Attributes Identification: An Exploratory Study of Thyssen-Bornemisza National Museum (Madrid, Spain). <i>Tourism Planning and Development</i> , 2021, 18, 147-165.	2.2	4
197	Improving Service Supply Chain of Internet Services by Analyzing Online Customer Reviews. <i>Profiles in Operations Research</i> , 2021, , 147-163.	0.4	3
199	Chinese cultural theme parks: text mining and sentiment analysis. <i>Journal of Tourism and Cultural Change</i> , 2022, 20, 37-57.	2.8	15
200	How features embedded in eWOM predict hotel guest satisfaction: an application of artificial neural networks. <i>Journal of Hospitality Marketing and Management</i> , 2021, 30, 486-507.	8.2	14
201	Reading between the lines: analyzing online reviews by using a multi-method Web-analytics approach. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 490-512.	8.0	35
202	A Comparison of Hotel Guest Experience Before and During Pandemic: Evidence from Online Reviews. , 2021, , 549-556.		15

#	ARTICLE	IF	CITATIONS
203	Exploring the attributes of hotel service quality in Florianópolis-SC, Brazil: An analysis of tripAdvisor reviews. Cogent Business and Management, 2021, 8, .	2.9	6
204	Data-Driven Approach to Dual Service Failure Monitoring From Negative Online Reviews: Managerial Perspective. SAGE Open, 2021, 11, 215824402098824.	1.7	7
205	Extracting revisit intentions from social media big data: a rule-based classification model. International Journal of Contemporary Hospitality Management, 2021, 33, 2176-2193.	8.0	19
206	Automated Keyword Filtering in Latent Dirichlet Allocation for Identifying Product Attributes From Online Reviews. Journal of Mechanical Design, Transactions of the ASME, 2021, 143, .	2.9	30
207	Research on the Role of Influencing Factors on Hotel Customer Satisfaction Based on BP Neural Network and Text Mining. Information (Switzerland), 2021, 12, 99.	2.9	19
208	Past, Present, and Future of Electronic Word of Mouth (EWOM). Journal of Interactive Marketing, 2021, 53, 111-128.	6.2	128
209	A novel classification model of collective user web behaviour based on network traffic contents. IET Networks, 2021, 10, 173-184.	1.8	2
210	The participatory turn in museums: The online facet. Poetics, 2021, 89, 101536.	1.3	9
211	Listening to your employees: analyzing opinions from online reviews of hotel companies. International Journal of Contemporary Hospitality Management, 2021, 33, 2091-2116.	8.0	11
213	Are environmental-related online reviews more helpful? A big data analytics approach. International Journal of Contemporary Hospitality Management, 2021, 33, 2065-2090.	8.0	36
214	Mining Open Government Data for Business Intelligence Using Data Visualization: A Two-Industry Case Study. Journal of Theoretical and Applied Electronic Commerce Research, 2021, 16, 1042-1065.	5.7	15
215	Applying deep learning models to twitter data to detect airport service quality. Journal of Air Transport Management, 2021, 91, 102003.	4.5	23
216	Data Wealth Mining Based on Text and Time. Journal of Physics: Conference Series, 2021, 1802, 042013.	0.4	0
217	Cross-Category Defect Discovery from Online Reviews: Supplementing Sentiment with Category-Specific Semantics. Information Systems Frontiers, 2022, 24, 1265-1285.	6.4	4
218	Big consumer opinion data understanding for Kano categorization in new product development. Journal of Ambient Intelligence and Humanized Computing, 2022, 13, 2269-2288.	4.9	6
219	A Novel Perspective to Mining Online Hotel Reviews Based on Biterm Topic Model. , 2021, , .		0
220	Heritage hotels and customer experience: a text mining analysis of online reviews. International Journal of Culture, Tourism and Hospitality Research, 2021, 15, 131-156.	2.9	25
221	Analyzing tourist data on Twitter: a case study in the province of Granada at Spain. Journal of Hospitality and Tourism Insights, 2022, 5, 435-464.	3.4	9

#	ARTICLE	IF	CITATIONS
222	Assessment of Indoor Environmental Quality in Budget Hotels Using Text-Mining Method: Case Study of Top Five Brands in China. <i>Sustainability</i> , 2021, 13, 4490.	3.2	11
223	Text Mining by Social Network Data towards Developing Attractiveness of Urban Park. Case Study: Thematic Parks in Bandung City, Indonesia. <i>IOP Conference Series: Earth and Environmental Science</i> , 2021, 738, 012057.	0.3	1
224	Analyzing Restaurant Customers' Evolution of Dining Patterns and Satisfaction during COVID-19 for Sustainable Business Insights. <i>Sustainability</i> , 2021, 13, 4981.	3.2	15
225	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.	3.9	11
226	Exploring Sources of Satisfaction and Dissatisfaction in Airbnb Accommodation Using Unsupervised and Supervised Topic Modeling. <i>Frontiers in Psychology</i> , 2021, 12, 659481.	2.1	19
227	Peer-to-peer accommodation experience and guest actual recommendations: A novel mixed-method approach. <i>Tourism Management Perspectives</i> , 2021, 38, 100816.	5.2	17
228	Understanding the influence of user-generated content on tourist loyalty behavior in a cultural World Heritage Site. <i>Tourism Recreation Research</i> , 2023, 48, 173-187.	4.9	22
229	Online Reviews Analysis for Customer Segmentation through Dimensionality Reduction and Deep Learning Techniques. <i>Arabian Journal for Science and Engineering</i> , 2021, 46, 8697-8709.	3.0	7
230	An Online Reputation Analysis of the Tourism Industry in Marbella: A Preliminary Study on Open Innovation. <i>Journal of Open Innovation: Technology, Market, and Complexity</i> , 2021, 7, 111.	5.2	4
231	Green Marketing Strategies on Online Platforms: A Mixed Approach of Experiment Design and Topic Modeling. <i>Sustainability</i> , 2021, 13, 4494.	3.2	9
232	Understanding service quality attributes that drive user ratings: A text mining approach. <i>Journal of Vacation Marketing</i> , 2021, 27, 400-419.	4.3	16
233	Computational Intelligence in the hospitality industry: A systematic literature review and a prospect of challenges. <i>Applied Soft Computing Journal</i> , 2021, 102, 107082.	7.2	23
234	Sustainable mobile banking application: a text mining approach to explore critical success factors. <i>Journal of Enterprise Information Management</i> , 2022, 35, 414-428.	7.5	32
235	A generalizable sentiment analysis method for creating a hotel dictionary: using big data on TripAdvisor hotel reviews. <i>Journal of Hospitality and Tourism Technology</i> , 2021, 12, 210-238.	3.8	17
236	Mining and exploring electronic word-of-mouth from Twitter: case of the Java Jazz Festival. <i>Journal of Hospitality and Tourism Technology</i> , 2021, 12, 341-354.	3.8	6
237	Empirical identification of skills gaps between chief information officer supply and demand: a resource-based view using machine learning. <i>Industrial Management and Data Systems</i> , 2021, 121, 1749-1766.	3.7	11
238	The Recommendation Method for Hotel Selection Under Traveller Preference Characteristics: A Cloud-Based Multi-Criteria Group Decision Support Model. <i>Group Decision and Negotiation</i> , 2021, 30, 1433-1469.	3.3	29
239	Online Reviews on Online Travel Agency: Understanding Tourists' Perceived Attributes of Taipei's Economy Hotels. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2022, 23, 945-959.	3.0	6

#	ARTICLE	IF	CITATIONS
240	Understanding destination brand love using machine learning and content analysis method. <i>Current Issues in Tourism</i> , 2022, 25, 1451-1466.	7.2	6
241	Evaluation of Precautionary Measures Taken for COVID-19 in the Hospitality Industry During Pandemic. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2022, 23, 960-982.	3.0	19
242	Do topic consistency and linguistic style similarity affect online review helpfulness? An elaboration likelihood model perspective. <i>Information Processing and Management</i> , 2021, 58, 102521.	8.6	39
243	A Machine Learning Approach to Analyze Fashion Styles from Large Collections of Online Customer Reviews. , 2021, , .		6
245	E-commerce websites, consumer order fulfillment and after-sales service satisfaction: the customer is always right, even after the shopping cart check-out. <i>Journal of Strategy and Management</i> , 2022, 15, 377-396.	3.3	25
246	Exploring destination loyalty: Application of social media analytics in a nature-based tourism setting. <i>Journal of Destination Marketing &amp; Management</i> , 2021, 20, 100598.	5.3	22
247	Decision model innovation for competitive productivity (CP) in the airport industry. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 3021-3039.	8.0	6
248	Mining quality determinants of product-service systems from user-generated contents. <i>Quality Engineering</i> , 2021, 33, 425-442.	1.1	10
249	Listen to E-scooter riders: Mining rider satisfaction factors from app store reviews. <i>Transportation Research, Part D: Transport and Environment</i> , 2021, 95, 102856.	6.8	49
250	Data analytics of Skytrax's airport review and ratings: Views of airport quality by passengers types. <i>Research in Transportation Business and Management</i> , 2021, 41, 100688.	2.9	5
251	Reading between the lines: untwining online user-generated content using sentiment analysis. <i>Journal of Research in Interactive Marketing</i> , 2021, 15, 401-418.	8.9	18
252	Negative online reviews, brand equity and emotional contagion. <i>European Journal of Marketing</i> , 2021, 55, 2825-2870.	2.9	9
253	Discovery of factors affecting tourists' fine dining experiences at five-star hotel restaurants in Istanbul. <i>British Food Journal</i> , 2022, 124, 221-238.	2.9	8
254	Intent Identification in Unattended Customer Queries Using an Unsupervised Approach. <i>Journal of Information and Knowledge Management</i> , 2021, 20, 2150037.	1.1	0
255	Examining the Airbnb accommodation experience in Hangzhou through the lens of the Experience Economy Model. <i>Journal of Vacation Marketing</i> , 2022, 28, 95-116.	4.3	8
256	Student Barriers to Active Learning in Synchronous Online Classes: Characterization, Reflections, and Suggestions. , 2021, , .		14
257	Asymmetric effect of feature level sentiment on product rating: an application of bigram natural language processing (NLP) analysis. <i>Internet Research</i> , 2022, 32, 1023-1040.	4.9	8
258	Temporal, Spatial, and Socioeconomic Dynamics in Social Media Thematic Emphases during Typhoon Mangkhut. <i>Sustainability</i> , 2021, 13, 7435.	3.2	6

#	ARTICLE	IF	CITATIONS
259	Capturing and analyzing e-WOM for travel products: a method based on sentiment analysis and stochastic dominance. <i>Kybernetes</i> , 2022, 51, 3041-3072.	2.2	6
260	What Are the Salient and Memorable Green-Restaurant Attributes? Capturing Customer Perceptions From User-Generated Content. <i>SAGE Open</i> , 2021, 11, 215824402110315.	1.7	6
261	The Audience's Perspective: Decline of Mythical Elements in Films. <i>SAGE Open</i> , 2021, 11, 215824402110408.	1.7	0
262	News media attention in Climate Action: latent topics and open access. <i>Scientometrics</i> , 2021, 126, 8109-8128.	3.0	5
263	"Most Americans like their privacy." Exploring privacy concerns through US guests' reviews. <i>International Journal of Contemporary Hospitality Management</i> , 2021, 33, 2773-2798.	8.0	14
264	Investigating the Demand for Blockchain Talents in the Recruitment Market: Evidence from Topic Modeling Analysis on Job Postings. <i>Information and Management</i> , 2022, 59, 103513.	6.5	13
265	Exploring energy-saving refrigerators through online e-commerce reviews: an augmented mining model based on machine learning methods. <i>Kybernetes</i> , 2022, 51, 2768-2794.	2.2	6
266	How guest-host interactions affect consumer experiences in the sharing economy: New evidence from a configurational analysis based on consumer reviews. <i>Decision Support Systems</i> , 2022, 152, 113634.	5.9	45
267	A Hybrid CNN-LSTM: A Deep Learning Approach for Consumer Sentiment Analysis Using Qualitative User-Generated Contents. <i>ACM Transactions on Asian and Low-Resource Language Information Processing</i> , 2021, 20, 1-15.	2.0	55
268	Smart recommendation for tourist hotels based on multidimensional information: a deep neural network model. <i>Enterprise Information Systems</i> , 2023, 17, .	4.7	6
269	Exploring customer satisfaction in cold chain logistics using a text mining approach. <i>Industrial Management and Data Systems</i> , 2021, 121, 2426-2449.	3.7	21
270	Visualizing the learning patterns of topic-based social interaction in online discussion forums: an exploratory study. <i>Educational Technology Research and Development</i> , 2021, 69, 2813-2843.	2.8	5
271	Are Diverse Media Better than a Single Medium? The Relationship between Mixed Media and Perceived Effect from the Perspective of Online Psychological Counseling. <i>International Journal of Environmental Research and Public Health</i> , 2021, 18, 8603.	2.6	1
272	Digital Marketing Platforms and Customer Satisfaction: Identifying eWOM Using Big Data and Text Mining. <i>Applied Sciences (Switzerland)</i> , 2021, 11, 8032.	2.5	34
273	A systematic literature review on machine learning applications for consumer sentiment analysis using online reviews. <i>Computer Science Review</i> , 2021, 41, 100413.	15.3	117
274	A multi-label ensemble predicting model to service recommendation from social media contents. <i>Journal of Supercomputing</i> , 2022, 78, 5203-5220.	3.6	20
275	Revealing travellers' satisfaction during COVID-19 outbreak: Moderating role of service quality. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102783.	9.4	34
276	Evaluating medical travelers' satisfaction through online review analysis. <i>Journal of Hospitality and Tourism Management</i> , 2021, 48, 519-537.	6.6	16



#	ARTICLE	IF	CITATIONS
277	An integrated probabilistic graphic model and FMEA approach to identify product defects from social media data. Expert Systems With Applications, 2021, 178, 115030.	7.6	18
278	Customer Experience: Extracting Topics From Tweets. International Journal of Market Research, 2022, 64, 334-353.	3.8	8
279	A Method of Product Selection Based on Online Reviews. Mobile Information Systems, 2021, 2021, 1-16.	0.6	3
280	Mining excursion tourist profile through classification algorithms. Quality and Quantity, 2022, 56, 2567-2588.	3.7	3
281	Analysis of barriers intensity for investment in big data analytics for sustainable manufacturing operations in post-COVID-19 pandemic era. Journal of Enterprise Information Management, 2022, 35, 179-213.	7.5	14
282	Big social data and customer decision making in vegetarian restaurants: A combined machine learning method. Journal of Retailing and Consumer Services, 2021, 62, 102630.	9.4	25
283	Hotel attributes and overall customer satisfaction: What did COVID-19 change?. Tourism Management Perspectives, 2021, 40, 100867.	5.2	36
284	Importance of data preparation when analysing written responses to open-ended questions: An empirical assessment and comparison with manual coding. Food Quality and Preference, 2021, 93, 104270.	4.6	7
285	Customer satisfaction service match and service quality-based blockchain cloud manufacturing. International Journal of Production Economics, 2021, 240, 108220.	8.9	24
286	Mining Express Service Innovation Opportunity From Online Reviews. Journal of Organizational and End User Computing, 2021, 33, 1-15.	2.9	13
287	Dynamic Measurement and Evaluation of Hotel Customer Satisfaction Through Sentiment Analysis on Online Reviews. Journal of Organizational and End User Computing, 2021, 33, 1-27.	2.9	14
288	What is the impact of service quality on customers' satisfaction during COVID-19 outbreak? New findings from online reviews analysis. Telematics and Informatics, 2021, 64, 101693.	5.8	39
289	Exploring the technology emergence related to artificial intelligence: A perspective of coupling analyses. Technological Forecasting and Social Change, 2021, 172, 121064.	11.6	9
290	An online reviews-driven method for the prioritization of improvements in hotel services. Tourism Management, 2021, 87, 104382.	9.8	50
291	Supporting digital content marketing and messaging through topic modelling and decision trees. Expert Systems With Applications, 2021, 184, 115546.	7.6	16
292	Core and supplemental elements of hospitality in the sharing economy: Insights from semantic and tonal cues in Airbnb property listings. Tourism Management, 2021, 87, 104377.	9.8	7
293	Improving the Resident's Tourist Relationship in Urban Hotspots. SSRN Electronic Journal, 0, , .	0.4	0
294	Modeling Tourism Using Spatial Analysis Based on Social Media Big Data: A Review. Lecture Notes in Electrical Engineering, 2021, , 437-451.	0.4	3

#	ARTICLE	IF	CITATIONS
295	A Cross-cultural Comparison of Chinese and American Touristsâ€™ Satisfaction with Chengdu. E3S Web of Conferences, 2021, 251, 03026.	0.5	0
296	Digital Targeted Communication: An Integrated Approach. Contributions To Management Science, 2021, , 199-219.	0.5	0
297	Big Data Analytics: A Case Study of Public Opinion Towards the Adoption of Driverless Cars. Lecture Notes in Logistics, 2018, , 347-351.	0.8	2
298	Environmental discourse in hotel online reviews: a big data analysis. Journal of Sustainable Tourism, 2021, 29, 829-848.	9.2	29
299	The relationship between hotel staffâ€™s organizational justice perception, relationship quality and job performance. Cogent Social Sciences, 2020, 6, .	1.1	6
300	Social media analytics in hospitality and tourism. Journal of Hospitality and Tourism Technology, 2019, 10, 764-790.	3.8	43
301	Blessing in Disguise? Environmental Shocks and Performance Enhancement. SSRN Electronic Journal, 0, , .	0.4	4
302	What Patients Value in Physicians: Analyzing Drivers of Patient Satisfaction Using Physician-Rating Website Data. Journal of Medical Internet Research, 2020, 22, e13830.	4.3	35
303	Determining the Topic Evolution and Sentiment Polarity for Albinism in a Chinese Online Health Community: Machine Learning and Social Network Analysis. JMIR Medical Informatics, 2020, 8, e17813.	2.6	17
304	Geographic Differences in Cannabis Conversations on Twitter: Infodemiology Study. JMIR Public Health and Surveillance, 2020, 6, e18540.	2.6	24
305	Developing Embedded Taxonomy and Mining Patientsâ€™ Interests From Web-Based Physician Reviews: Mixed-Methods Approach. Journal of Medical Internet Research, 2018, 20, e254.	4.3	32
307	Artificial Intelligence and Visual Analytics: A Deep-Learning Approach to Analyze Hotel Reviews & Responses. , 2019, , .		15
308	Topic Sentiment Analysis in Online Learning Community from College Students. Journal of Data and Information Science, 2020, 5, 33-61.	1.1	12
309	Using Social Media Data to Plan for Tourism. Quaestiones Geographicae, 2020, 39, 125-138.	1.1	3
310	A Big-Data Analysis of Public Perceptions of Service Robots Amid Covid-19. Advances in Hospitality and Tourism Research, 2021, 9, 234-242.	1.6	6
311	The Impact of the Environmental Quality of Online Feedback and Satisfaction When Exploring the Critical Factors for Luxury Hotels. Sustainability, 2020, 12, 299.	3.2	12
312	Using a Text Mining Approach to Hear Voices of Customers from Social Media toward the Fast-Food Restaurant Industry. Sustainability, 2021, 13, 268.	3.2	32
313	Analysis of the 5Vs of Big Data in Virtual Travel Organizations. Advances in Knowledge Acquisition, Transfer and Management Book Series, 2019, , 43-70.	0.2	2

#	ARTICLE	IF	CITATIONS
314	Analyzing the Impact of e-WOM Text on Overall Hotel Performances. <i>Advances in Marketing, Customer Relationship Management, and E-services Book Series</i> , 2020, , 240-264.	0.8	5
315	Forecasting Hotel Prices in Selected Middle East and North Africa Region (MENA) Cities with New Forecasting Tools. <i>Theoretical Economics Letters</i> , 2018, 08, 1623-1638.	0.5	4
316	“Worse Than What I Read?” The External Effect of Review Ratings on the Online Review Generation Process: An Empirical Analysis of Multiple Product Categories Using Amazon.com Review Data. <i>Sustainability</i> , 2021, 13, 10912.	3.2	4
317	Investigating Which Services are Effective on Recommendation of the Airline Companies. <i>Advances in Hospitality and Tourism Research</i> , 0, , .	1.6	0
318	A Comparative Study of Customer Perceptions of Urban and Rural Bed and Breakfasts in Beijing: An Analysis of Online Reviews. <i>Sustainability</i> , 2021, 13, 11303.	3.2	4
319	Extraction and Visualization of Tourist Attraction Semantics from Travel Blogs. <i>ISPRS International Journal of Geo-Information</i> , 2021, 10, 710.	2.9	5
320	Exploring destination's negative e-reputation using aspect based sentiment analysis approach: Case of Marrakech destination on TripAdvisor. <i>Tourism Management Perspectives</i> , 2021, 40, 100892.	5.2	23
321	Hotel Value Dimensions and Tourists' Perception of the City. The Case of St. Petersburg. <i>Communications in Computer and Information Science</i> , 2017, , 341-346.	0.5	0
322	Mining User Experience Dimensions from Mental Illness Apps. <i>Lecture Notes in Computer Science</i> , 2017, , 13-20.	1.3	2
323	OpinionSeer: Text Visualization on Hotel Customer Reviews of Services and Physical Environment. <i>Lecture Notes in Electrical Engineering</i> , 2019, , 337-349.	0.4	0
325	The BRAVO: A Framework of Building Reputation Analytics from Voice Online. <i>Lecture Notes in Computer Science</i> , 2019, , 777-790.	1.3	1
326	Treatment Interest of Badan Penyelenggara Jaminan Sosial (Social Security Organizing Agency) Patients in Balowerti Public Health Center Kediri City. <i>Global Journal of Health Science</i> , 2019, 11, 149.	0.2	0
327	Business intelligence using the fuzzy-Kano model. <i>Journal of Intelligence Studies in Business</i> , 2019, 9, .	0.8	3
328	Toward Actionable Knowledge: A Systematic Analysis of Mobile Patient Portal Use. <i>Healthcare Delivery in the Information Age</i> , 2020, , 587-602.	0.3	2
329	e-WOM Analysis Methods. <i>Advances in Marketing, Customer Relationship Management, and E-services Book Series</i> , 2020, , 138-159.	0.8	1
330	EXPLORING FACTORS DETERMINING SATISFACTION OF GUESTS STAYING WITH AIRBNB: A NETNOGRAPHIC APPROACH. <i>International Journal of Contemporary Tourism Research</i> , 0, , 1-14.	0.2	1
331	The participative turn in Museum: The online facet. , 2020, , .		1
332	A Semi-Supervised Approach for User Reviews Topic Modeling and Classification. , 2020, , .		1

#	ARTICLE	IF	CITATIONS
333	Research on smart party building identity online based on blockchain. , 2020, , .		1
334	A Tourism Knowledge Model through Topic Modeling from Online Reviews. , 2021, , .		2
335	An analysis of tripadvisor reviews of 127 urban rail transit networks worldwide. Travel Behaviour & Society, 2022, 26, 193-205.	5.0	19
336	Citizen Participation in the Co-Production of Urban Natural Resource Assets. Journal of Global Information Management, 2021, 30, 1-21.	2.8	12
337	Value Dimensions in the Reviews of the MOOCs Students. Communications in Computer and Information Science, 2020, , 128-138.	0.5	1
338	One More Tweet: Firms Challenge a Sustainable Future. PuntOorg International Journal, 2020, 5, 201-219.	0.1	0
339	Revealing Customer Satisfaction With Hotels Through Multi-Site Online Reviews: A Method Based on the Evidence Theory. IEEE Access, 2020, 8, 225226-225239.	4.2	10
340	Hotel Marketing Policy: Role of Rating in Consumer Decision Making. Marketing and Management of Innovations, 2020, , 11-25.	1.5	5
341	OTEL Å°ÅžLETMELERÅ°NE Å°LÅ°ÅžKÅ°N HÅ°ZMET ALGISININ ARAÅžTIRILMASINDA ÅžEVRA°MÅ°ÅžÅ° REZERVASYON SA°TESÅ°NDEN ALYORUM DIÅžI VERÅ°LERÅ°N KULLANILMASI. Cumhuriyet Å°niversitesi Å°ktisadi Ve Å°dari Bilimler Dergisi, 0, , .	0.8	1
343	Determination of Customer Satisfaction by Text Mining: Case of Cappadocia Hotels. Å°Åžletme AraÅžtırmalarÅž Dergisi, 2020, 12, 546-556.	0.3	0
344	Troya MÅž4zesi Elektronik ZiyaretÅži YorumlarÅžnÅžn Hizmet Åžzellikleri, Memnuniyet ve Tavsiye AÅžsÅžndan Å°ncelenmesi. Gastroia Journal of Gastronomy and Travel Research, 2020, 4, 43-56.	0.4	6
345	State and tendency: an empirical study of deep learning question&answer topics on Stack Overflow. Science China Information Sciences, 2021, 64, 1.	4.3	1
346	Big data use in determining competitive position: The case of theme parks in Hong Kong. Journal of Destination Marketing & Management, 2021, 22, 100668.	5.3	12
347	Relationships among Expectations, Satisfaction and Loyalty of Visitors to Craft Village. WSEAS Transactions on Environment and Development, 2020, 16, 776-783.	0.7	0
348	The impact of latent topic valence of online reviews on purchase intention for the accommodation industry. Tourism Management Perspectives, 2021, 40, 100903.	5.2	11
349	Big data and analytics in hospitality and tourism: a systematic literature review. International Journal of Contemporary Hospitality Management, 2022, 34, 231-278.	8.0	58
350	Mapping Touristsâ€™ Destination (Dis)Satisfaction Attributes with User-Generated Content. Sustainability, 2021, 13, 12650.	3.2	3
351	Analysing travel satisfaction of tourists towards a metro system from unstructured data. Research in Transportation Business and Management, 2022, 43, 100746.	2.9	1

#	ARTICLE	IF	CITATIONS
352	Kano Model Integration with Data Mining to Predict Customer Satisfaction. <i>Big Data and Cognitive Computing</i> , 2021, 5, 66.	4.7	8
353	Beyond the authenticityâ€™standardisation paradox in international gastronomy retailing: Twisting the hosting city brand with the place of origin. <i>British Food Journal</i> , 2021, 123, 561-578.	2.9	1
354	Identifying the Relatedness between Tourism Attractions from Online Reviews with Heterogeneous Information Network Embedding. <i>ISPRS International Journal of Geo-Information</i> , 2021, 10, 797.	2.9	0
355	The impact of COVID-19 on hotel customer satisfaction: evidence from Beijing and Shanghai in China. <i>International Journal of Contemporary Hospitality Management</i> , 2022, 34, 382-406.	8.0	37
356	Customer Experience and Satisfaction of Disneyland Hotel through Big Data Analysis of Online Customer Reviews. <i>Sustainability</i> , 2021, 13, 12699.	3.2	10
357	GLOBAL FINANCIAL CRISIS AND TRADE PAPERS: TOPIC ANALYSIS VIA LATENT DIRICHLET ALLOCATION MODEL. <i>Current Research in Social Sciences</i> , 0, , .	0.1	1
358	The Contribution of Online Reviews for Quality Evaluation of Cultural Tourism Offers: The Experience of Italian Museums. <i>Sustainability</i> , 2021, 13, 13340.	3.2	9
359	Using Twitter to track immigration sentiment during early stages of the COVID-19 pandemic. <i>Data &amp; Policy</i> , 2021, 3, .	1.8	19
360	TRACE: Travel Reinforcement Recommendation Based on Location-Aware Context Extraction. <i>ACM Transactions on Knowledge Discovery From Data</i> , 2022, 16, 1-22.	3.5	6
361	Listen to Social Media Users: Mining Chinese Public Perception of Autonomous Vehicles after Crashes. <i>SSRN Electronic Journal</i> , 0, , .	0.4	0
362	The Interplay of Context, Experience, and Emotion at World Heritage Sites: a Qualitative and Machine Learning Approach. <i>Tourism, Culture and Communication</i> , 2022, 22, 321-340.	0.2	1
364	Listen to Social Media Users: Mining Chinese Public Perception of Autonomous Vehicles after Crashes. <i>SSRN Electronic Journal</i> , 0, , .	0.4	4
366	A consensus group decision making method for hotel selection with online reviews by sentiment analysis. <i>Applied Intelligence</i> , 2022, 52, 10716-10740.	5.3	14
367	Data and text mining from online reviews: An automatic literature analysis. <i>Wiley Interdisciplinary Reviews: Data Mining and Knowledge Discovery</i> , 2022, 12, .	6.8	7
368	The Right to Counsel: Criminal Prosecution in 19th Century London. <i>SSRN Electronic Journal</i> , 0, , .	0.4	1
369	Exploring Bidirectional Performance of Hotel Attributes through Online Reviews Based on Sentiment Analysis and Kano-IPA Model. <i>Applied Sciences (Switzerland)</i> , 2022, 12, 692.	2.5	12
370	Topic Modelling. <i>Tourism on the Verge</i> , 2022, , 375-403.	1.6	13
371	Dire Straits: How tourists on the Diamond Princess cruise endured the COVID-19 crisis. <i>Tourism Management</i> , 2022, 91, 104503.	9.8	13

#	ARTICLE	IF	CITATIONS
372	Sourcing product innovation intelligence from online reviews. <i>Decision Support Systems</i> , 2022, 157, 113751.	5.9	18
373	Modeling customer satisfaction through online reviews: A FlowSort group decision model under probabilistic linguistic settings. <i>Expert Systems With Applications</i> , 2022, 195, 116649.	7.6	26
374	Verbal Construction of Destination Image through Touristsâ€™ Word of Mouth with Guilin as a Reference for Destinations in China and around the World. <i>African and Asian Studies</i> , 2022, 21, 1-25.	0.2	1
375	A novel approach for product competitive analysis based on online reviews. <i>Electronic Commerce Research</i> , 2023, 23, 2259-2290.	5.0	5
376	TB-BCG: Topic-Based BART Counterfeit Generator for Fake News Detection. <i>Mathematics</i> , 2022, 10, 585.	2.2	3
377	How We Failed in Context: A Text-Mining Approach to Understanding Hotel Service Failures. <i>Sustainability</i> , 2022, 14, 2675.	3.2	1
378	Exploring environmental concerns on digital platforms through big data: the effect of online consumersâ€™ environmental discourse on online review ratings. <i>Journal of Sustainable Tourism</i> , 2023, 31, 2592-2611.	9.2	13
379	Changing touristsâ€™ preferences in the hotel industry amid COVID-19 pandemic. <i>Journal of Hospitality and Tourism Technology</i> , 2022, 13, 295-313.	3.8	8
380	Wasted pumpkins: a real Halloween horror story. <i>British Food Journal</i> , 2022, ahead-of-print, .	2.9	3
381	Key preferences of tourists during COVID-19 pandemic in luxury hotels: Evidence from qualitative data. <i>Tourism and Hospitality Research</i> , 2022, 22, 473-487.	3.8	6
382	Mapping research on healthcare operations and supply chain management: a topic modelling-based literature review. <i>Annals of Operations Research</i> , 2022, 315, 29-55.	4.1	32
383	A Novel Classification Method Based on a Two-Phase Technique for Learning Imbalanced Text Data. <i>Symmetry</i> , 2022, 14, 567.	2.2	1
384	An Exploratory Study of Electronic Word-of-Mouth Focused on Casino Hotels in Las Vegas and Macao. <i>Information (Switzerland)</i> , 2022, 13, 135.	2.9	6
385	The travel dream experience in pandemic times. <i>Anatolia</i> , 2023, 34, 373-388.	2.4	2
386	Shaping path of trust: the role of information credibility, social support, information sharing and perceived privacy risk in social commerce. <i>Information Technology and People</i> , 2023, 36, 683-700.	3.2	13
387	Research on post occupancy evaluation of Oze National Park in Japan based on online reviews. <i>Journal of Asian Architecture and Building Engineering</i> , 2023, 22, 602-619.	2.0	3
388	Analysis of Online Customer Complaint Behavior in Vietnamâ€™s Hotel Industry. <i>Sustainability</i> , 2022, 14, 3770.	3.2	3
389	Factors influencing crowdsourcing ridersâ€™ satisfaction based on online comments on real-time logistics platform. <i>Transportation Letters</i> , 2023, 15, 363-374.	3.1	3

#	ARTICLE	IF	CITATIONS
390	New Energy Vehicle Consumer Demand Mining Research Based on Fusion Topic Model: A Case in China. Sustainability, 2022, 14, 3316.	3.2	3
391	Developing effective strategic decision-making in the areas of hotel quality management and customer satisfaction from online ratings. Current Issues in Tourism, 2023, 26, 1003-1021.	7.2	8
392	Topic Modeling for Hiking Trail Online Reviews: Analysis of the Mutianyu Great Wall. Sustainability, 2022, 14, 3246.	3.2	11
393	Quality Attributes of Hotel Services in Brazil and the Impacts of COVID-19 on Users' Perception. Sustainability, 2022, 14, 3454.	3.2	6
394	Physician Gender, Patient Risk, and Web-Based Reviews: Longitudinal Study of the Relationship Between Physicians' Gender and Their Web-Based Reviews. Journal of Medical Internet Research, 2022, 24, e31659.	4.3	2
395	Extracting Additional Influences From Physician Profiles With Topic Modeling: Impact on Ratings and Page Views in Online Healthcare Communities. Frontiers in Psychology, 2022, 13, 830841.	2.1	3
396	Sentiment analysis from Customer-generated online videos on product review using topic modeling and Multi-attention BLSTM. Advanced Engineering Informatics, 2022, 52, 101588.	8.0	13
397	What is the impact of eWOM in social network sites on travel decision-making during the COVID-19 outbreak? A two-stage methodology. Telematics and Informatics, 2022, 69, 101795.	5.8	17
398	Can end-user feedback inform 'Responsible' of India's policy landscape for agricultural digital transition? Sociologia Ruralis, 2022, 62, 305-334.	3.4	5
399	Investigating emerging hydrogen technology topics and comparing national level technological focus: Patent analysis using a structural topic model. Applied Energy, 2022, 313, 118898.	10.1	23
400	Does hotel customer satisfaction change during the COVID-19? A perspective from online reviews. Journal of Hospitality and Tourism Management, 2022, 51, 132-138.	6.6	22
401	Different voices between Airbnb and hotel customers: An integrated analysis of online reviews using structural topic model. Journal of Hospitality and Tourism Management, 2022, 51, 119-131.	6.6	18
402	Intelligent Data Analysis using Optimized Support Vector Machine Based Data Mining Approach for Tourism Industry. ACM Transactions on Knowledge Discovery From Data, 2022, 16, 1-20.	3.5	6
403	What Do Customers Share About Eating-Out on Facebook?. Advances in Hospitality and Tourism Research, 0, , .	1.6	0
404	Customer data extraction techniques based on natural language processing for e-commerce business analytics. , 2021, , .		0
405	Aspect-based Sentiment Analysis of Mobile Apps Reviews using Class Association Rules and LDA. , 2021, , .		0
406	Comportamiento del consumidor turístico. Análisis bibliométrico en Scopus. Pensar La Publicidad Revista Internacional De Investigaciones Publicitarias, 2021, 15, 289-298.	0.2	1
407	SENTIMENT ANALYSIS AND MULTIMODAL APPROACH APPLIED TO SOCIAL MEDIA CONTENT IN HOSPITALITY INDUSTRY. , 0, , .		2

#	ARTICLE	IF	CITATIONS
408	Outlook and Direction of AI Tour Guide Services - from the Lifelong Machine Learning View. , 2021, , .		0
409	Customer engagement behaviours in a social media context revisited: using both the formative measurement model and text mining techniques. Journal of Marketing Management, 2022, 38, 740-770.	2.3	11
410	Selecting the appropriate leading journal in Hospitality and Tourism research: a guide based on the topic-journal fit and the JCR impact factor. Scientometrics, 2022, 127, 1801-1823.	3.0	3
411	Identification of Key Features for VR Applications with VREVIEW: A Topic Model Approach. , 2022, , .		2
412	Service quality in hospitality businesses and its effect on revisit intention during the Covid-19. Journal of Tourism Theory and Research, 2022, 8, 37-46.	1.3	3
413	Determinants of restaurant experience during the on-going pandemic scenario in India. Journal of Foodservice Business Research, 2023, 26, 208-224.	2.3	3
414	Customer satisfaction analysis and preference prediction in historic sites through electronic word of mouth. Neural Computing and Applications, 2022, 34, 13867-13881.	5.6	5
415	The Unreliability of Online Review Mechanisms. Journal of Consumer Policy, 2022, , 1-20.	1.3	1
416	Fine-Grained Job Salary Benchmarking with a Nonparametric Dirichlet Processâ€‘Based Latent Factor Model. INFORMS Journal on Computing, 2022, 34, 2443-2463.	1.7	3
417	Mining the text of online consumer reviews to analyze brand image and brand positioning. Journal of Retailing and Consumer Services, 2022, 67, 102989.	9.4	40
418	Big data in action: An overview of big data studies in tourism and hospitality literature. Journal of Hospitality and Tourism Management, 2022, 51, 346-360.	6.6	21
419	Experiential brand positioning: Developing positioning strategies for beach destinations using online reviews. Journal of Vacation Marketing, 2023, 29, 313-330.	4.3	5
420	A Topic Modeling Comparison Between LDA, NMF, Top2Vec, and BERTopic to Demystify Twitter Posts. Frontiers in Sociology, 2022, 7, .	2.0	134
421	Improving hostsâ€™ pre-interaction capabilities for sustainability based on Airbnb host content emergence characteristics. Indoor and Built Environment, 2023, 32, 1562-1578.	2.8	1
422	Positioning five-star hotels in city destinations: The case of Istanbul, Turkey. Tourism and Hospitality Research, 0, , 146735842210857.	3.8	1
423	Chinese public opinion on Japan's nuclear wastewater discharge: A case study of Weibo comments based on a thematic model. Ocean and Coastal Management, 2022, 225, 106188.	4.4	24
424	Latent dimensions of museum experience: assessing cross-cultural perspectives of visitors from tripadvisor reviews. Museum Management and Curatorship, 2022, 37, 616-640.	1.4	3
425	Virtual Reality Technology: Analysis based on text and opinion mining. Mathematical Biosciences and Engineering, 2022, 19, 7856-7885.	1.9	13



#	ARTICLE	IF	CITATIONS
426	Do touristsâ€™ perceptions of tourism destination change across seasons? A mixed big data analysis. <i>Current Issues in Tourism</i> , 2023, 26, 2006-2026.	7.2	1
427	Seeing is believing? Data mining to create a choice-based conjoint approach for restaurant mobile marketing. <i>International Journal of Hospitality Management</i> , 2022, 104, 103248.	8.8	2
428	State-of-the-art on analytic hierarchy process in the last 40 years: Literature review based on Latent Dirichlet Allocation topic modelling. <i>PLoS ONE</i> , 2022, 17, e0268777.	2.5	23
429	Customer Emotions in Service Robot Encounters: A Hybrid Machine-Human Intelligence Approach. <i>Journal of Service Research</i> , 2022, 25, 614-629.	12.2	32
430	What makes a good â€œguestâ€? Evidence from Airbnb hosts' reviews. <i>Annals of Tourism Research</i> , 2022, 95, 103426.	6.4	7
431	A Study of Mobile Medical App User Satisfaction Incorporating Theme Analysis and Review Sentiment Tendencies. <i>International Journal of Environmental Research and Public Health</i> , 2022, 19, 7466.	2.6	12
432	Identification of patent-based inventor competencies: An approach for partially automated competence retrieval in technological fields. <i>Work</i> , 2022, 72, 1689-1708.	1.1	3
433	More than words: Understanding how valence and content affect review value. <i>International Journal of Hospitality Management</i> , 2022, 105, 103274.	8.8	5
434	Innovative value-based price assessment in data-rich environments: Leveraging online review analytics through Data Envelopment Analysis to empower managers and entrepreneurs. <i>Technological Forecasting and Social Change</i> , 2022, 182, 121807.	11.6	8
435	Asymmetrical impact of service attribute performance on consumer satisfaction: an asymmetric impact-attention-performance analysis. <i>Information Technology and Tourism</i> , 2022, 24, 221-243.	5.8	2
436	Exploring the Tourism Experience of Beginner Skiers in the Emerging Ski Market. <i>Journal of Resources and Ecology</i> , 2022, 13, .	0.4	1
437	Feeling Luxe: A Topic Modeling Ã— Emotion Detection Analysis of Luxury Hotel Experiences. <i>Journal of Hospitality and Tourism Research</i> , 2023, 47, 1425-1452.	2.9	4
438	Online customer reviews: insights from the coffee shops industry and the moderating effect of business types. <i>Tourism Review</i> , 2022, 77, 1349-1364.	6.4	11
439	Text Big Data Study on Extracting Topics from the Employee Reviews: Focusing on Exploring the Association with Job Turnover. <i>The Korean Journal of Psychology General</i> , 2022, 41, 163-196.	0.0	0
440	Give your hunger a new option: Understanding consumers' continuous intention to use online food delivery apps using trust transfer theory. <i>International Journal of Consumer Studies</i> , 2023, 47, 474-495.	11.6	14
441	What are Airbnb hosts advertising? A longitudinal essay in Lisbon. , 2022, 17, 312-325.		1
442	User Experience Quantification Model from Online User Reviews. <i>Applied Sciences (Switzerland)</i> , 2022, 12, 6700.	2.5	6
443	Service quality evaluation and service improvement using online reviews: A framework combining deep learning with a hierarchical service quality model. <i>Electronic Commerce Research and Applications</i> , 2022, 54, 101174.	5.0	14

#	ARTICLE	IF	CITATIONS
444	A New Method for Analysis of Customers'™ Online Review in Medical Tourism Using Fuzzy Logic and Text Mining Approaches. <i>International Journal of Information Technology and Decision Making</i> , 2022, 21, 1797-1820.	3.9	2
445	Topic modelling for wildlife tourism online reviews: analysis of quality factors. <i>Current Issues in Tourism</i> , 2023, 26, 2317-2331.	7.2	4
446	An analysis method of dynamic requirement change in product design. <i>Computers and Industrial Engineering</i> , 2022, 171, 108477.	6.3	9
447	Analyzing the Impact of e-WOM Text on Overall Hotel Performances. , 2022, , 1805-1830.		0
448	A Methodology for Machine-Learning Content Analysis to Define the Key Labels in the Titles of Online Customer Reviews with the Rating Evaluation. <i>Sustainability</i> , 2022, 14, 9183.	3.2	0
449	A Hybrid Method for Customer Segmentation in Saudi Arabia Restaurants Using Clustering, Neural Networks and Optimization Learning Techniques. <i>Arabian Journal for Science and Engineering</i> , 2023, 48, 2021-2039.	3.0	7
450	Cluster-Based Knowledge Graph and Entity-Relation Representation on Tourism Economical Sentiments. <i>Applied Sciences (Switzerland)</i> , 2022, 12, 8105.	2.5	10
451	Discovery of Product Features for Redesign from User Implicit Feedback. <i>Mobile Information Systems</i> , 2022, 2022, 1-18.	0.6	0
452	Application of crowdsourced data to infer user satisfaction with Mobility as a Service (MaaS). <i>Transportation Research Interdisciplinary Perspectives</i> , 2022, 15, 100672.	2.7	2
453	Relational bibliometrics for hospitality and tourism research: A best practice guide. <i>Journal of Hospitality and Tourism Management</i> , 2022, 52, 316-330.	6.6	15
454	Artificial intelligence in tourism and hospitality: Bibliometric analysis and research agenda. <i>International Journal of Hospitality Management</i> , 2022, 107, 103317.	8.8	40
455	Changes in service quality of sharing accommodation: Evidence from airbnb. <i>Technology in Society</i> , 2022, 71, 102092.	9.4	6
456	Modeling and assessing forged concepts in tourism and hospitality using confirmatory composite analysis. <i>Journal of Business Research</i> , 2022, 152, 221-230.	10.2	6
457	Service quality in football tourism: an evaluation model based on online reviews and data envelopment analysis with linguistic distribution assessments. <i>Annals of Operations Research</i> , 2023, 325, 185-218.	4.1	4
458	Mining longitudinal user sessions with deep learning to extend the boundary of consumer priming. <i>Decision Support Systems</i> , 2022, 162, 113864.	5.9	2
459	Public attitudes on open source communities in China: A text mining analysis. <i>Technology in Society</i> , 2022, 71, 102112.	9.4	3
460	Using neutral sentiment reviews to improve customer requirement identification and product design strategies. <i>International Journal of Production Economics</i> , 2022, 254, 108641.	8.9	10
461	Analyzing Main Topics Regarding The Electronic Information and Transaction Act in Instagram Using Latent Dirichlet Allocation. <i>Data Science: JoCAI</i> , 2021, 5, 71-84.	0.2	0

#	ARTICLE	IF	CITATIONS
462	Data Mining and Predictive Analytics for E-Tourism. , 2022, , 531-555.		0
463	Using social media big data for tourist demand forecasting: A new machine learning analytical approach. , 2022, 1, 32-43.		5
464	An online reviews-driven large-scale group decision making approach for evaluating user satisfaction of sharing accommodation. Expert Systems With Applications, 2023, 213, 118875.	7.6	39
465	Modeling Customer Satisfaction based on Kano Model from Online Reviews: Focused on Deep Learning Natural Language Processing. , 2022, , .		2
466	Comprehensive helpfulness of online reviews: A dynamic strategy for ranking reviews by intrinsic and extrinsic helpfulness. Decision Support Systems, 2022, 163, 113859.	5.9	10
467	Learning consumer preferences from online textual reviews and ratings based on the aggregation-disaggregation paradigm with attitudinal Choquet integral. Economic Research-Ekonomiska Istrazivanja, 2023, 36, .	4.7	2
468	What have hosts overlooked for improving stay experience in accommodation-sharing? Empirical evidence from Airbnb customer reviews. International Journal of Contemporary Hospitality Management, 2023, 35, 765-784.	8.0	10
469	What consumer complaints should hoteliers prioritize? Analysis of online reviews under different market segments. Journal of Hospitality Marketing and Management, 2023, 32, 1-28.	8.2	14
470	Examining Airbnb guest satisfaction tendencies: a text mining approach. Current Issues in Tourism, 2022, 25, 3607-3622.	7.2	6
471	Text Mining of User-Generated Content (UGC) for Business Applications in E-Commerce: A Systematic Review. Mathematics, 2022, 10, 3554.	2.2	9
472	Examination of Online Visitor Comments for Accommodation Enterprises Operating in KÄ±rklareli Province via Content Analysis. Kent Akademisi, 2022, 15, 1606-1621.	0.6	3
473	Experience from E-Government Services: A Topic Model Approach. IIM Kozhikode Society & Management Review, 0, , 227797522211265.	3.4	1
474	Analysis of the Image of Global Glacier Tourism Destinations from the Perspective of Tourists. Land, 2022, 11, 1853.	2.9	4
475	A one-hundred-year structural topic modeling analysis of the knowledge structure of international management research. Quality and Quantity, 0, , .	3.7	1
476	Political signalling and emissions trading schemes in China: Insights from Guangdong Province. Energy for Sustainable Development, 2022, 71, 307-314.	4.5	2
477	Understanding value perceptions and propositions: A machine learning approach. Journal of Business Research, 2023, 154, 113355.	10.2	5
478	User Review Analysis of English Learning Applications on Google Play Store Using Text-Mining. Journal of Digital Contents Society, 2022, 23, 1901-1908.	0.4	0
479	A multi-perspective approach of international tourist satisfaction in tourism service: from big data perspective. Journal of Asia Business Studies, 2023, 17, 850-872.	2.2	2

#	ARTICLE	IF	CITATIONS
480	A Netnography Study on Memorable Cultural Tourism Experiences: Insights from Asian Cultural Heritage Site Tourists. <i>Journal of Promotion Management</i> , 2023, 29, 280-303.	3.4	1
481	Exploring tourist interaction from user-generated content: Topic analysis and content analysis. <i>Journal of Vacation Marketing</i> , 2024, 30, 327-344.	4.3	3
482	Customer-Oriented Strategic Planning for Hotel Competitiveness Improvement Based on Online Reviews. <i>Sustainability</i> , 2022, 14, 15299.	3.2	1
483	Assessing brand performance consistency from consumer-generated media: the US hotel industry. <i>International Journal of Contemporary Hospitality Management</i> , 2023, 35, 2056-2083.	8.0	5
484	The effects of customer online reviews on sales performance: The role of mobile phone's quality characteristics. <i>Electronic Commerce Research and Applications</i> , 2023, 57, 101229.	5.0	4
485	Sentiment mining of online reviews of peer-to-peer accommodations: Customer emotional heterogeneity and its influencing factors. <i>Tourism Management</i> , 2023, 96, 104704.	9.8	9
486	Identification of Influential Factors and Improvement of Hotel Online User-Generated Scores: A Prescriptive Analytics Approach. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 0, , 1-40.	3.0	2
487	Novel Sentiment Lexica Derived from User Generating Content by Chinese Tourists in Pacific Islands. <i>Sustainability</i> , 2022, 14, 15833.	3.2	1
488	Impact of product customization level on consumer's word-of-mouth behaviors and contents: a field study. <i>Information Technology and People</i> , 2022, ahead-of-print, .	3.2	1
489	The impact of destination online review content characteristics on travel intention: experiments based on psychological distance perspectives. <i>Aslib Journal of Information Management</i> , 2024, 76, 42-64.	2.1	1
490	Online reviews-oriented hotel selection: A large-scale group decision-making method based on the expectations of decision makers. <i>Applied Intelligence</i> , 2023, 53, 16347-16366.	5.3	3
491	A Novel Categorization of Key Predictive Factors Impacting Hotels' Online Ratings: A Case of Makkah. <i>Sustainability</i> , 2022, 14, 16588.	3.2	3
492	Analysis of Hotel Attributes and Service Opportunities in Indonesia on Covid-19 Pandemic Era through Online Reviews. , 2022, , .		0
493	Demand-driven NEV supplier selection: An integrated method based on ontology's "QFD-CBR. <i>Frontiers in Energy Research</i> , 0, 10, .	2.3	2
494	Exploring the Festival Attendees' Experiences on Social Media: A Study on the Guangzhou International Light Festival. <i>SAGE Open</i> , 2023, 13, 215824402211451.	1.7	0
495	Customer satisfaction during COVID-19 phases: the case of the Venetian hospitality system. <i>Current Issues in Tourism</i> , 2024, 27, 396-412.	7.2	2
496	Exploring user-generated content related to vegetarian customers in restaurants: An analysis of online reviews. <i>Frontiers in Psychology</i> , 0, 13, .	2.1	0
497	The role played by government communication on the level of public fear in social media: An investigation into the Covid-19 crisis in Italy. <i>Government Information Quarterly</i> , 2023, 40, 101798.	6.8	7

#	ARTICLE	IF	CITATIONS
498	Big data in tourism marketing: past research and future opportunities. Spanish Journal of Marketing - ESIC, 2023, ahead-of-print, .	5.2	7
499	How to prioritize perceived quality attributes from consumers' perspective? Analysis through social media data. Electronic Commerce Research, 0, .	5.0	7
500	Topic Modeling: Perspectives From a Literature Review. IEEE Access, 2023, 11, 4066-4078.	4.2	5
501	A Framework to Analyze Function Domains of Autonomous Transportation Systems Based on Text Analysis. Mathematics, 2023, 11, 158.	2.2	1
502	Exploring mobile banking service quality dimensions in Pakistan: a text mining approach. International Journal of Bank Marketing, 2023, ahead-of-print, .	6.4	1
503	New Data and Computational Methods Opportunities to Enhance the Knowledge Base of Tourism. , 2023, , 361-379.		2
504	Which antecedents contribute most to the loyal behaviour of online second-hand market shoppers?. International Journal of Quality and Reliability Management, 2023, ahead-of-print, .	2.0	0
505	Mining the Influencing Factors and Their Asymmetrical Effects of mHealth Sleep App User Satisfaction From Real-world User-Generated Reviews: Content Analysis and Topic Modeling. Journal of Medical Internet Research, 0, 25, e42856.	4.3	2
506	Exploring City Image Perception in Social Media Big Data through Deep Learning: A Case Study of Zhongshan City. Sustainability, 2023, 15, 3311.	3.2	3
507	Where are your ideas going? Idea adoption in online user innovation communities. European Journal of Innovation Management, 2023, ahead-of-print, .	4.6	1
508	What is the public really concerned about the AV crash? Insights from a combined analysis of social media and questionnaire survey. Technological Forecasting and Social Change, 2023, 189, 122371.	11.6	4
509	Deep learning-based social media mining for user experience analysis: A case study of smart home products. Technology in Society, 2023, 73, 102220.	9.4	5
510	Battling to dominate the discursive terrain: how Marine Le Pen and Emmanuel Macron have framed terrorist incidents on Twitter. French Politics, 2023, 21, 47-80.	0.5	1
511	Online Reputation Management in Tourism: Emerging Themes, Theories, Problems, and Solutions. , 2023, , 3-25.		0
512	Listen to social media users: Mining Chinese public perception of automated vehicles after crashes. Transportation Research Part F: Traffic Psychology and Behaviour, 2023, 93, 248-265.	3.7	11
513	Analysis of Issues in Fitness Centers through News Articles before and after the COVID-19 Pandemic in South Korea: Applying Big Data Analysis. Sustainability, 2023, 15, 2660.	3.2	2
514	Decoding employee experiences during pandemic through online employee reviews: insights to organizations. Personnel Review, 2024, 53, 288-313.	2.7	3
515	Are customer star ratings and sentiments aligned? A deep learning study of the customer service experience in tourism destinations. Service Business, 2023, 17, 281-314.	4.2	7

#	ARTICLE	IF	CITATIONS
516	Exploring the destination image based on the perspective of touristsâ€™ expression using machine learning methods combined with PLTS-PT. <i>Soft Computing</i> , 2023, 27, 5537-5552.	3.6	1
517	Online tourism experiences: exploring digital and human dimensions in in-remote destination visits. <i>Journal of Hospitality Marketing and Management</i> , 2023, 32, 385-409.	8.2	6
518	Exploring changes in guest preferences for Airbnb accommodation with different levels of sharing and prices: Using structural topic model. <i>Frontiers in Psychology</i> , 0, 14, .	2.1	16
519	Social media analytics for mining customer complaints to explore product opportunities. <i>Computers and Industrial Engineering</i> , 2023, 178, 109104.	6.3	4
520	How Firm Strategies Affect Consumer Biases in Online Reviews. <i>Service Science</i> , 2023, 15, 172-187.	1.3	2
521	LDA-BASED COSMETIC SATISFACTION FACTORS MINING. , 2022, , .		0
522	The dynamics in asymmetric effects of multi-attributes on customer satisfaction: evidence from COVID-19. <i>International Journal of Contemporary Hospitality Management</i> , 2023, 35, 3497-3517.	8.0	4
523	Medical device companies crisis communication response to stakeholders during COVID-19: pre-crisis stage to new normal. <i>International Journal of Pharmaceutical and Healthcare Marketing</i> , 2023, 17, 182-208.	1.3	3
524	Topics and destinations in comments on YouTube tourism videos during the Covid-19 pandemic. <i>PLoS ONE</i> , 2023, 18, e0281100.	2.5	1
525	A Deep Hybrid Model for fake review detection by jointly leveraging review text, overall ratings, and aspect ratings. <i>Soft Computing</i> , 2023, 27, 6281-6296.	3.6	7
526	Review content type and hotel review helpfulness: direct and moderating effects. <i>Information Technology and Management</i> , 0, , .	2.4	1
527	Exploring thematic influences on theme park visitors' satisfaction: An empirical study on Disneyland China. <i>Journal of Consumer Behaviour</i> , 2024, 23, 90-106.	4.2	8
528	An Experiment On Customer Satisfaction Measurement Using Personification Method And A Comparison With The Results of an Quantitative Method. <i>Ä°nsan Ve Toplum Bilimleri AraÅŸtÄ±rmalarÄ± Dergisi</i> , 2023, 12, 22-42.	0.3	0
529	Opinion Mining from Online Travel Reviews: An Exploratory Investigation on Pakistan Major Online Travel Services Using Natural Language Processing. <i>IEEE Access</i> , 2023, 11, 29934-29945.	4.2	0
530	Identifying Topic Modeling Technique in Evaluating Textual Datasets. <i>Lecture Notes on Data Engineering and Communications Technologies</i> , 2023, , 507-521.	0.7	1
531	User Generated Content and Social Media Platforms in Digital Marketing: Determinants of Perceived Value and Travel Information Trust. <i>Springer Proceedings in Business and Economics</i> , 2023, , 235-241.	0.3	1
532	Product feature extraction from Chinese online reviews: application to product improvement. <i>RAIRO - Operations Research</i> , 0, , .	1.8	1
533	Revisiting online reviews: signals of latent reviewer traits mediate the review length-helpfulness relationship. <i>Journal of Marketing Theory and Practice</i> , 0, , 1-16.	4.3	2

#	ARTICLE	IF	CITATIONS
534	Emerging trends in online reviews research in hospitality and tourism: A scientometric update (2000âˆ²2020). <i>Tourism Management Perspectives</i> , 2023, 47, 101105.	5.2	6
535	Text mining approach to explore determinants of grocery mobile app satisfaction using online customer reviews. <i>Journal of Retailing and Consumer Services</i> , 2023, 73, 103363.	9.4	8
536	Explaining tourist revisit intention using natural language processing and classification techniques. <i>Journal of Big Data</i> , 2023, 10, .	11.0	1
537	Tourist Satisfaction Analysis of Rural Cultural Tourism Based on the Enhanced IPA Model. <i>Lecture Notes in Business Information Processing</i> , 2023, , 309-318.	1.0	0
538	Do fake reviews promote consumers' purchase intention?. <i>Journal of Business Research</i> , 2023, 164, 113971.	10.2	4
539	Exploring the Indicators of International Touristsâ€™ Experience on Local Food of Delhi. , 2023, , 79-89.		0
540	Classifying travellersâ€™ requirements from online reviews: an improved Kano model. <i>International Journal of Contemporary Hospitality Management</i> , 2024, 36, 91-112.	8.0	4
541	Has COVID-19 Changed Consumersâ€™ Satisfiers and Dissatisfiers? Evidence from Online Reviews of 5-Star Hotels in Shanghai and Beijing. <i>Journal of China Tourism Research</i> , 0, , 1-23.	1.9	0
542	Analyzing User Reviews in the Tourism & Cultural Domain - The Case of the City of Athens, Greece. <i>IFIP Advances in Information and Communication Technology</i> , 2023, , 284-293.	0.7	0
543	Digital Transformation in Hospitality: Identifying Customer Satisfaction Based on Online Hotel Guestsâ€™ Ratings. <i>Journal for Labour Market Research</i> , 2023, , 173-188.	1.0	0
544	Big Data in Hotel Companies: A Systematic Literature Review. <i>Journal for Labour Market Research</i> , 2023, , 111-133.	1.0	0
545	What do online reviews communicate? An evidence from emerging economy. <i>International Journal of Emerging Markets</i> , 0, , .	2.2	0
546	The impact of the COVID-19 pandemic on airlinesâ€™ passenger satisfaction. <i>Journal of Air Transport Management</i> , 2023, 112, 102441.	4.5	7
547	Exploring COVID-19 vaccine hesitancy and behavioral themes using social media big-data: a text mining approach. <i>Kybernetes</i> , 2023, 52, 2616-2648.	2.2	4
548	Exploring the Discrepancy between Projected and Perceived Destination Images: A Cross-Cultural and Sustainable Analysis Using LDA Modeling. <i>Sustainability</i> , 2023, 15, 9296.	3.2	2
549	Knowledge Discovery from Online Reviews. <i>Translational Systems Sciences</i> , 2023, , 71-104.	0.2	0
550	Unleashing the power of internet of things and blockchain: A comprehensive analysis and future directions. <i>Internet of Things and Cyber-physical Systems</i> , 2024, 4, 1-18.	8.7	10
551	Incorporating topic membership in review rating prediction from unstructured data: a gradient boosting approach. <i>Annals of Operations Research</i> , 0, , .	4.1	0

#	ARTICLE	IF	CITATIONS
552	Customer satisfaction evaluation for drugs: A research based on online reviews and PROMETHEE-â...j method. PLoS ONE, 2023, 18, e0283340.	2.5	0
553	Mapping Metaverse Research: Identifying Future Research Areas Based on Bibliometric and Topic Modeling Techniques. Information (Switzerland), 2023, 14, 356.	2.9	13
554	Employee treatment and firm performance: evidence from topic modelling in lawsuit announcements. Review of Quantitative Finance and Accounting, 0, , .	1.6	1
555	Why do we love the high line? A case study of understanding long-term user experiences of urban greenways. Computational Urban Science, 2023, 3, .	3.2	3
556	How online review environment affects review generation behavior: A competing for attention perspective. Telematics and Informatics, 2023, 81, 101984.	5.8	0
557	Knowing how satisfied/dissatisfied is far from enough: a comprehensive customer satisfaction analysis framework based on hybrid text mining techniques. International Journal of Contemporary Hospitality Management, 2024, 36, 873-892.	8.0	5
558	Proposed museum service operations framework for addressing overcrowding: A Taipei case study. Curator, 2023, 66, 329-350.	0.6	0
559	A Large-Scale Reviews-Driven Multi-Criteria Product Ranking Approach Based on User Credibility and Division Mechanism. Mathematics, 2023, 11, 2952.	2.2	1
560	Text classification technique for discovering country-based publications from international COVID-19 publications. Digital Health, 2023, 9, .	1.8	0
561	Analysis of Customer Satisfaction in Tourism Services Based on the Kano Model. Systems, 2023, 11, 345.	2.3	3
562	Detect and Interpret: Towards Operationalization of Automated User Experience Evaluation. Lecture Notes in Computer Science, 2023, , 82-100.	1.3	0
563	How Do Citizens View Digital Government Services? Study on Digital Government Service Quality Based on Citizen Feedback. Mathematics, 2023, 11, 3122.	2.2	1
564	Frontiers of policy and governance research in a smart city and artificial intelligence: an advanced review based on natural language processing. Frontiers in Sustainable Cities, 0, 5, .	2.4	1
565	Elevating the park experience: Exploring asymmetric relationships in visitor satisfaction at Canadian national parks. Journal of Outdoor Recreation and Tourism, 2023, 43, 100666.	2.9	0
566	User Comments as a Resource to Rank with Multiple Criteria: The Case of TripAdvisor Athensâ€™s Restaurants. Multiple Criteria Decision Making, 2023, , 145-170.	0.8	1
567	What tourists seek in peer-to-peer tour experiences? A topic modeling approach of online reviews. Journal of Vacation Marketing, 0, , .	4.3	0
568	Destination Image Through TripAdvisor's Reviews Analysis. Springer Series in Design and Innovation, 2023, , 205-221.	0.3	0
569	Using Online Customer Reviews to Understand Customersâ€™ Experience and Satisfaction with Integrated Resorts. Sustainability, 2023, 15, 13049.	3.2	1



#	ARTICLE	IF	CITATIONS
570	Analysing the Factor Influencing Post COVID-19 Experience Through User-Generated Content: Luxury Hotel in India. Lecture Notes in Networks and Systems, 2023, , 63-73.	0.7	0
571	Hiking experience attributes and seasonality: an analysis of topic modelling. Current Issues in Tourism, 0, , 1-17.	7.2	0
572	Sentiment analysis from unstructured hotel reviews data in social network using deep learning techniques. International Journal of Information Technology (Singapore), 2023, 15, 3563-3574.	2.7	2
573	Discovering the evolution of online reviews: A bibliometric review. Electronic Markets, 2023, 33, .	8.1	2
574	Exploring the Determinants of Travelersâ€™ Intention to Use the Airport Biometric System: A Korean Case Study. Sustainability, 2023, 15, 14129.	3.2	1
575	Market segmentation based on customer experience dimensions extracted from online reviews using data mining. Journal of Consumer Marketing, 0, , .	2.3	0
576	Classifying Quality Attributes of Hotel Services Considering Review Characteristics and Semantic Consistency: A Review-Driven IPA. Journal of Quality Assurance in Hospitality and Tourism, 0, , 1-30.	3.0	0
577	Exploring the current situation of cultural tourism scenic spots based on LDA modelâ€”Take Nanjing, Jiangsu Province, China as an example. Procedia Computer Science, 2023, 221, 826-832.	2.0	0
578	Exploring Blockchain Research in Supply Chain Management: A Latent Dirichlet Allocation-Driven Systematic Review. Information (Switzerland), 2023, 14, 557.	2.9	3
579	Creating meaningful insights from customer reviews: a methodological comparison of topic modeling algorithms and their use in marketing research. Journal of Marketing Analytics, 0, , .	3.7	0
580	Demystifying the nexus between social media usage and overtourism: evidence from Hangzhou, China. Asia Pacific Journal of Tourism Research, 2023, 28, 364-385.	3.7	3
581	Understanding the value of host-guest intimacy behind online reviews of Airbnb. International Journal of Hospitality Management, 2023, 115, 103599.	8.8	0
582	Sentimental Approach to Airline Service Quality Evaluation. Aerospace, 2023, 10, 883.	2.2	0
583	A social media analysis of travel preferences and attitudes, before and during Covid-19. Tourism Management, 2024, 100, 104821.	9.8	4
584	Service attribute prioritization based on the marginal utility of attribute performance. International Journal of Hospitality Management, 2023, 114, 103560.	8.8	1
585	Analysis of tourist satisfaction towards urban metro systems: an hybrid Natural Language Processing and classification model approach. , 2023, , .		0
586	Mapping Research on User-Generated Content in the Service Sector â€” A Bibliometric Analysis. Marketing of Scientific and Research Organisations, 2023, 49, 65-100.	0.2	0
587	Service attributes for sustainable rural tourism from online comments: Tourist satisfaction perspective. Journal of Destination Marketing & Management, 2023, 30, 100822.	5.3	0

#	ARTICLE	IF	CITATIONS
588	B&B Customer Experience and Satisfaction: Evidence from Online Customer Reviews. Service Science, 0, , .	1.3	0
589	Data analytics methods to measure service quality: A systematic review. Intelligent Decision Technologies, 2023, , 1-23.	0.9	0
590	Enhance understandings of Online Food Delivery's service quality with online reviews. Journal of Retailing and Consumer Services, 2024, 76, 103588.	9.4	0
591	Mining tourist preferences and decision support via tourism-oriented knowledge graph. Information Processing and Management, 2024, 61, 103523.	8.6	1
593	Nostalgia and negotiation: The electronic wordâ€ofâ€mouth and social wellâ€being of older consumers. Psychology and Marketing, 0, , .	8.2	0
594	Revolution trend investigation of tourism destination image with machine learning. Journal of Vacation Marketing, 0, , .	4.3	0
595	Exploring antecedents impacting user satisfaction with voice assistant app: A text mining-based analysis on Alexa services. Journal of Retailing and Consumer Services, 2024, 76, 103586.	9.4	4
596	Identifying Topics on Social Impact from S&P1500 CSR/ESG Reports. Lecture Notes in Computer Science, 2023, , 243-254.	1.3	0
597	Service failure monitoring via multivariate multiple linear regression profile schemes with dimensionality reduction. Decision Support Systems, 2024, 178, 114122.	5.9	0
598	Identifying the attributes of consumer experience in Michelin-starred restaurants: a text-mining analysis of online customer reviews. British Food Journal, 2023, 125, 579-598.	2.9	0
599	Analyzing online reviews of foreign tourists to destination attractions in China: a novel text mining approach. Asia Pacific Journal of Tourism Research, 2023, 28, 647-666.	3.7	0
600	The role of user-generated content in tourism decision-making: anâ€exemplary study of Andalusia, Spain. Management Decision, 0, , .	3.9	0
603	Online reviews, customer Q&As, and product sales: A PVAR approach. PLoS ONE, 2023, 18, e0290674.	2.5	0
604	The Evolution of Public Perceptions of Automated Vehicles in China: A Text Mining Approach Based Dynamic Topic Modeling. Lecture Notes in Computer Science, 2023, , 340-350.	1.3	0
605	Time matters: Investigating the asymmetric reflection of online reviews on customer satisfaction and recommendation across temporal lenses. International Journal of Information Management, 2024, 75, 102733.	17.5	0
606	Segmenting touristsâ€™ motivations via online reviews: An exploration of the service strategies for enhancing tourist satisfaction. Heliyon, 2024, 10, e23539.	3.2	0
607	Changes in guestsâ€™ hotel evaluations due to covid-19: The case of the world heritage city of Cuenca. Tourism and Hospitality Management, 2024, 30, 1-13.	1.0	0
608	Tell me about your culture, to predict your tourism activity preferences and evaluations: cross-country evidence based on user-generated content. Asia Pacific Journal of Tourism Research, 2023, 28, 1052-1070.	3.7	0

#	ARTICLE	IF	CITATIONS
609	Intellectual landscape and emerging trends of big data research in hospitality and tourism: A scientometric analysis. <i>International Journal of Hospitality Management</i> , 2024, 117, 103633.	8.8	0
610	Understanding asymmetric effects of attribute performance on tourist satisfaction with island tourism using user-generated data. <i>Journal of Hospitality and Tourism Insights</i> , 0, , .	3.4	0
611	What enhances or worsens the user-generated metaverse experience? An application of BERTopic to Roblox user eWOM. <i>Internet Research</i> , 0, , .	4.9	0
612	A typology of quantitative approaches to discovery. <i>Annals of Tourism Research</i> , 2024, 104, 103704.	6.4	0
613	Mining meaning from online hotel reviews: identification of determinants of (dis-) satisfaction using Latent Dirichlet allocation. <i>Journal of the Geographical Institute Jovan Cvijic SASA</i> , 2023, 73, 339-354.	1.0	0
614	Ä°tevrin Ä°Ä°si MÄ°4Ä°Yteri YorumlarÄ±nÄ± Etkileyen FaktÖrler Ä°zerine KeÄ°yifsel Bir Ä°talÄ±Ä°Yma: Trendyol Ä°rneÄ°yi. <i>Anadolu Ä°niversitesi Sosyal Bilimler Dergisi</i> , 2023, 23, 1393-1414.	0.5	0
615	Product improvement in a big data environment: A novel method based on text mining and large group decision making. <i>Expert Systems With Applications</i> , 2024, 245, 123015.	7.6	0
616	Examining Online Reviews for Restaurants: The Example of Google Maps. <i>International Journal of Contemporary Tourism Research</i> , 0, , .	0.2	0
617	Personalized tourism product design focused on tourist expectations and online reviews: An integrated MCDM method. <i>Computers and Industrial Engineering</i> , 2024, 188, 109860.	6.3	0
618	Natural Parks Image: An Analysis of Tripadvisor Reviews. <i>Lecture Notes in Networks and Systems</i> , 2024, , 373-383.	0.7	0
619	Tourism and Hospitality Forecasting With Big Data: A Systematic Review of the Literature. <i>Journal of Hospitality and Tourism Research</i> , 0, , .	2.9	1
620	Conceptualizing visitorsâ€™ experience in heritage hotels using big data. <i>Journal of Heritage Tourism</i> , 0, , 1-19.	2.7	0
621	A Novel Recommendation System for Tourist Places and its Speciality. , 2023, , .		0
622	The Great Tang All-Day Mall attractive cause analysis and guidance strategy. , 2024, 2, 6-26.		0
623	Voice of Employee: Impact of Online Reviews on Company and Job Seeker Matching Performance. , 2023, , .		0
624	Drone Applications in Logistics and Supply Chain Management: A Systematic Review Using Latent Dirichlet Allocation. <i>Arabian Journal for Science and Engineering</i> , 0, , .	3.0	0
625	A Two-Stage Nonlinear User Satisfaction Decision Model Based on Online Review Mining: Considering Non-Compensatory and Compensatory Stages. <i>Journal of Theoretical and Applied Electronic Commerce Research</i> , 2024, 19, 272-296.	5.7	0
626	Touristsâ€™ Perception of Tourist Destinations: The Case Study of NazarÄ° (Portugal). <i>Sustainability</i> , 2024, 16, 1387.	3.2	0

#	ARTICLE	IF	CITATIONS
627	Online Information Reviews to Boost Tourism in the B&B Industry to Reveal the Truth and Nexus. Information (Switzerland), 2024, 15, 103.	2.9	0
628	Prevention of negative online customer reviews: A dynamic and compensation perspective. Journal of Hospitality and Tourism Management, 2024, 58, 269-285.	6.6	0
629	Analyzing Restaurants in Tourism Destinations Through Online Reviews Using Topic Modeling and Sentiment Analysis. , 2023, , .		0
630	An Aspect-Based Review Analysis Using ChatGPT for the Exploration of Hotel Service Failures. Sustainability, 2024, 16, 1640.	3.2	0
631	Exploring online consumer experiences and experiential emotions offered by travel websites that accept cryptocurrency payments. International Journal of Hospitality Management, 2024, 119, 103721.	8.8	0
632	An improved IPA approach driven by big data and its application to customer satisfaction research of energy-saving appliance. Journal of Intelligent and Fuzzy Systems, 2024, 46, 9857-9871.	1.4	0
633	Tourists' Perceptions of Service Quality: Using Text for Tourism Hospitality Industry Insights. Advances in Science, Technology and Innovation, 2024, , 229-237.	0.4	0
634	Survival strategies for family-run homestays: Analyzing user reviews through text mining. Data Science and Management, 2024, , .	8.1	0
635	A Strategic model for service-oriented enterprises based on online reviews: the research of budget hotel chains in China. Information Technology and Management, 0, , .	2.4	0
636	Exploring cross-cultural disparities in tourists' perceived images: a text mining and sentiment analysis study using LDA and BERT-BILSTM models. Data Technologies and Applications, 0, , .	1.4	0
637	Unveiling metaverse sentiments using machine learning approaches. Kybernetes, 0, , .	2.2	0