Artificial Intelligence in Service

Citation Report

#	ARTICLE	IF	CITATIONS
1	Professional Service Jobs: Highly Paid but Subject to Disruption?. Service Science, 2018, 10, 457-475.	1.3	6
2	The Rise of Artificial Intelligence under the Lens of Sustainability. Technologies, 2018, 6, 100.	5.1	65
4	Brave new world: service robots in the frontline. Journal of Service Management, 2018, 29, 907-931.	7.2	1,036
5	Mobile banking and AI-enabled mobile banking. Journal of Research in Interactive Marketing, 2018, 12, 328-346.	8.9	70
6	The Consumer Production Journey: Marketing to Consumers as Co-Producers in the Sharing Economy. SSRN Electronic Journal, 2018, , .	0.4	0
7	A Systematic Review of Artificial Intelligence and Robots in Value Co-creation: Current Status and Future Research Avenues. Journal of Creating Value, 2018, 4, 211-228.	0.9	80
8	Customer experience challenges: bringing together digital, physical and social realms. Journal of Service Management, 2018, 29, 776-808.	7.2	435
9	Operating without operations: how is technology changing the role of the firm?. Journal of Service Management, 2018, 29, 809-833.	7.2	34
10	<i>Journal of Management Analytics</i> (JMA): Special issue: artificial intelligence and management analytics. Journal of Management Analytics, 2018, 5, 371-372.	2.5	0
11	Once upon a time… technology: a fairy tale or a marketing story?. Journal of Marketing Management, 2019, 35, 965-973.	2.3	12
12	Customer's perceptions of human features in frontline robots, consequences for service value and loyalty. , 2019, , .		0
13	Marketing perspectives on digital business models: A framework and overview of the special issue. International Journal of Research in Marketing, 2019, 36, 341-349.	4.2	91
14	The Feeling Economy: Managing in the Next Generation of Artificial Intelligence (AI). California Management Review, 2019, 61, 43-65.	6.3	235
15	Retail Apocalypse or Golden Opportunity for Retail Frontline Management?. Journal of Retailing, 2019, 95, 84-89.	6.2	34
16	Synergies at the Intersection of Retailing and Organizational Frontlines Research. Journal of Retailing, 2019, 95, 90-93.	6.2	28
17	The influence of technology infusion on customers' information disclosure behaviour within the frontline service encounter. International Review of Retail, Distribution and Consumer Research, 2019, 29, 482-503.	2.0	3
18	Frontiers: Machines vs. Humans: The Impact of Artificial Intelligence Chatbot Disclosure on Customer Purchases. Marketing Science, 0, , .	4.1	170
19	Developing and validating a service robot integration willingness scale. International Journal of Hospitality Management, 2019, 80, 36-51.	8.8	418

#	ARTICLE	IF	CITATIONS
20	Digital or human touchpoints? Insights from consumer-facing in-store services. Information Technology and People, 2019, 33, 296-310.	3.2	42
21	Future service technologies: is service research on track with business reality?. Journal of Services Marketing, 2019, 33, 479-487.	3.0	60
22	Value of social robots in services: social cognition perspective. Journal of Services Marketing, 2019, 33, 463-478.	3.0	122
23	From marketing to public value: towards a theory of public service ecosystems. Public Management Review, 2019, 21, 1733-1752.	4.9	80
24	The innovation imperative in healthcare: an interview and commentary. AMS Review, 2019, 9, 121-131.	2.5	12
25	Artificial Intelligence in FinTech: understanding robo-advisors adoption among customers. Industrial Management and Data Systems, 2019, 119, 1411-1430.	3.7	287
26	Artificial intelligence in medical education. Medical Teacher, 2019, 41, 976-980.	1.8	133
27	Empathy for service: benefits, unintended consequences, and future research agenda. Journal of Services Marketing, 2019, 33, 31-43.	3.0	53
28	Frontline knowledge networks in open collaboration models for service innovations. AMS Review, 2019, 9, 268-288.	2.5	4
29	Beyond Digital Inventionsâ€"Diffusion of Technology and Organizational Capabilities to Change. Perspectives in Law, Business and Innovation, 2019, , 123-146.	0.4	5
30	Rules of (household) engagement: technology as manager, assistant and intern. European Journal of Marketing, 2019, 53, 1934-1961.	2.9	23
31	Service Robots: Drivers of Perceived Responsibility for Service Outcomes. Journal of Service Research, 2019, 22, 404-420.	12.2	174
32	Resource integration through digitalisation: a service ecosystem perspective. Journal of Marketing Management, 2019, 35, 974-991.	2.3	74
33	Consumers acceptance of artificially intelligent (AI) device use in service delivery. International Journal of Information Management, 2019, 49, 157-169.	17.5	445
34	Mitigating the Negative Effects of Customer Anxiety through Access to Human Contact. SSRN Electronic Journal, 0, , .	0.4	6
35	The power of head tilts: gender and cultural differences of perceived human vs human-like robot smile in service. Tourism Review, 2019, 74, 428-442.	6.4	76
36	Adopting robot lawyer? The extending artificial intelligence robot lawyer technology acceptance model for legal industry by an exploratory study. Journal of Management and Organization, 2021, 27, 867-885.	3.0	26
37	Robots, Artificial Intelligence, and Service Automation in Restaurants. , 2019, , 185-219.		68

#	ARTICLE	IF	CITATIONS
38	Advancing service design research with design science research. Journal of Service Management, 2019, 30, 577-592.	7.2	30
39	Viewpoint: service research priorities â€" bridging the academic and practitioner perspectives. Journal of Services Marketing, 2019, 33, 626-631.	3.0	12
40	Opportunities for ethnographic methodologies in B2B service research. Journal of Services Marketing, 2019, 34, 78-86.	3.0	11
41	The Growing Importance of Software as a Driver of Value Exchange. Review of Marketing Research, 2019, , 85-95.	0.2	5
42	Future tourism in a robot-based economy: a perspective article. Tourism Review, 2020, 75, 329-332.	6.4	26
43	Transitioning to a Digital World. Review of Marketing Research, 2019, , 1-11.	0.2	3
44	Introduction to the Handbook of Globalisation and Tourism. , 2019, , .		2
45	Customer engagement in evolving technological environments: synopsis and guiding propositions. European Journal of Marketing, 2019, 53, 2018-2023.	2.9	99
46	Smart libraries: an emerging and innovative technological habitat of 21st century. Electronic Library, 2019, 37, 764-783.	1.4	73
47	From sci-fi to sci-fact: the state of robotics and AI in the hospitality industry. Journal of Hospitality and Tourism Technology, 2019, 10, 624-650.	3.8	62
48	An update on customer value: state of the art, revised typology, and research agenda. Journal of Service Management, 2019, 30, 650-680.	7.2	68
49	From words to pixels: text and image mining methods for service research. Journal of Service Management, 2019, 30, 593-620.	7.2	31
50	Cyborgs as frontline service employees: a research agenda. Journal of Service Theory and Practice, 2019, 29, 415-437.	3.2	21
51	The Impact of Digital Innovations on Marketing and Consumers. Review of Marketing Research, 2019, , 35-61.	0.2	6
52	BIBLIOMETRIC ANALYIS OF ARTIFICIAL INTELLIGENCE IN BUSINESS ECONOMICS. Poslovna Izvrsnost - Business Excellence, 2019, 13, 131-154.	0.3	0
53	Constructs for Artificial Intelligence Customer Service in E-commerce. , 2019, , .		3
54	Artificial intelligence (AI) and management analytics. Journal of Management Analytics, 2019, 6, 341-343.	2.5	50
55	The Service Recovery Journey: Conceptualization, Integration, and Directions for Future Research. Journal of Service Research, 2019, 22, 103-119.	12.2	164

#	ARTICLE	IF	CITATIONS
56	Siri, Siri, in my hand: Who's the fairest in the land? On the interpretations, illustrations, and implications of artificial intelligence. Business Horizons, 2019, 62, 15-25.	5.2	1,120
57	Practising Value Innovation through Artificial Intelligence: The IBM Watson Case. Journal of Creating Value, 2019, 5, 11-24.	0.9	28
58	Frontline Service Technology infusion: conceptual archetypes and future research directions. Journal of Service Management, 2019, 30, 156-183.	7.2	211
59	Customer Acceptance of AI in Service Encounters: Understanding Antecedents and Consequences. Service Science: Research and Innovations in the Service Economy, 2019, , 77-103.	1.1	53
60	Apple Pay: Coolness and embarrassment in the service encounter. International Journal of Hospitality Management, 2019, 78, 268-275.	8.8	45
61	Formal-sector employment and Africa's youth employment crisis: Irrelevance or policy priority?. Development Policy Review, 2020, 38, 428-440.	1.8	15
62	Digital Transformation in Business and Society. , 2020, , .		17
63	Robots in tourism: A research agenda for tourism economics. Tourism Economics, 2020, 26, 1065-1085.	4.1	83
64	Service robot implementation: a theoretical framework and research agenda. Service Industries Journal, 2020, 40, 203-225.	8.3	281
65	Cities and the Digital Revolution. , 2020, , .		30
66	Flexible Piezoelectric Acoustic Sensors and Machine Learning for Speech Processing. Advanced Materials, 2020, 32, e1904020.	21.0	155
67	How artificial intelligence will change the future of marketing. Journal of the Academy of Marketing Science, 2020, 48, 24-42.	11.2	753
68	Price negotiating for services: elucidating the ambivalent effects on customers' negotiation aspirations. Journal of the Academy of Marketing Science, 2020, 48, 165-185.	11.2	15
69	Enhancing hospitality experience with service robots: the mediating role of rapport building. Journal of Hospitality Marketing and Management, 2020, 29, 247-268.	8.2	163
70	Multichannel integration along the customer journey: a systematic review and research agenda. Service Industries Journal, 2020, 40, 1087-1118.	8.3	33
71	Emotional intelligence or artificial intelligence– an employee perspective. Journal of Hospitality Marketing and Management, 2020, 29, 377-403.	8.2	111
72	Customer experience driven business model innovation. Journal of Business Research, 2020, 116, 431-440.	10.2	140
73	The future of marketing. International Journal of Research in Marketing, 2020, 37, 15-26.	4.2	169

#	ARTICLE	IF	CITATIONS
74	Revisiting Contemporary Issues in B2B Marketing: It's Not Just about Artificial Intelligence. Australasian Marketing Journal, 2020, 28, 83-89.	5.4	10
75	Impact of Proactive Postsales Service and Cross-Selling Activities on Customer Churn and Service Calls. Journal of Service Research, 2020, 23, 53-69.	12.2	13
76	Frontline encounters of the AI kind: An evolved service encounter framework. Journal of Business Research, 2020, 116, 366-376.	10.2	115
77	The Ethical Implications of Using Artificial Intelligence in Auditing. Journal of Business Ethics, 2020, 167, 209-234.	6.0	141
78	From data to action: How marketers can leverage AI. Business Horizons, 2020, 63, 227-243.	5.2	145
79	Automation, Algorithms, and Beyond: Why Work Design Matters More Than Ever in a Digital World. Applied Psychology, 2022, 71, 1171-1204.	7.1	201
80	Artificial Life. Journal of Macromarketing, 2020, 40, 221-236.	2.6	17
81	Shifting Arrays of a Kaleidoscope: The Orchestration of Relational Value Cocreation in Service Systems. Journal of Service Research, 2020, 23, 211-228.	12.2	27
82	Artificial intelligence and machine learning as business tools: A framework for diagnosing value destruction potential. Business Horizons, 2020, 63, 183-193.	5.2	153
83	The future of technology and marketing: a multidisciplinary perspective. Journal of the Academy of Marketing Science, 2020, 48, 1-8.	11.2	216
84	Leveraging human-robot interaction in hospitality services: Incorporating the role of perceived value, empathy, and information sharing into visitors' intentions to use social robots. Tourism Management, 2020, 78, 104042.	9.8	253
85	Building Blocks of Successful Digital Transformation: Complementing Technology and Market Issues. International Journal of Innovation and Technology Management, 2020, 17, .	1.4	38
86	Sentiment Analysis of Impact of Technology on Employment from Text on Twitter. International Journal of Interactive Mobile Technologies, 2020, 14, 88.	1.2	4
87	The adoption of artificial intelligence and robotics in the hotel industry: prospects and challenges. Electronic Markets, 2021, 31, 553-574.	8.1	92
88	What can we expect from the future? The impact of Artificial Intelligence on Society. , 2020, , .		2
89	Strategic enablement investments: Exploring differences in human and technological knowledge transfers to supply chain partners. Industrial Marketing Management, 2020, 91, 187-195.	6.7	15
90	Are Future Professionals Willing to Implement Service Robots? Attitudes of Hospitality and Tourism Students towards Service Robotization. Electronics (Switzerland), 2020, 9, 1442.	3.1	29
91	Digital Taylorism as an Answer to the Requirements of the New Era. , 2020, , 103-119.		5

#	Article	IF	Citations
92	Perspectives in Business Informatics Research. Lecture Notes in Business Information Processing, 2020, , .	1.0	1
93	Rising with the machines: A sociotechnical framework for bringing artificial intelligence into the organization. Journal of Business Research, 2020, 120, 262-273.	10.2	183
94	Numbers, Not Lives: AI Dehumanization Undermines COVID-19 Preventive Intentions. Journal of the Association for Consumer Research, 2022, 7, 63-71.	1.7	3
95	How will service robots redefine leadership in hotel management? A Delphi approach. International Journal of Contemporary Hospitality Management, 2020, 32, 2217-2237.	8.0	76
96	How to design fashion retail's virtual reality platforms. International Journal of Retail and Distribution Management, 2020, 48, 1057-1076.	4.7	30
97	Half human, half machine â€" augmenting service employees with AI for interpersonal emotion regulation. Journal of Service Management, 2020, 31, 247-265.	7.2	43
98	Artificial intelligence: disrupting what we know about services. Journal of Services Marketing, 2020, 34, 317-334.	3.0	106
99	Twenty-seven years of service research: a literature review and research agenda. Journal of Services Marketing, 2020, 34, 299-316.	3.0	61
100	The history of academic research in marketing and its implications for the future. Spanish Journal of Marketing - ESIC, 2020, 24, 3-36.	5.2	23
101	Effects of COVID-19 on hotel marketing and management: a perspective article. International Journal of Contemporary Hospitality Management, 2020, 32, 2563-2573.	8.0	512
102	Artificial Intelligence and Entrepreneurship: Implications for Venture Creation in the Fourth Industrial Revolution. Entrepreneurship Theory and Practice, 2021, 45, 1028-1053.	10.2	130
103	Touristsâ€™ Attitudes toward the Use of Artificially Intelligent (AI) Devices in Tourism Service Delivery: Moderating Role of Service Value Seeking. Journal of Travel Research, 2022, 61, 170-185.	9.0	66
104	The Role of Humanâ€"Machine Interactive Devices for Post-COVID-19 Innovative Sustainable Tourism in Ho Chi Minh City, Vietnam. Sustainability, 2020, 12, 9523.	3.2	80
105	Designing Futuristic Telemedicine Using Artificial Intelligence and Robotics in the COVID-19 Era. Frontiers in Public Health, 2020, 8, 556789.	2.7	68
106	AI and robotics in the European restaurant sector: Assessing potentials for process innovation in a high-contactÂservice industry. Electronic Markets, 2021, 31, 529-551.	8.1	49
107	On the current state of combining human and artificial intelligence for strategic organizational decision making. Business Research, 2020, 13, 875-919.	4.0	60
108	Demystifying consumer digital cocreated value: Social presence theory-informed framework and propositions. Recherche Et Applications En Marketing, 2021, 36, 24-42.	0.5	13
109	Construction 4.0: A Literature Review. Sustainability, 2020, 12, 9755.	3.2	150

#	ARTICLE	IF	CITATIONS
110	Trust Toward Robots and Artificial Intelligence: An Experimental Approach to Human–Technology Interactions Online. Frontiers in Psychology, 2020, 11, 568256.	2.1	43
111	Customer Acceptance of Use of Artificial Intelligence in Hospitality Services: An Indian Hospitality Sector Perspective. Global Business Review, 0, , 097215092093975.	3.1	16
112	The digital marketing capabilities gap. Industrial Marketing Management, 2020, 90, 276-290.	6.7	116
113	Biosecurity, crisis management, automation technologies and economic performance of travel, tourism and hospitality companies – A conceptual framework. Tourism Economics, 2022, 28, 3-26.	4.1	56
114	Frontline robots in tourism and hospitality: service enhancement or cost reduction?. Electronic Markets, 2021, 31, 477-492.	8.1	115
115	Commentary: future directions of the service discipline. Journal of Services Marketing, 2020, 34, 279-289.	3.0	28
116	Smart Products: Conceptual Review, Synthesis, and Research Directions*. Journal of Product Innovation Management, 2020, 37, 379-404.	9.5	92
117	Accountable algorithms? The ethical implications of data-driven business models. Journal of Service Management, 2020, 31, 163-185.	7.2	40
118	Managing the human–chatbot divide: how service scripts influence service experience. Journal of Service Management, 2021, 32, 246-264.	7.2	68
119	AI voice bots: a services marketing research agenda. Journal of Services Marketing, 2020, 34, 389-398.	3.0	76
120	Service robots, customers and service employees: what can we learn from the academic literature and where are the gaps?. Journal of Service Theory and Practice, 2020, 30, 361-391.	3.2	260
121	Service Encounter 1.0 Theories revisited – Development of an Evaluation Scheme to assess their explanatory Relevance in the Service Encounter 2.0 Environment. Forum Dienstleistungsmanagement, 2020, , 199-225.	1.2	0
122	After the revolution – new chances for service research in a digital world. Journal of Service Management, 2020, 31, 597-607.	7.2	12
123	The impact of augmented reality on overall service satisfaction in elaborate servicescapes. Journal of Service Management, 2020, 31, 227-246.	7.2	21
124	Do We Trust in AI? Role of Anthropomorphism and Intelligence. Journal of Computer Information Systems, 2021, 61, 481-491.	2.9	37
125	Man vs machine: examining the three themes of service robotics in tourism and hospitality. Electronic Markets, 2021, 31, 511-527.	8.1	21
126	Using AI to predict service agent stress from emotion patterns in service interactions. Journal of Service Management, 2020, ahead-of-print, .	7.2	12
127	Automation fears: Drivers and solutions. Technology in Society, 2020, 63, 101431.	9.4	43

#	Article	IF	Citations
128	Gig Economy, 4IR and Artificial Intelligence: Rethinking Strategic HRM. , 2020, , 75-88.		25
129	Technology-infused Organizational Frontlines: When (Not) to Use Chatbots in Retailing to Promote Customer Engagement. , 2020, , 71-84.		2
130	Understanding robot acceptance/rejection: the SAR model. , 2020, , .		5
131	The Use of Affective Care Robots Calls Forth Value-based Consideration. , 2020, , .		1
132	Artificial Intelligence and Machine Learning in Sparse/Inaccurate Data Situations. , 2020, , .		0
133	Robotic transformative service research: deploying social robots for consumer well-being during COVID-19 and beyond. Journal of Service Management, 2020, 31, 1131-1148.	7.2	117
134	Business Process Management: Blockchain and Robotic Process Automation Forum. Lecture Notes in Business Information Processing, 2020, , .	1.0	4
135	Impact of Artificial Intelligence Research on Politics of the European Union Member States: The Case Study of Portugal. Sustainability, 2020, 12, 6708.	3.2	14
136	Machine learning and AI in marketing â€“ Connecting computing power to human insights. International Journal of Research in Marketing, 2020, 37, 481-504.	4.2	220
137	Service robots in the hospitality industry: The case of Henn-na hotel, Japan. Technology in Society, 2020, 63, 101423.	9.4	74
138	Machine Learning in Marketing: Overview, Learning Strategies, Applications, and Future Developments. Foundations and Trends in Marketing, 2020, 14, 173-236.	1.1	20
139	Touch Versus Tech in Service Encounters. Cornell Hospitality Quarterly, 2021, 62, 468-481.	3.8	20
140	Mitigating loneliness with companion robots in the COVID-19 pandemic and beyond: an integrative framework and research agenda. Journal of Service Management, 2020, 31, 1149-1162.	7.2	113
141	Hotel managersâ€™ perceptions towards the use of robots: a mixed-methods approach. Information Technology and Tourism, 2020, 22, 505-535.	5.8	107
142	The impact of artificial intelligence on event experiences: a scenario technique approach. Electronic Markets, 2021, 31, 601-617.	8.1	36
145	Impacts of service robots on service quality. Service Business, 2020, 14, 439-459.	4.2	82
146	Robots or frontline employees? Exploring customersâ€™ attributions of responsibility and stability after service failure or success. Journal of Service Management, 2020, 31, 267-289.	7.2	140
147	Digital innovation in law firms: The dominant logic under threat. Creativity and Innovation Management, 2020, 29, 512-527.	3.3	14

#	ARTICLE	IF	CITATIONS
148	To Err Is Human(-oid): How Do Consumers React to Robot Service Failure and Recovery?. Journal of Service Research, 2021, 24, 354-371.	12.2	161
149	May the bots be with you! Delivering HR cost-effectiveness and individualised employee experiences in an MNE. International Journal of Human Resource Management, 2022, 33, 1148-1178.	5.3	75
150	Developing an artificial intelligence framework for online destination image photos identification. Journal of Destination Marketing & Management, 2020, 18, 100512.	5.3	32
151	Artificial intelligence in personnel management: the development of APM model. Bottom Line: Managing Library Finances, 2020, 33, 377-388.	5.3	17
152	Toward a Multi-Sided Model of Service Quality for Logistics Service Providers. Administrative Sciences, 2020, 10, 79.	2.9	6
153	Artificial Intelligence in Service Delivery Systems: A Systematic Literature Review. Advances in Intelligent Systems and Computing, 2020, , 222-233.	0.6	3
154	From high-touch to high-tech: COVID-19 drives robotics adoption. Tourism Geographies, 2020, 22, 724-734.	4.0	382
155	Building the sociomateriality of food service. International Journal of Hospitality Management, 2020, 89, 102553.	8.8	10
156	Human Trust in Artificial Intelligence: Review of Empirical Research. Academy of Management Annals, 2020, 14, 627-660.	9.6	550
157	Programmatic creative: AI can think but it cannot feel. Australasian Marketing Journal, 2022, 30, 90-95.	5.4	37
158	Social Media Comments about Hotel Robots. Journal of China Tourism Research, 2020, 16, 606-625.	1.9	17
159	Creating Value with Artificial Intelligence: A Multi-stakeholder Perspective. Journal of Creating Value, 2020, 6, 72-85.	0.9	20
160	x=(tourism_work) y=(sdg8) while y=true: automate(x). Annals of Tourism Research, 2020, 84, 102978.	6.4	37
161	The Smart Home: How Consumers Craft New Service Networks by Combining Heterogeneous Smart Domestic Products. Journal of Service Research, 2020, 23, 504-526.	12.2	9
162	Human-robot interaction: Conceptualising trust in frontline teams through LEGOÂ® Serious PlayÂ®. Tourism Management Perspectives, 2020, 35, 100692.	5.2	24
163	Forecasting artificial intelligence on online customer assistance: Evidence from chatbot patents analysis. Journal of Retailing and Consumer Services, 2020, 55, 102096.	9.4	109
164	Designing conceptual articles: four approaches. AMS Review, 2020, 10, 18-26.	2.5	485
165	Human staff vs. service robot vs. fellow customer: Does it matter who helps your customer following a service failure incident?. International Journal of Hospitality Management, 2020, 87, 102501.	8.8	82

#	ARTICLE	IF	CITATIONS
166	Ethical issues in service robotics and artificial intelligence. Service Industries Journal, 2021, 41, 860-876.	8.3	74
167	Artificial Intelligence and Persuasion: A Construal-Level Account. Psychological Science, 2020, 31, 363-380.	3.3	55
169	Digital Analytics: Modeling for Insights and New Methods. Journal of Interactive Marketing, 2020, 51, 26-43.	6.2	64
170	The influence of consumer anthropomorphism on attitudes towards artificial intelligence trip advisors. Journal of Hospitality and Tourism Management, 2020, 44, 108-111.	6.6	44
171	The dark side of AI-powered service interactions: exploring the process of co-destruction from the customer perspective. Service Industries Journal, 2021, 41, 900-925.	8.3	93
172	Artificial intelligence (AI) and value co-creation in B2B sales: Activities, actors and resources. Australasian Marketing Journal, 2021, 29, 243-251.	5.4	36
173	Customer experience management in the age of big data analytics: A strategic framework. Journal of Business Research, 2020, 116, 356-365.	10.2	121
174	TECHNOLOGY CHALLENGES AND OPPORTUNITIES FACING MARKETING EDUCATION. Marketing Education Review, 2020, 30, 3-14.	1.3	37
175	Artificially intelligent device use in service delivery: a systematic review, synthesis, and research agenda. Journal of Hospitality Marketing and Management, 2020, 29, 757-786.	8.2	96
176	A review of research into automation in tourism: Launching the Annals of Tourism Research Curated Collection on Artificial Intelligence and Robotics in Tourism. Annals of Tourism Research, 2020, 81, 102883.	6.4	333
177	Are machines stealing our jobs?. Cambridge Journal of Regions, Economy and Society, 2020, 13, 153-173.	3.0	22
178	Exploring Service Science. Lecture Notes in Business Information Processing, 2020, , .	1.0	1
179	Autonomous Shopping Systems: Identifying and Overcoming Barriers to Consumer Adoption. Journal of Retailing, 2020, 96, 74-87.	6.2	116
180	Innovations in the Financial Sphere: Performance Evaluation of Introducing Service Robots with Artificial Intelligence. , 2020, , .		10
181	AI-enabled biometrics in recruiting: Insights from marketers for managers. Australasian Marketing Journal, 2021, 29, 225-234.	5.4	17
182	When AI-based services fail: examining the effect of the self-AI connection on willingness to share negative word-of-mouth after service failures. Service Industries Journal, 2021, 41, 877-899.	8.3	38
183	The impact of automation on tourism and hospitality jobs. Information Technology and Tourism, 2020, 22, 205-215.	5.8	55
184	Channel Habits and the Development of Successful Customer-Firm Relationships in Services. Journal of Service Research, 2020, 23, 456-475.	12.2	12

#	ARTICLE	IF	CITATIONS
185	Reinventing Innovation Management: The Impact of Self-Innovating Artificial Intelligence. IEEE Transactions on Engineering Management, 2021, 68, 628-639.	3.5	33
186	One-Voice Strategy for Customer Engagement. Journal of Service Research, 2021, 24, 42-65.	12.2	41
187	Business model innovation through digitisation in social purpose organisations: A comparative analysis of Tate Modern and Pompidou Centre. Journal of Business Research, 2021, 125, 597-608.	10.2	40
188	Applications and Implications of Service Robots in Hospitality. Cornell Hospitality Quarterly, 2021, 62, 232-247.	3.8	133
189	Enacting Professional Service Work in Times of Digitalization and Potential Disruption. Journal of Service Research, 2021, 24, 249-268.	12.2	30
190	The Internet of Everything: Smart things and their impact on business models. Journal of Business Research, 2021, 122, 853-863.	10.2	152
191	Emotional support from a digital assistant in technology-mediated services: Effects on customer satisfaction and behavioral persistence. International Journal of Research in Marketing, 2021, 38, 176-193.	4.2	61
192	Replaced by a Robot: Service Implications in the Age of the Machine. Journal of Service Research, 2021, 24, 104-121.	12.2	117
193	Engaged to a Robot? The Role of AI in Service. Journal of Service Research, 2021, 24, 30-41.	12.2	353
194	Understanding the interplay of artificial intelligence and strategic management: four decades of research in review. Management Review Quarterly, 2021, 71, 91-134.	9.2	69
195	A strategic framework for artificial intelligence in marketing. Journal of the Academy of Marketing Science, 2021, 49, 30-50.	11.2	338
196	ARTIFICIAL INTELLIGENCE IN MARKETING EDUCATION PROGRAMS. Marketing Education Review, 2021, 31, 2-13.	1.3	14
197	A Strategic Framework for Task Automation in Professional Services. Journal of Service Research, 2021, 24, 122-140.	12.2	32
198	Marketing in a data-driven digital world: Implications for the role and scope of marketing. Journal of Business Research, 2021, 125, 772-779.	10.2	66
199	Developing firms' growth approaches as a multidimensional decision to enhance key stakeholders' wellbeing. International Journal of Research in Marketing, 2021, 38, 402-424.	4.2	15
200	Productive employment and decent work: The impact of AI adoption on psychological contracts, job engagement and employee trust. Journal of Business Research, 2021, 131, 485-494.	10.2	100
201	Paradoxes of artificial intelligence in consumer markets: Ethical challenges and opportunities. Journal of Business Research, 2021, 129, 961-974.	10.2	94
202	Smart nudging: How cognitive technologies enable choice architectures for value co-creation. Journal of Business Research, 2021, 129, 949-960.	10.2	53

#	ARTICLE	IF	CITATIONS
203	The strategic use of artificial intelligence in the digital era: Systematic literature review and future research directions. International Journal of Information Management, 2021, 57, 102225.	17.5	222
204	Uncovering the dark side of gamification at work: Impacts on engagement and well-being. Journal of Business Research, 2021, 122, 256-269.	10.2	76
205	E-service quality and e-retailers: Attribute-based multi-dimensional scaling. Computers in Human Behavior, 2021, 115, 106608.	8.5	40
206	Avatar Design of Virtual Salespeople: Mitigation of Recommendation Conflicts. Journal of Service Research, 2021, 24, 141-159.	12.2	46
207	Call me maybe: Methods and practical implementation of artificial intelligence in call center arrivals' forecasting. Journal of Business Research, 2021, 123, 267-278.	10.2	20
208	Service robots in online reviews: Online robotic discourse. Annals of Tourism Research, 2021, 87, 103036.	6.4	27
209	Uncovering the Sources of Machine-Learning Mistakes in Advertising: Contextual Bias in the Evaluation of Semantic Relatedness. Journal of Advertising, 2021, 50, 26-38.	6.6	11
210	Artificial intelligence and the new forms of interaction: Who has the control when interacting with a chatbot?. Journal of Business Research, 2021, 129, 878-890.	10.2	83
211	Examining the impact of artificial intelligence on hotel employees through job insecurity perspectives. International Journal of Hospitality Management, 2021, 95, 102763.	8.8	50
212	Reshaping the contexts of online customer engagement behavior via artificial intelligence: A conceptual framework. Journal of Business Research, 2021, 129, 902-910.	10.2	76
213	A theory of multiformat communication: mechanisms, dynamics, and strategies. Journal of the Academy of Marketing Science, 2021, 49, 441-461.	11.2	27
214	An AI based research on optimization of university sports information service. Journal of Intelligent and Fuzzy Systems, 2021, 40, 3313-3324.	1.4	7
215	The bright and dark sides of artificial intelligence: A futures perspective on tourist destination experiences. Journal of Destination Marketing & Management, 2021, 19, 100511.	5.3	47
216	Artificial intelligence in business: State of the art and future research agenda. Journal of Business Research, 2021, 129, 911-926.	10.2	164
217	How does artificial intelligence enable and enhance value co-creation in industrial markets? An exploratory case study in the healthcare ecosystem. Journal of Business Research, 2021, 129, 849-859.	10.2	91
218	Customers need to relate: The conditional warm glow effect of CSR on negative customer experiences. Journal of Business Research, 2021, 124, 240-253.	10.2	14
219	Improving the service industry with hyper-connectivity: IoT in hospitality. International Journal of Contemporary Hospitality Management, 2021, 33, 243-262.	8.0	37
220	Industry 4.0 in services: challenges and opportunities for value co-creation. Journal of Services Marketing, 2021, 35, 412-427.	3.0	20

#	ARTICLE	IF	CITATIONS
221	Service robots or human staff: How social crowding shapes tourist preferences. Tourism Management, 2021, 83, 104242.	9.8	81
222	Leveraging machine learning in the global fight against money laundering and terrorism financing: An affordances perspective. Journal of Business Research, 2021, 131, 441-452.	10.2	72
223	Artificial intelligence in marketing: Topic modeling, scientometric analysis, and research agenda. Journal of Business Research, 2021, 124, 389-404.	10.2	166
224	Artificial intelligence: neither Utopian nor apocalyptic impacts soon. Economics of Innovation and New Technology, 2021, 30, 1-23.	3.4	19
225	Artificial Intelligence (AI): Multidisciplinary perspectives on emerging challenges, opportunities, and agenda for research, practice and policy. International Journal of Information Management, 2021, 57, 101994.	17.5	939
226	Robotics for Customer Service: A Useful Complement or an Ultimate Substitute?. Journal of Service Research, 2021, 24, 9-29.	12.2	161
227	Unpacking the Relationship Between Customer (In)Justice and Employee Turnover Outcomes: Can Fair Supervisor Treatment Reduce Employeesâ€™ Emotional Turmoil?. Journal of Service Research, 2021, 24, 301-319.	12.2	26
228	The Use of Chatbots in Digital Business Transformation: A Systematic Literature Review. IEEE Access, 2021, 9, 106530-106539.	4.2	31
229	Design Foundations for AI Assisted Decision Making: A Self Determination Theory Approach. , 0, , .		11
230	Industrial Internet of Things Framework. , 2021, , 1-20.		3
231	Future Internet and Digital Ecosystems. Contributions To Management Science, 2021, , 17-38.	0.5	2
232	Artificial Intelligence in Personnel Management: Opportunities and Challenges to the Higher Education Sector (HES). Lecture Notes in Networks and Systems, 2021, , 278-289.	0.7	3
233	Artificial Intelligence in Marketing. Advances in Business Information Systems and Analytics Book Series, 2021, , 342-365.	0.4	1
234	Artificial Intelligence a Driver for Digital Transformation. Advances in Information Security, Privacy, and Ethics Book Series, 2021, , 234-250.	0.5	1
235	The Usage of Artificial Intelligence in Digital Marketing: A Review. Studies in Computational Intelligence, 2021, , 357-383.	0.9	4
236	How Committed I Am with Tourist-Intelligent Virtual Assistants?. Smart Innovation, Systems and Technologies, 2021, , 3-9.	0.6	0
237	Vertrauen in KI-basierte Radiologie â€" Erste Erkenntnisse durch eine explorative Stakeholder-Konsultation. Forum Dienstleistungsmanagement, 2021, , 309-335.	1.2	0
238	KÃ¼nstliche Intelligenz in der Finanz-dienstleistungsbranche â€" Welche Bedeutung hat das Kundenvertrauen?. Forum Dienstleistungsmanagement, 2021, , 265-286.	1.2	1

#	ARTICLE	IF	CITATIONS
239	Technology-driven Service Innovation in University Libraries. , 2021, , .		1
240	Die Einstellung der Konsumenten gegenüber der Nutzung von neuen Technologien und künstlicher Intelligenz. Organisationskompetenz Zukunftsfaˆhigkeit, 2021, , 63-74.	0.2	0
241	Development Opportunities of Taiwan's Smart Cities from the Viewpoint of Smart Manufacturing. Springer Proceedings in Complexity, 2021, , 71-90.	0.3	0
242	Structural Review of Customer Incivility and Social Competences of Frontline Employees for Prevention and Mitigation. Journal of Quality Assurance in Hospitality and Tourism, 2022, 23, 196-216.	3.0	6
243	Why Mindset Matters in a Digital Age. , 2021, , 1-15.		0
244	Influences of artificial intelligence (AI) awareness on career competency and job burnout. International Journal of Contemporary Hospitality Management, 2021, 33, 717-734.	8.0	83
245	When do forecasts fail and when not? Contingencies affecting the accuracy of sales managers' forecast regarding the future business situation. Journal of Personal Selling and Sales Management, 2021, 41, 218-232.	2.8	2
246	Menschengerechte Gestaltung von KI bei Dienstleistungsarbeit. Forum Dienstleistungsmanagement, 2021, , 231-255.	1.2	2
247	Einsatzpotenziale und Auswirkungen von KI-Dienstleistungsinnovationen. Forum Dienstleistungsmanagement, 2021, , 134-157.	1.2	0
248	Systemic Oversimplification Limits the Potential for Human-AI Partnership. IEEE Access, 2021, 9, 70242-70260.	4.2	2
249	Artificial Intelligence in the Hospitality Sector. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 257-278.	0.8	2
250	Using AI Technology to Support Speaking Skill Development for the Teaching of Chinese as a Foreign Language. Advances in Data Mining and Database Management Book Series, 2021, , 209-227.	0.5	0
251	Digital Transformation and Strategic Management of Frontline Services With Robotic Technologies. Advances in E-Business Research Series, 2021, , 42-60.	0.4	0
252	The Impact of Emergent Technologies in the Evolutionary Path for M-Commerce. , 2021, , 824-844.		0
253	Künstliche Intelligenz im Dienstleistungsmanagement – Anwendungen, Einsatzbereiche und Herangehensweisen. Forum Dienstleistungsmanagement, 2021, , 2-49.	1.2	5
254	The Impact of Artificial Intelligence on Work and Human Value: Views from Social Researchers. Communications in Computer and Information Science, 2021, , 419-428.	0.5	0
255	Nachhaltiger Konsum im digitalen Zeitalter. Forum Dienstleistungsmanagement, 2021, , 235-261.	1.2	1
256	Artificial Intelligence and Women Empowerment in Bahrain. Studies in Computational Intelligence, 2021, , 101-121.	0.9	6

#	ARTICLE	IF	CITATIONS
257	Corporate Digital Responsibility at the Dawn of the Digital Service Revolution. SSRN Electronic Journal, 0, , .	0.4	7
258	The Use of Augmented Reality to Expand the Experience of Museum Visitors. Springer Series on Cultural Computing, 2021, , 141-151.	0.6	3
259	Artificial Intelligence for marketing plan: the case for e-marketing companies. Marketing and Management of Innovations, 2021, , 81-95.	1.5	5
260	Behavioral and neural evidence on consumer responses to human doctors and medical artificial intelligence. Psychology and Marketing, 2021, 38, 610-625.	8.2	31
262	Einsatz Künstlicher Intelligenz in Einkaufsverhandlungen â€" Status quo und Anwendungsfälle. Forum Dienstleistungsmanagement, 2021, , 185-211.	1.2	0
263	Partizipative Dienstleistungsentwicklung im Gesundheitswesen â€" Barrieren der Nutzer-integration bei KI-basierten Dienstleistungen. Forum Dienstleistungsmanagement, 2021, , 337-358.	1.2	1
264	Rise of the Machines? Customer Engagement in Automated Service Interactions. Journal of Service Research, 2021, 24, 3-8.	12.2	85
266	A Survey on Hybrid Human-Artificial Intelligence for Autonomous Driving. IEEE Transactions on Intelligent Transportation Systems, 2022, 23, 6011-6026.	8.0	18
267	Alexa, <i>she's</i> not human butâ€¦ Unveiling the drivers of consumers' trust in voiceâ€based artificial intelligence. Psychology and Marketing, 2021, 38, 626-642.	8.2	161
268	Exploring New Digital Age Challenges. Lecture Notes in Networks and Systems, 2021, , 57-66.	0.7	0
271	The Labour Market Under Consideration of the Technical Changes. International Journal of Online Pedagogy and Course Design, 2021, 11, 1-14.	0.4	0
272	The Impact of Artificial Intelligence on ConsumersÂ' Identity and Human Skills. Amfiteatru Economic, 2021, 23, 33.	2.1	20
273	Role and effect of traditional markets: The internationally awarded case of Barcelos. Journal of Global Scholars of Marketing Science, 2022, 32, 470-492.	2.0	2
274	Enhancing the value co-creation process: artificial intelligence and mobile banking service platforms. Journal of Research in Interactive Marketing, 2021, 15, 68-85.	8.9	95
275	Benefits and Risks of Introducing Artificial Intelligence Into Trade and Commerce: The Case of Manufacturing Companies in West Africa. Amfiteatru Economic, 2021, 23, 174.	2.1	2
276	DESIGN DEVELOPMENT AND FABRICATION OF AN ATRAUMATIC ROSAI BOWEL PROTECTOR/ RETRACTOR. , 2021, , 26-27.		0
277	The Integration of Artificial Intelligence in Retail: Benefits, Challenges and a Dedicated Conceptual Framework. Amfiteatru Economic, 2021, 23, 120.	2.1	18
278	Adoption of AI-empowered industrial robots in auto component manufacturing companies. Production Planning and Control, 2022, 33, 1517-1533.	8.8	59

#	Article	IF	Citations
279	Digital servitization value co-creation framework for AI services: a research agenda for digital transformation in financial service ecosystems. Journal of Research in Interactive Marketing, 2021, 15, 200-222.	8.9	71
280	Who do you choose? Comparing perceptions of human vs robo-advisor in the context of financial services. Journal of Services Marketing, 2021, 35, 634-646.	3.0	48
281	Designing and Manufacturing of Automatic Robotic Lawn Mower. Processes, 2021, 9, 358.	2.8	9
282	Is a gift on sale â€œheart-discountedâ€? Giversâ€™ misprediction on the value of discounted gifts and the influence of service robots. Journal of Retailing and Consumer Services, 2022, 65, 102489.	9.4	3
283	Artificial intelligence, robotics, advanced technologies and human resource management: a systematic review. International Journal of Human Resource Management, 2022, 33, 1237-1266.	5.3	279
284	A Vital Sign Analysis System Based on Algorithm Block Broker for Interoperability between Algorithm Development Tools. Applied Sciences (Switzerland), 2021, 11, 1913.	2.5	0
285	Spicing up hospitality service encounters: the case of Pepperâ„¢. International Journal of Contemporary Hospitality Management, 2021, 33, 3906-3925.	8.0	46
286	Artificial intelligence technology based on deep learning in digestive endoscopy imaging diagnosis. Personal and Ubiquitous Computing, 0, , 1.	2.8	1
287	Online content match-making in B2B markets: Application of neural content modeling. Industrial Marketing Management, 2021, 93, 32-40.	6.7	8
288	A Framework for Collaborative Artificial Intelligence in Marketing. Journal of Retailing, 2022, 98, 209-223.	6.2	90
289	The circular economy meets artificial intelligence (AI): understanding the opportunities of AI for reverse logistics. Management of Environmental Quality, 2022, 33, 9-25.	4.3	55
290	Does a cute artificial intelligence assistant soften the blow? The impact of cuteness on customer tolerance of assistant service failure. Annals of Tourism Research, 2021, 87, 103114.	6.4	138
291	Rebooting employees: upskilling for artificial intelligence in multinational corporations. International Journal of Human Resource Management, 2022, 33, 1179-1208.	5.3	87
292	The Rise of Deepfakes: A Conceptual Framework and Research Agenda for Marketing. Australasian Marketing Journal, 2021, 29, 204-214.	5.4	21
293	Understanding the Effect that Task Complexity has on Automation Potential and Opacity: Implications for Algorithmic Fairness. AIS Transactions on Human-Computer Interaction, 0, , 104-129.	1.5	12
294	Delivering Artificial Intelligence for Electronic Traffic Law Enforcement in Yogyakarta Region: Current Effort and Future Challenges. IOP Conference Series: Earth and Environmental Science, 2021, 717, 012016.	0.3	3
295	Performance consequences of marketing standardization/adaptation: A systematic literature review and future research agenda. Journal of Business Research, 2021, 125, 416-435.	10.2	42
296	Reading Between the Lines: Understanding Customer Experience With Disruptive Technology Through Online Reviews. Australasian Marketing Journal, 2021, 29, 215-224.	5.4	15

#	ARTICLE	IF	CITATIONS
297	Implementation of Artificial Intelligence by the General Elections Commission in Creating a Credible Voter List. IOP Conference Series: Earth and Environmental Science, 2021, 717, 012017.	0.3	1
298	From AI to digital transformation: The AI readiness framework. Business Horizons, 2022, 65, 329-339.	5.2	76
299	Demographic determinants of mobile marketing technology adoption by small and medium enterprises (SMEs) in Ekiti State, Nigeria. Humanities and Social Sciences Communications, 2021, 8, .	2.9	8
300	How artificial intelligence will affect the future of retailing. Journal of Retailing, 2021, 97, 28-41.	6.2	101
301	Gigification, job engagement and satisfaction: the moderating role of AIâenabled system automation in operations management. Production Planning and Control, 2022, 33, 1534-1547.	8.8	10
302	Paradigm Shift In Indian Banking Industry With Special Reference To Artificial Intelligence. Turkish Journal of Computer and Mathematics Education, 2021, 12, 1623-1629.	0.3	4
303	The competitive productivity (CP) of tourism destinations: an integrative conceptual framework and a reflection on big data and analytics. International Journal of Contemporary Hospitality Management, 2021, 33, 2970-3002.	8.0	28
304	Stand by me: analyzing the touristâ€"intelligent voice assistant relationship quality. International Journal of Contemporary Hospitality Management, 2021, 33, 3840-3859.	8.0	47
305	Recasting Service Quality for AI-Based Service. Australasian Marketing Journal, 2022, 30, 297-312.	5.4	5
306	Customer engagement research in hospitality and tourism: a systematic review. Journal of Hospitality Marketing and Management, 2021, 30, 871-904.	8.2	35
307	Does marketing analytics capability boost firms' competitive marketing performance in data-rich business environment?. Journal of Enterprise Information Management, 2022, 35, 455-480.	7.5	21
308	A review on the economics of artificial intelligence. Journal of Economic Surveys, 2021, 35, 1045-1072.	6.6	17
311	COVID-19 and hospitality 5.0: Redefining hospitality operations. International Journal of Hospitality Management, 2021, 94, 102869.	8.8	151
312	Empathetic Chatbot Enhancement and Development: A Literature Review. , 2021, , .		5
313	The human side of digital transformation in sales: review & future paths. Journal of Personal Selling and Sales Management, 2021, 41, 83-86.	2.8	39
314	The Value of Service Robots from the Hotel Guestâ€™s Perspective: A Mixed-Method Approach. International Journal of Hospitality Management, 2021, 94, 102876.	8.8	68
315	Lâ€™Ã‰volution des CompÃ©tences ManagÃ©riales face Ã lâ€™essor de lâ€™Intelligence ArtificielleÂ: Une approche par les MÃ©thodes Mixtes. Management & Avenir, 2021, NÂ° 122, 143-169.	0.5	3
316	Artificial intelligence in marketing: Systematic review and future research direction. International Journal of Information Management Data Insights, 2021, 1, 100002.	9.7	184

#	ARTICLE	IF	CITATIONS
317	Developing a formative scale to measure consumers' trust toward interaction with artificially intelligent (AI) social robots in service delivery. Computers in Human Behavior, 2021, 118, 106700.	8.5	81
318	A Novel Service Provision Mode for Sustainable Development of the Telecom Industry. Sustainability, 2021, 13, 5164.	3.2	1
319	Implementation of Chatbot in Online Commerce, and Open Innovation. Journal of Open Innovation: Technology, Market, and Complexity, 2021, 7, 125.	5.2	19
320	Pandemics and marketing: insights, impacts, and research opportunities. Journal of the Academy of Marketing Science, 2021, 49, 835-854.	11.2	69
321	Integration Mechanism of Artificial Intelligence Technology Innovation and Commercialization. , 2021, , .		0
322	When do you trust AI? The effect of number presentation detail on consumer trust and acceptance of AI recommendations. Psychology and Marketing, 2021, 38, 1140-1155.	8.2	57
323	How Sincere is an Apology? Recovery Satisfaction in A Robot Service Failure Context. Journal of Hospitality and Tourism Research, 2021, 45, 1022-1043.	2.9	38
324	Humanoid robot adoption and labour productivity: a perspective on ambidextrous product innovation routines. International Journal of Human Resource Management, 2022, 33, 1098-1124.	5.3	20
325	Leveraging Artificial Intelligence in Marketing for Social Good—An Ethical Perspective. Journal of Business Ethics, 2022, 179, 43-61.	6.0	53
326	High-Tech Defense Industries: Developing Autonomous Intelligent Systems. Applied Sciences (Switzerland), 2021, 11, 4920.	2.5	11
327	A systematic review of AI technology-based service encounters: Implications for hospitality and tourism operations. International Journal of Hospitality Management, 2021, 95, 102930.	8.8	103
328	Consumers' reasons and perceived value co-creation of using artificial intelligence-enabled travel service agents. Journal of Business Research, 2021, 129, 891-901.	10.2	70
329	The evolving role of artificial intelligence in marketing: A review and research agenda. Journal of Business Research, 2021, 128, 187-203.	10.2	161
330	Customer–brand relationship in the era of artificial intelligence: understanding the role of chatbot marketing efforts. Journal of Product and Brand Management, 2022, 31, 252-264.	4.3	78
331	Coping with crisis: The paradox of technology and consumer vulnerability. International Journal of Consumer Studies, 2021, 45, 1239-1257.	11.6	90
332	Hospitality services in the post COVID-19 era: Are we ready for high-tech and no touch service delivery in smart hotels?. Journal of Hospitality Marketing and Management, 2021, 30, 905-928.	8.2	39
333	The Development and Current Trends of Digital Marketing and Relationship Marketing Research. , 2021, , 1-18.		2
334	Artificial intelligence for hospitality big data analytics: developing a prediction model of restaurant review helpfulness for customer decision-making. International Journal of Contemporary Hospitality Management, 2021, 33, 2117-2136.	8.0	46

#	ARTICLE	IF	CITATIONS
335	AI technologies and their impact on supply chain resilience during COVID-19. International Journal of Physical Distribution and Logistics Management, 2022, 52, 130-149.	7.4	82
336	Improving customer experience with artificial intelligence by adhering to ethical principles. Business Informatics, 2021, 15, 34-46.	0.8	3
337	Research with a Solidarity Clinic: Design Implications for CSCW Healthcare Service Design. Computer Supported Cooperative Work, 2021, 30, 757-783.	2.9	2
338	Trust me, I'm a bot â€" repercussions of chatbot disclosure in different service frontline settings. Journal of Service Management, 2022, 33, 221-245.	7.2	68
339	Rise of the machines: examining the influence of professional service robots attributes on consumersâ€™ experience. Journal of Hospitality and Tourism Technology, 2021, 12, 609-623.	3.8	13
340	â€œIn A.I. we trust?â€•The effects of parasocial interaction and technopian versus luddite ideological views on chatbot-based customer relationship management in the emerging â€œfeeling economyâ€•. Computers in Human Behavior, 2021, 119, 106721.	8.5	106
341	Automation and artificial intelligence in hospitality and tourism. Tourism Review, 2022, 77, 1043-1061.	6.4	35
342	The Impact of Artificial Intelligence on Branding. Journal of Global Information Management, 2021, 29, 221-246.	2.8	38
343	The Janus face of artificial intelligence feedback: Deployment versus disclosure effects on employee performance. Strategic Management Journal, 2021, 42, 1600-1631.	7.3	80
344	Customer experience research: intellectual structure and future research opportunities. Journal of Service Theory and Practice, 2021, 31, 893-931.	3.2	19
345	A look back and a leap forward: a review and synthesis of big data and artificial intelligence literature in hospitality and tourism. Journal of Hospitality Marketing and Management, 2022, 31, 145-175.	8.2	45
346	A tale of two recommender systems: The moderating role of consumer expertise on artificial intelligence based product recommendations. Journal of Retailing and Consumer Services, 2021, 61, 102528.	9.4	35
347	Employeesâ€™ challenge-hindrance appraisals toward STARA awareness and competitive productivity: a micro-level case. International Journal of Contemporary Hospitality Management, 2021, 33, 2950-2969.	8.0	26
348	Service Research Priorities: Managing and Delivering Service in Turbulent Times. Journal of Service Research, 2021, 24, 329-353.	12.2	123
349	A Twoâ€Wave Crossâ€Lagged Study on AI Service Quality: The Moderating Effects of the Job Level and Job Role. British Journal of Management, 2022, 33, 1221-1237.	5.0	33
350	How professional actions connect and protect. Journal of Professions and Organization, 2021, 8, 214-227.	1.5	9
351	Barriers to Use of Artificial Intelligence on Energy Conservation in Government Buildings: Awareness as a Moderating Function of Technology Acceptance. , 2021, , .		2
352	Anthropomorphism and customersâ€™ willingness to use artificial intelligence service agents. Journal of Hospitality Marketing and Management, 2022, 31, 1-23.	8.2	64

#	ARTICLE	IF	CITATIONS
353	Moving Service Research Forward. Journal of Service Research, 2021, 24, 459-461.	12.2	18
354	Customer acceptance of frontline service robots in retail banking: A qualitative approach. Journal of Service Management, 2022, 33, 321-341.	7.2	25
355	Understanding artificial intelligence in the context of usage: Contributions and smartness of algorithmic capabilities in work systems. International Journal of Information Management, 2022, 67, 102392.	17.5	20
356	Blame the Bot: Anthropomorphism and Anger in Customerâ€"Chatbot Interactions. Journal of Marketing, 2022, 86, 132-148.	11.3	187
357	Popularization Trend of Adaptive Data Compression Algorithm Based on Philosophy of Psychology Applied in English Adaptive Teaching. , 2021, , .		0
358	The service triad: an empirical study of service robots, customers and frontline employees. Journal of Service Management, 2022, 33, 246-292.	7.2	40
359	Comparison of neuro-fuzzy and neural networks techniques for estimating ammonia concentration in poultry farms. Journal of Environmental Chemical Engineering, 2021, 9, 105699.	6.7	15
360	The Relationship Between Robot, Artificial Intelligence, and Service Automation (RAISA) Awareness, Career Competency, and Perceived Career Opportunities: Hospitality Student Perspective. , 2021, , .		7
361	Unifying technology and people: revisiting service in a digitally transformed world. Service Industries Journal, 2022, 42, 21-41.	8.3	15
362	Customersâ€™ evaluation of mechanical artificial intelligence in hospitality services: a study using online reviews analytics. International Journal of Contemporary Hospitality Management, 2021, 33, 3956-3976.	8.0	58
363	The impact of lay beliefs about AI on adoption of algorithmic advice. Marketing Letters, 2022, 33, 143-155.	2.9	13
364	Critical success factors influencing artificial intelligence adoption in food supply chains. International Journal of Production Research, 2022, 60, 4621-4640.	7.5	66
365	Factors influencing the use of artificial intelligence in government: Evidence from China. Technology in Society, 2021, 66, 101675.	9.4	18
366	An experiential learning-integrated framework to improve problem-solving skills of engineering graduates. Higher Education, Skills and Work-based Learning, 2022, 12, 241-255.	1.6	3
368	Gender Specific Preferences Towards Anthropomorphic AI Devices and Robots. , 2021, , .		1
369	How to Build an AI Climate-Driven Service Analytics Capability for Innovation and Performance in Industrial Markets?. Industrial Marketing Management, 2021, 97, 258-273.	6.7	37
370	The personalizationâ€"privacy paradox at the nexus of social exchange and construal level theories. Psychology and Marketing, 2022, 39, 647-661.	8.2	30
371	Experiences of college teachers with visual disability us-ing AT and AI based solutions in India: Benefits, Issues, Challenges and Prospects. Journal of Physics: Conference Series, 2021, 2007, 012050.	0.4	0

#	ARTICLE	IF	CITATIONS
372	Check-in at the Robo-desk: Effects of automated social presence on social cognition and service implications. Tourism Management, 2021, 85, 104309.	9.8	99
373	The AI Methods, Capabilities and Criticality Grid. KI - Kunstliche Intelligenz, 2021, 35, 425-440.	3.2	7
374	How anthropomorphism affects trust in intelligent personal assistants. Industrial Management and Data Systems, 2021, 121, 2722-2737.	3.7	23
375	Data Protection as Predictor for the Acquisition of AI Devices. , 2021, , .		1
376	A systematic literature review on the impact of artificial intelligence on workplace outcomes: A multi-process perspective. Human Resource Management Review, 2023, 33, 100857.	4.8	64
377	An improvement or a gimmick? The importance of user perceived values, previous experience, and industry context in humanâ€"robot service interaction. Journal of Destination Marketing & Management, 2021, 21, 100645.	5.3	22
378	Artificial Intelligence Is Reshaping Healthcare amid COVID-19: A Review in the Context of Diagnosis & Prognosis. Diagnostics, 2021, 11, 1604.	2.6	7
379	Responding to the COVID-19 crisis: the rapid turn toward digital business models. Journal of Science and Technology Policy Management, 2021, , .	2.8	18
380	Impact of anthropomorphic features of artificially intelligent service robots on consumer acceptance: moderating role of sense of humor. International Journal of Contemporary Hospitality Management, 2021, 33, 3883-3905.	8.0	58
381	On the Commoditization of Artificial Intelligence. Frontiers in Psychology, 2021, 12, 696346.	2.1	9
382	Actor Ecosystem Readiness: Understanding the Nature and Role of Human Abilities and Motivation in a Service Ecosystem. Journal of Service Research, 2022, 25, 260-280.	12.2	19
383	Intention to use analytical artificial intelligence (AI) in services â€" the effect of technology readiness and awareness. Journal of Service Management, 2022, 33, 293-320.	7.2	97
384	Artificial Intelligence, Marketing, and the History of Technology: Kranzbergâ€™s Laws as a Conceptual Lens. Australasian Marketing Journal, 2023, 31, 81-89.	5.4	10
385	I'm no expert, but â€¦ ? Consumer use of supportive digital tools in health services. Journal of Service Theory and Practice, 2021, ahead-of-print, .	3.2	5
386	Empowering value co-creation in the digital age. Journal of Business and Industrial Marketing, 2021, , .	3.0	21
387	Advancing the Understanding of the Role of Responsible AI in the Continued Use of IoMT in Healthcare. Information Systems Frontiers, 2023, 25, 2159-2178.	6.4	16
388	From the post-industrial prophecy to the de-industrial nightmare: Stagnation, the manufacturing fetish and the limits of capitalist wealth. Competition and Change, 2022, 26, 513-532.	4.2	5
389	Service Robots Usage in Marketing Hospitality in China. Journal of Business Administration Research, 2021, 10, 13.	0.1	0

#	ARTICLE	IF	CITATIONS
390	Selfâ€Powered and Interfaceâ€Independent Tactile Sensors Based on Bilayer Singleâ€Electrode Triboelectric Nanogenerators for Robotic Electronic Skin. Advanced Intelligent Systems, 2023, 5, 2100120.	6.1	17
391	Toward the human â€" Centered approach. A revised model of individual acceptance of AI. Human Resource Management Review, 2023, 33, 100856.	4.8	28
392	Relational cohesion between users and smart voice assistants. Journal of Services Marketing, 2022, 36, 725-740.	3.0	8
393	Arabic Poems Generation using LSTM, Markov-LSTM and Pre-Trained GPT-2 Models. , 2021, , .		3
394	Robotic service quality â€" Scale development and validation. Journal of Retailing and Consumer Services, 2021, 62, 102661.	9.4	29
395	Lâ€™introduction de lâ€™IA dans la gestion de la relation Ã lâ€™usagerÂ: le cas de lâ€™adoption dâ€™un service expÃ©rimental de gestion des contacts via le canal mail avec les demandeurs dâ€™emploi par des conseillers de PÃ´le emploi. Revue Question(s) De Management, 2021, nÂ° 35, 101-112.	0.3	1
396	What makes an AI device human-like? The role of interaction quality, empathy and perceived psychological anthropomorphic characteristics in the acceptance of artificial intelligence in the service industry. Computers in Human Behavior, 2021, 122, 106855.	8.5	238
397	Artificial Intelligence Service Agents: Role of Parasocial Relationship. Journal of Computer Information Systems, 2022, 62, 1009-1023.	2.9	11
398	Artificial intelligence acceptance in services: connecting with Generation Z. Service Industries Journal, 2021, 41, 926-946.	8.3	46
399	Intention to Use AI-Powered Financial Investment Robo-Advisors in the M-Banking Sector of Pakistan. Information Resources Management Journal, 2021, 34, 1-27.	1.1	4
400	How may I help you? Driving brand engagement through the warmth of an initial chatbot message. Journal of Business Research, 2021, 135, 840-850.	10.2	74
401	Consumer engagement via interactive artificial intelligence and mixed reality. International Journal of Information Management, 2021, 60, 102382.	17.5	72
402	Exploring the impact of chatbots on consumer sentiment and expectations in retail. Journal of Retailing and Consumer Services, 2021, 63, 102718.	9.4	42
403	Developing banking intelligence in emerging markets: Systematic review and agenda. International Journal of Information Management Data Insights, 2021, 1, 100026.	9.7	23
404	Artificial intelligence: The light and the darkness. Journal of Business Research, 2021, 136, 229-236.	10.2	56
405	Exploring how digitalization influences incumbents in financial services: The role of entrepreneurial orientation, firm assets, and organizational legitimacy. Technological Forecasting and Social Change, 2021, 173, 121120.	11.6	40
406	Fostering CRM Through Artificial Intelligence. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 70-91.	0.8	1
407	Artifical Intelligence and CRM. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 92-114.	0.8	2

#	ARTICLE	IF	CITATIONS
408	Artificial intelligence service recovery: The role of empathic response in hospitality customers' continuous usage intention. Computers in Human Behavior, 2022, 126, 106993.	8.5	68
409	The social significance of AI in retail on customer experience and shopping practices. Journal of Retailing and Consumer Services, 2022, 64, 102755.	9.4	22
410	What organizational conditions, in combination, drive technology enactment in government-led smart city projects?. Technological Forecasting and Social Change, 2022, 174, 121220.	11.6	18
411	Framework to Understand and Deploy AI-Based Smart CRM in the Airline Industry. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2022, , 154-165.	0.8	0
412	How COVID-19 Has Changed the Digital Trajectory for Professional Advisory Firms. The ICT and Evolution of Work, 2021, , 101-121.	1.8	6
413	Opportunities and Challenges for Artificial Intelligence Applications in Infrastructure Management During the Anthropocene. Frontiers in Water, 2021, 2, .	2.3	3
414	After the Revolution – New Opportunities for Service Research in a Digital World. SSRN Electronic Journal, 0, , .	0.4	0
415	Blockchain, Cryptocurrency, and Artificial Intelligence in Finance. Blockchain Technologies, 2021, , 1-34.	0.8	9
416	Enabling artificial intelligence on a donation-based crowdfunding platform: a theoretical approach. Annals of Operations Research, 2022, 319, 761-789.	4.1	20
417	Understanding anthropomorphism in service provision: a meta-analysis of physical robots, chatbots, and other AI. Journal of the Academy of Marketing Science, 2021, 49, 632-658.	11.2	315
419	Artificial Intelligence and Backshoring Strategies. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 227-255.	0.8	1
420	AI Meaning and Applications in the Consumer Sector of Retailing, Hospitality, and Tourism. Advances in Business Information Systems and Analytics Book Series, 2021, , 291-303.	0.4	0
421	Understanding consumers' acceptance of automated technologies in service encounters: Drivers of digital voice assistants adoption. Journal of Business Research, 2021, 122, 180-191.	10.2	247
422	Check-in at the Robo-desk: Effects of automated social presence on social cognition and service implications. SSRN Electronic Journal, 0, , .	0.4	1
424	Künstliche Intelligenz im Dienstleistungsmanagement – Anwendungen, Einsatzbereiche und Herangehensweisen. Forum Dienstleistungsmanagement, 2021, , 3-50.	1.2	5
426	Emerging Trends in Education: Envisioning Future Learning Spaces and Classroom Interaction. Lecture Notes in Educational Technology, 2021, , 7-18.	0.8	2
427	Digitalization of tax administration communication under the effect of global megatrends of the digital age. SHS Web of Conferences, 2021, 92, 02022.	0.2	4
428	Lifting the curtain: Strategic visibility of human labour in AI-as-a-Service. Big Data and Society, 2021, 8, 205395172110160.	4.5	18

#	ARTICLE	IF	CITATIONS
429	The Usage of Artificial Intelligence in New Media. Lecture Notes in Networks and Systems, 2021, , 229-240.	0.7	0
430	Artificial Intelligences Are Subsets of Human Beings, Mainly in Fictions and Films. Advances in Business Information Systems and Analytics Book Series, 2021, , 598-618.	0.4	0
431	Financial and Insurance Services. , 2021, , 125-145.		0
433	Penalizing Neural Network and Autoencoder for the Analysis of Marketing Measurement Scales in Service Marketing Applications. SSRN Electronic Journal, 0, , .	0.4	0
434	KI-basierte Beratungsleistungen â€" Ausgestaltungsformen, Herausforderungen und Implikationen. Forum Dienstleistungsmanagement, 2021, , 341-362.	1.2	1
435	ON THE PATH TO ARTIFICIAL INTELLIGENCE: THE EFFECTS OF A ROBOTICS SOLUTION IN A FINANCIAL SERVICES FIRM. South African Journal of Industrial Engineering, 2021, 32, .	0.2	3
436	A Measurement Model for Collaborative Online Learning in Postgraduate Engineering Management Studies. Advances in Higher Education and Professional Development Book Series, 2020, , 1-21.	0.2	6
437	Examining the effects of robots' physical appearance, warmth, and competence in frontline services: The Humannessâ€Valueâ€Loyalty model. Psychology and Marketing, 2021, 38, 2357-2376.	8.2	112
438	Robotics, Artificial Intelligence, and the Evolving Nature of Work. , 2020, , 127-143.		65
439	Artificial Intelligence in the Public Sector: A Study of Challenges and Opportunities for Norwegian Municipalities. Lecture Notes in Computer Science, 2019, , 267-277.	1.3	13
440	Urban Chaos and the AI Messiah. , 2020, , 31-60.		8
441	Artificial Intelligence Theory in Service Management. Lecture Notes in Business Information Processing, 2020, , 137-149.	1.0	1
442	Service Robots in the Hospitality Industry: An Exploratory Literature Review. Lecture Notes in Business Information Processing, 2020, , 174-186.	1.0	28
443	Understanding the Impact of Artificial Intelligence on Services. Lecture Notes in Business Information Processing, 2020, , 202-213.	1.0	9
444	Ten Years Exploring Service Science: Looking Back to Move Forward. Lecture Notes in Business Information Processing, 2020, , 334-346.	1.0	1
445	Sustainable Business Models and Artificial Intelligence: Opportunities and Challenges. Contributions To Management Science, 2020, , 103-117.	0.5	17
446	The Evolution of Marketing in the Context of Voice Commerce: A Managerial Perspective. Lecture Notes in Computer Science, 2020, , 405-425.	1.3	13
447	Adding Intelligent Robots to Business Processes: A Dilemma Analysis of Employeesâ€™ Attitudes. Lecture Notes in Computer Science, 2020, , 435-452.	1.3	6

#	ARTICLE	IF	CITATIONS
448	Is Robotic Process Automation Becoming Intelligent? Early Evidence of Influences of Artificial Intelligence on Robotic Process Automation. Lecture Notes in Business Information Processing, 2020, , 101-115.	1.0	11
449	Perceived Quality of Artificial Intelligence in Smart Service Systems: A Structured Approach. Communications in Computer and Information Science, 2020, , 3-16.	0.5	4
450	Automatisierung und Personalisierung als Zukunftsdisziplinen des Dienstleistungsmanagements. Forum Dienstleistungsmanagement, 2020, , 3-44.	1.2	5
451	Potenziale von Künstlicher Intelligenz in der Dienstleistungsarbeit. Forum Dienstleistungsmanagement, 2020, , 135-154.	1.2	11
452	Künstliche Intelligenz als Treiber für Dienstleistungsinnovation. Forum Dienstleistungsmanagement, 2020, , 157-181.	1.2	8
453	Künstliche Intelligenz in Smart-Service-Systemen â€" Eine Qualitätsbetrachtung. Forum Dienstleistungsmanagement, 2020, , 207-233.	1.2	10
454	Service Robots and the Future of Services. , 2020, , 423-435.		24
455	Customerâ€™s Acceptance of Humanoid Robots in Services: The Moderating Role of Risk Aversion. Smart Innovation, Systems and Technologies, 2020, , 449-458.	0.6	12
456	AI Customer Service: Task Complexity, Problem-Solving Ability, and Usage Intention. Australasian Marketing Journal, 2020, 28, 189-199.	5.4	110
457	The implications of artificial intelligence on the digital marketing of financial services to vulnerable customers. Australasian Marketing Journal, 2021, 29, 235-242.	5.4	92
458	Frontline Cyborgs at Your Service: How Human Enhancement Technologies Affect Customer Experiences in Retail, Sales, and Service Settings. Journal of Interactive Marketing, 2020, 51, 9-25.	6.2	74
459	Brave New World? On AI and the Management of Customer Relationships. Journal of Interactive Marketing, 2020, 51, 44-56.	6.2	128
460	Towards a responsible integration of artificial intelligence technology in the construction sector. Science and Public Policy, 2021, 47, 689-704.	2.4	14
461	Conceptual Framework of the Use of Robots, Artificial Intelligence and Service Automation in Travel, Tourism, and Hospitality Companies. , 2019, , 7-37.		40
462	Understanding travellersâ€™ reactions to robotic services: a multiple case study approach of robotic hotels. Journal of Hospitality and Tourism Technology, 2021, 12, 155-174.	3.8	23
463	Artificial Intelligence in Conversational Agents. , 2019, , .		23
464	A Model of Consumer Perception and Behavioral Intention for AI Service. , 2020, , .		3
465	From Goods to Services Consumption: A Social Network Analysis on Sharing Economy and Servitization Research. Journal of Service Management Research, 2018, 2, 3-16.	0.3	17

#	Article	IF	Citations
466	Systematic Analysis and Future Research Directions in Artificial Intelligence for Marketing. Turkish Journal of Computer and Mathematics Education, 2021, 12, 43-55.	0.3	3
467	Resource Integration Through Digitalisation: A Service Ecosystem Perspective. SSRN Electronic Journal, 0, , .	0.4	2
468	Service Robots, Customers, and Service Employees: What Can We Learn from the Academic Literature and Where are the Gaps?. SSRN Electronic Journal, 0, , .	0.4	7
469	How artificial intelligence can change the core of marketing theory. Innovative Marketing, 2020, 16, 91-103.	1.7	12
470	Toward an Understanding of Responsible Artificial Intelligence Practices. , 2020, , .		46
471	The effects Of COVID-19 on restaurant industry: A perspective article.. Journal of Innovations in Digital Marketing, 2020, 1, 22-31.	0.6	6
472	The Application of Artificial Intelligence to Business Models: A Systematic Literature Review. SIDREA Series in Accounting and Business Administration, 2021, , 287-298.	0.5	1
473	Smart Technologies and New Business Models: Insights from Artificial Intelligence and Blockchain. SIDREA Series in Accounting and Business Administration, 2021, , 271-285.	0.5	1
474	Artificial Intelligence in the Telecommunication Sector: Exploratory Analysis of 6G's Potential for Organizational Agility. , 2021, , 63-81.		4
475	Guest editorial: Solving problems for service consumers experiencing vulnerabilities: a marketplace challenge. Journal of Services Marketing, 2021, 35, 685-691.	3.0	10
476	The Role of Commitment Amongst Tourists and Intelligent Virtual Assistants. Journal of Promotion Management, 0, , 1-14.	3.4	6
477	Service robots, agency and embarrassing service encounters. Journal of Service Management, 2022, 33, 389-414.	7.2	68
478	People's Attitudes Towards the Use of Robots in the Social Services: A Multilevel Analysis Using Eurobarometer Data. International Journal of Social Robotics, 2022, 14, 845-858.	4.6	10
479	Artificial intelligence (<scp>AI</scp>), don't surprise me and stay in your lane: An experimental testing of perceiving humanlike performances of AI. Human Behavior and Emerging Technologies, 2021, 3, 1023-1032.	4.4	3
480	Attitudes toward service robots: analyses of explicit and implicit attitudes based on anthropomorphism and construal level theory. International Journal of Contemporary Hospitality Management, 2023, 35, 2816-2837.	8.0	48
481	A global perspective on the marketing mix across time and space. International Journal of Research in Marketing, 2022, 39, 502-521.	4.2	22
482	Let Artificial Intelligence Be Your Shelf Watchdog: The Impact of AI-powered Shelf Monitoring on Product Sales. SSRN Electronic Journal, 0, , .	0.4	0
483	User-connection behaviour analysis in service management using bipartite labelled property graph. , 2019, , .		2

#	ARTICLE	IF	CITATIONS
484	Service-Strategie. , 2020, , 109-139.		0
485	How Can Marketing Managers Thrive in the Age of Artificial Intelligence?. Smart Innovation, Systems and Technologies, 2020, , 444-448.	0.6	0
487	Designing Causal Inference Systems for Value-Based Spare Parts Pricing. Lecture Notes in Business Information Processing, 2020, , 191-204.	1.0	0
488	The Impact of Emergent Technologies in the Evolutionary Path for M-Commerce. Advances in Electronic Commerce Series, 2020, , 1-21.	0.3	0
489	CHAT-BOT: Una alternativa de comunicaciÃ³n automatizada en la externalizaciÃ³n de procesos de negocios (BPO). , 0, , 46-64.		1
491	Service Customization through â€œHigh-Touchâ€•and â€œHigh-Techâ€• Japan Marketing Journal, 2020, 40, 6-18.	0.1	0
492	New Personal Tax Collection Management System Based on Artificial Intelligence and Its Application in the Middle Class. Journal of Physics: Conference Series, 2020, 1574, 012105.	0.4	4
493	Artificial Intelligence Algorithm Qualification: A Quality by Design Approach to Apply Artificial Intelligence in Pharma. PDA Journal of Pharmaceutical Science and Technology, 2021, 75, 100-118.	0.5	3
494	Creating customer value from data: foundations and archetypes of analytics-based services. Electronic Markets, 2022, 32, 503-521.	8.1	12
495	Artificial intelligence in services: current trends, benefits and challenges. Service Industries Journal, 2021, 41, 853-859.	8.3	50
496	Choosing Ethics Over Morals: A Possible Determinant to Embracing Artificial Intelligence in Future Urban Mobility. Frontiers in Sustainable Cities, 2021, 3, .	2.4	1
497	Humanoid service robots versus human employee: how consumers react to functionally and culturally mixed products. International Journal of Emerging Markets, 2022, 17, 987-1007.	2.2	3
498	A smart tech lever to augment caregivers' touch and foster vulnerable patient engagement and well-being. Journal of Service Theory and Practice, 2022, 32, 52-74.	3.2	7
499	Predicting Automation of Professional Jobs in Healthcare. , 2020, , .		0
500	Conversational Agents in Healthcare: Where Are We Going?. , 2020, , 677-697.		1
501	Die Bedeutung von Technologien in der Dienstleistungsmarketingforschung: Neue Chancen und Herausforderungen am Beispiel der Sharing Economy. , 2020, , 699-715.		0
502	Future Job Market of Information Technology in the Kingdom of Bahrain. , 2020, , .		1
503	Artificial Intelligence and Its Impact on Labour Relations in Estonia. , 0, , 255-277.		13

#	Article	IF	Citations
504	Artificial Intelligence Reshaping Human Resource Management : A Review. , 2020, , .		15
505	Beyond Virtual and Augmented Reality. Advances in Computational Intelligence and Robotics Book Series, 2020, , 252-265.	0.4	1
506	Integrating Big Data Analytics Into Retail Services Marketing Management. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 205-222.	0.8	4
507	How Does Competition Affect Exploration vs. Exploitation? A Tale of Two Recommendation Algorithms. SSRN Electronic Journal, 0, , .	0.4	0
508	How Technology is changing Employeesâ€™ Roles in the Service Encounter â€“ A Skill-based Analysis. Forum Dienstleistungsmanagement, 2020, , 227-248.	1.2	1
509	Work and Employment in the Nonprofit Sector. , 2020, , 1-9.		0
510	Batikâ€™S Existence in the Age of Artificial Intelligence from Javanese Dualism Perspective. SSRN Electronic Journal, 0, , .	0.4	1
511	Automatisierung und Personalisierung als Zukunftsdisziplinen des Dienstleistungsmanagements. Forum Dienstleistungsmanagement, 2020, , 3-44.	1.2	1
512	Automatisierte Services im Gesundheitswesen â€“ Eine explorative Studie zu den Effekten digitaler Plattformen. Forum Dienstleistungsmanagement, 2020, , 367-396.	1.2	3
513	Typology-Based Analysis of Artificial Intelligence in Service Companies. Advances in Intelligent Systems and Computing, 2020, , 205-211.	0.6	0
514	Kundenintegration im Zeitalter der Digitalisierung â€“ Eine Dienstleistungstypologie automatisierter Personalisierung zur Ableitung von Kundenrollen. Forum Dienstleistungsmanagement, 2020, , 73-103.	1.2	0
515	Do We Really Care About Artificial Intelligence?. Advances in Computational Intelligence and Robotics Book Series, 2020, , 234-251.	0.4	0
516	TEACHING IN BUSINESS ADMINISTRATION: A CUSTOMIZED PROCESS DRIVEN BY TECHNOLOGICAL INNOVATIONS. Journal of Management and Business Education, 2020, 3, 4-15.	0.7	1
517	When do consumers prefer AI-enabled customer service? The interaction effect of brand personality and service provision type on brand attitudes and purchase intentions. Journal of Brand Management, 2022, 29, 167-189.	3.5	7
518	How are service automation and national ICT development associated with international trade in services?. Information Technology for Development, 2022, 28, 837-859.	4.8	2
519	Robotization and Welfare Trends in Future. , 0, , .		1
520	AI as Co-workers: An Explorative Research on Technology Acceptance Based on the Revised Bloom Taxonomy. Advances in Intelligent Systems and Computing, 2021, , 27-35.	0.6	4
521	Artificial Intelligence in Building Information Modeling Research: Country and Document-based Citation and Bibliographic Coupling Analysis. Celal Bayar Universitesi Fen Bilimleri Dergisi, 2020, 16, 269-279.	0.5	3

#	ARTICLE	IF	CITATIONS
522	Penalizing Neural Network and Autoencoder for the Analysis of Marketing Measurement Scales in Service Marketing Applications. , 2021, , 31-42.		1
523	Power negotiation on the tango dancefloor: The adoption of AI in B2B marketing. Industrial Marketing Management, 2022, 100, 36-48.	6.7	17
524	The impact of training on labour productivity in the European utilities sector: An empirical analysis. Utilities Policy, 2022, 74, 101317.	4.0	1
525	Research on service robot adoption under different service scenarios. Technology in Society, 2022, 68, 101810.	9.4	21
526	Meaning Innovations with Design Support: Towards Transparency and Sustainability in the IT Field. Design Management Journal, 2021, 16, 79-92.	0.4	0
527	DÃ©mystifier la valeur cocrÃ©Ã©e digitale du consommateur : cadre et propositions fondÃ©es sur la thÃ©orie de la prÃ©sence sociale. Recherche Et Applications En Marketing, 2021, 36, 27-47.	0.5	2
528	Feeling Smart Industry. , 2021, , .		2
529	WOW, the make-up AR app is impressive: a comparative study between China and South Korea. Journal of Services Marketing, 2022, 36, 73-88.	3.0	21
530	Shaping a View on the Influence of Technologies on Sustainable Tourism. Sustainability, 2021, 13, 12691.	3.2	29
531	â€œMy colleague is a robotâ€â€“ exploring frontline employees' willingness to work with collaborative service robots. Journal of Service Management, 2022, 33, 363-388.	7.2	38
532	Exploring the Characteristics of Physical Exercise in Students and the Path of Health Education. Frontiers in Psychology, 2021, 12, 663922.	2.1	3
533	Exploring the resources, competencies, and capabilities needed for successful machine learning projects in digital marketing. Information Systems and E-Business Management, 2022, 20, 123-169.	3.7	10
534	Examining artificial intelligence (AI) technologies in marketing via a global lens: Current trends and future research opportunities. International Journal of Research in Marketing, 2022, 39, 522-540.	4.2	55
535	Artificial Intelligence in Tactical Human Resource Management: A Systematic Literature Review. International Journal of Information Management Data Insights, 2021, 1, 100047.	9.7	69
537	Artificial intelligence in customer-facing financial services: aÂsystematic literature review andÂagenda for future research. International Journal of Bank Marketing, 2022, 40, 1299-1336.	6.4	43
539	Bad News? Send an AI. Good News? Send a Human. Journal of Marketing, 2023, 87, 10-25.	11.3	40
540	Key Technologies of Media Data In-Depth Analysis System Based on Artificial Intelligence-Based Big Data. Mobile Information Systems, 2021, 2021, 1-10.	0.6	3
541	Use of service robots in an event setting: Understanding the role of social presence, eeriness, and identity threat. Journal of Hospitality and Tourism Management, 2021, 49, 528-537.	6.6	19

#	ARTICLE	IF	CITATIONS
542	Is cuteness irresistible? The impact of cuteness on customersâ€™ intentions to use AI applications. Tourism Management, 2022, 90, 104472.	9.8	35
543	Predictive Sales Analytics: State of the Literature and a Theory of Adoption. SSRN Electronic Journal, 0, , .	0.4	0
544	The Janus Face of Artificial Intelligence Feedback: Deployment Versus Disclosure Effects on Employee Performance. SSRN Electronic Journal, 0, , .	0.4	0
545	KÃ¼nstliche Intelligenz und die Zukunft von Arbeit. Management-Reihe Corporate Social Responsibility, 2021, , 353-366.	0.1	2
547	Leadership challenges for Indian hospitality industry during COVID-19 pandemic. Journal of Hospitality and Tourism Insights, 2023, 6, 1502-1520.	3.4	23
548	Can people experience romantic love for artificial intelligence? An empirical study of intelligent assistants. Information and Management, 2022, 59, 103595.	6.5	37
549	Social anxiety as a moderator in consumer willingness to accept AI assistants based on utilitarian and hedonic values. Journal of Retailing and Consumer Services, 2022, 65, 102878.	9.4	60
550	A framework for integration of artificial intelligence into digital marketing in Jordanian commercial banks.. Journal of Innovations in Digital Marketing, 2020, 1, 32-39.	0.6	10
551	What Lies Beneath: Unraveling the Generative Mechanisms of Smart Technology and Service Design. Journal of the Association for Information Systems, 0, 21, 1621-1643.	3.7	10
552	A Survey of the Development of Artificial Intelligence Technology. , 2020, , .		1
553	Transfer learning en la clasificaciÃ³n binaria de imÃ¡genes tÃ©rmicas. Ingenius: Revista De Ciencia Y TecnologÃa, 2021, , 71-86.	0.1	1
554	The Role of Social Media Marketing on Overall Brand Equity in the Telecommunication Sector in Bangladesh. International Journal of Asian Business and Information Management, 2022, 12, 1-15.	0.8	4
555	Utilizing Evidence in Asset Management in the Era of Industry 4.0 and Artificial Intelligence. Lecture Notes in Networks and Systems, 2022, , 271-280.	0.7	2
556	NoOps â€" A Multivocal literature review. Procedia Computer Science, 2022, 196, 167-174.	2.0	1
557	The Impact of AI on Business, Economics and Innovation. , 2022, , 67-96.		1
559	Retail in a Brand-New World. , 2022, , 107-124.		1
560	When people are defeated by artificial intelligence in a competition task requiring logical thinking, how do they make causal attribution?. Current Psychology, 2023, 42, 13369-13384.	2.8	4
561	Blended human-technology service realities in healthcare. Journal of Service Theory and Practice, 2022, 32, 75-99.	3.2	8

#	ARTICLE	IF	CITATIONS
563	Artificial Intelligence â€" Extending the Automation Spectrum. Springer Proceedings in Business and Economics, 2022, , 405-417.	0.3	0
564	Drivers of salespeopleâ€™s AI acceptance: what do managers think?. Journal of Personal Selling and Sales Management, 2022, 42, 107-120.	2.8	7
565	Robots, artificial intelligence, and service automation (RAISA) in hospitality: sentiment analysis of YouTube streaming data. Electronic Markets, 2022, 32, 259-275.	8.1	19
566	The impact of AI-enabled service attributes on service hospitableness: the role of employee physical and psychological workload. International Journal of Contemporary Hospitality Management, 2022, 34, 1374-1398.	8.0	23
567	AI as customer. Journal of Service Management, 2022, 33, 210-220.	7.2	11
568	Evolving uncertainty in healthcare service interactions during COVID-19: Artificial Intelligence - a threat or support to value cocreation?. , 2022, , 93-116.		3
569	The Use of Artificial Intelligence in the Field of Electronic Commerce. Lecture Notes in Networks and Systems, 2022, , 203-216.	0.7	1
570	The Role of Artificial Intelligence in Entrepreneurship. Lecture Notes in Networks and Systems, 2022, , 530-542.	0.7	1
571	An analysis of the relationships between human, technological and physical factors in the retail banking sector. Italian Journal of Marketing, 0, , 1.	2.8	0
572	Technology and Luxury in Tourism and Hospitality. , 2022, , 273-284.		1
573	Artificial Intelligence: Technologies, Applications, and Policy Perspectives. Insights from Portugal. EAI/Springer Innovations in Communication and Computing, 2022, , 69-84.	1.1	2
575	The impact of social class and service type on preference for AI service robots. International Journal of Emerging Markets, 2022, 17, 1049-1066.	2.2	8
576	Antecedents and outcomes of artificial intelligence adoption and application in the workplace: the socio-technical system theory perspective. Information Technology and People, 2023, 36, 454-474.	3.2	29
577	A Qualitative Study on Innovation and Dimensional Aspects of the Omnichannel Retail Business Model. International Journal of E-Business Research, 2022, 18, 1-20.	1.0	0
578	Value co-creation â€˜gradientsâ€™: enabling human-machine interactions through AI-based DSS. ITM Web of Conferences, 2022, 41, 01002.	0.5	4
579	Artificial Intelligence and Declined Guilt: Retailing Morality Comparison Between Human and AI. Journal of Business Ethics, 2022, 178, 1027-1041.	6.0	28
580	Employee Perceptions of the Effective Adoption of AI Principles. Journal of Business Ethics, 2022, 178, 871-893.	6.0	13
581	Enhancing customer satisfaction with chatbots: the influence of anthropomorphic communication styles and anthropomorphised roles. Nankai Business Review International, 2023, 14, 249-271.	1.0	7

#	ARTICLE	IF	CITATIONS
582	Complementing human effort in online reviews: A deep learning approach to automatic content generation and review synthesis. International Journal of Research in Marketing, 2023, 40, 54-74.	4.2	10
583	The acceptance and usage of smart connected objects according to adoption stages: an enhanced technology acceptance model integrating the diffusion of innovation, uses and gratification and privacy calculus theories. Technological Forecasting and Social Change, 2022, 176, 121485.	11.6	33
584	Emotion and service quality of anthropomorphic robots. Technological Forecasting and Social Change, 2022, 177, 121550.	11.6	41
585	Algorithmic bias in machine learning-based marketing models. Journal of Business Research, 2022, 144, 201-216.	10.2	40
586	Innovative robotic restaurants in Korea: merging a technology acceptance model and theory of planned behaviour. Asian Journal of Technology Innovation, 2022, 30, 466-489.	2.8	13
587	AI in marketing, consumer research and psychology: A systematic literature review and research agenda. Psychology and Marketing, 2022, 39, 755-776.	8.2	144
588	How AI-Human Symbiotes May Reinvent Innovation and What the New Centaurs Will Mean for Cities. Technology and Investment, 2022, 13, 1-19.	0.7	4
589	Customer-Centric E-commerce Implementing Artificial Intelligence for Better Sales and Service. Algorithms for Intelligent Systems, 2022, , 141-152.	0.6	2
590	Machine learning and role of artificial intelligence in optimizing work performance and employee behavior. Materials Today: Proceedings, 2022, 51, 2327-2331.	1.8	13
592	Artificial Intelligence Technology as an Economic Accelerator of Business Process. Studies in Computational Intelligence, 2022, , 355-366.	0.9	2
593	Science and Technology Parks: A Futuristic Approach. IEEE Access, 2022, 10, 31981-32021.	4.2	4
594	Managerial Decisions in Marketing: The Individual Perception of Explainable Artificial Intelligence. Smart Innovation, Systems and Technologies, 2022, , 15-21.	0.6	1
596	Digital Trends in Asian Hotel Industry. , 2022, , 147-163.		3
597	User acceptance mechanism and usage promotion strategy of AI services based on mind perception theory. Advances in Psychological Science, 2022, 30, 723-737.	0.3	2
598	Explainable AI im Gesundheitswesen. , 2022, , 755-767.		0
599	With the Mediation of Internal Audit, Can Artificial Intelligence Eliminate and Mitigate Fraud?. Advances in Finance, Accounting, and Economics, 2022, , 232-257.	0.3	1
600	Artificial Intelligence in the Delivery of Mobile Tourism Services. Advances in Hospitality, Tourism and the Services Industry, 2022, , 162-188.	0.2	0
601	Intention to Adopt AI-Powered Online Service Among Tourism and Hospitality Companies. International Journal of Technology and Human Interaction, 2022, 18, 1-19.	0.4	3

#	ARTICLE	IF	CITATIONS
602	Guest Editorial: Business Ethics in the Era of Artificial Intelligence. Journal of Business Ethics, 2022, 178, 867-869.	6.0	18
603	Living and working with service robots: a TCCM analysis and considerations for future research. Journal of Service Management, 2022, 33, 165-196.	7.2	32
604	Chatbots in retail: How do they affect the continued use and purchase intentions of Chinese consumers?. Journal of Consumer Behaviour, 2022, 21, 756-772.	4.2	28
605	Consumers' adoption of artificial intelligence and robotics in hospitality and tourism sector: literature review and future research agenda. Tourism Review, 2022, 77, 1081-1096.	6.4	49
606	Service robots' anthropomorphism: dimensions, factors and internal relationships. Electronic Markets, 2022, 32, 277-295.	8.1	14
607	Employees' attitudes towards intelligent robots: a dilemma analysis. Information Systems and E-Business Management, 2022, 20, 371-408.	3.7	4
608	Unreal influence: leveraging AI in influencer marketing. European Journal of Marketing, 2022, 56, 1721-1747.	2.9	78
609	Understanding Impacts of Service Robots with the Revised Gap Model. Sustainability, 2022, 14, 2692.	3.2	1
610	Artificial Intelligence Influences Intelligent Automation in Tourism: A Mediating Role of Internet of Things and Environmental, Social, and Governance Investment. Frontiers in Environmental Science, 2022, 10, .	3.3	7
611	Trojan horse or useful helper? A relationship perspective on artificial intelligence assistants with humanlike features. Journal of the Academy of Marketing Science, 2022, 50, 1153-1175.	11.2	29
612	AI increases unethical consumer behavior due to reduced anticipatory guilt. Journal of the Academy of Marketing Science, 2023, 51, 785-801.	11.2	13
613	Influence of Artificial Intelligence and Robotics Awareness on Employee Creativity in the Hotel Industry. Frontiers in Psychology, 2022, 13, 834160.	2.1	4
614	A Combined System Metrics Approach to Cloud Service Reliability Using Artificial Intelligence. Big Data and Cognitive Computing, 2022, 6, 26.	4.7	4
615	Detecting fake reviews with supervised machine learning algorithms. Service Industries Journal, 2022, 42, 1101-1121.	8.3	12
616	Neurophysiological responses to robot–human interactions in retail stores. Journal of Services Marketing, 2023, 37, 261-275.	3.0	9
617	AI-enabled technologies to assist Muslim tourists in Halal-friendly tourism. Journal of Islamic Marketing, 2023, 14, 1291-1309.	3.5	9
618	The impact of artificial intelligence technology stimuli on smart customer experience and the moderating effect of technology readiness. International Journal of Emerging Markets, 2022, 17, 1123-1142.	2.2	18
619	Future Scoping Intelligent Change and Development: The Race Alongside the Machine in Developing Organizations. Journal of Applied Behavioral Science, The, 0, , 002188632210850.	3.3	1

#	ARTICLE	IF	CITATIONS
620	Is Artificial Intelligence Better than Manpower? The Effects of Different Types of Online Customer Services on Customer Purchase Intentions. Sustainability, 2022, 14, 3974.	3.2	10
621	Artificial intelligence in E-Commerce: a bibliometric study and literature review. Electronic Markets, 2022, 32, 297-338.	8.1	46
622	Anthropomorphize service robots: the role of human nature traits. Service Industries Journal, 2023, 43, 213-237.	8.3	13
623	Artificial intelligence â€" challenges and opportunities for international HRM: a review and research agenda. International Journal of Human Resource Management, 2022, 33, 1065-1097.	5.3	111
624	Gender-generation characteristic in relation to the customer behavior and purchasing process in terms of mobile marketing. Oeconomia Copernicana, 2022, 13, 181-223.	6.0	9
625	A transdisciplinary review and framework of consumer interactions with embodied social robots: Design, delegate, and deploy. International Journal of Consumer Studies, 2022, 46, 1877-1899.	11.6	12
626	Automation Assemblages in the Internet of Things: Discovering Qualitative Practices at the Boundaries of Quantitative Change. Journal of Consumer Research, 2023, 49, 811-837.	5.1	9
627	Exploration on the Core Elements of Value Co-creation Driven by AIâ€"Measurement of Consumer Cognitive Attitude Based on Q-Methodology. Frontiers in Psychology, 2022, 13, 791167.	2.1	2
628	Innovation adoption in inter-organizational healthcare networks â€" the role of artificial intelligence. European Journal of Innovation Management, 2022, 25, 758-774.	4.6	16
629	A critical review of robot research and future research opportunities: adopting a service ecosystem perspective. International Journal of Contemporary Hospitality Management, 2022, 34, 2337-2358.	8.0	38
630	Feeling the love? How consumer's political ideology shapes responses to AI financial service delivery. International Journal of Bank Marketing, 2022, 40, 1102-1132.	6.4	11
631	Achieving the promise of AI and ML in delivering economic and relational customer value in B2B. Journal of Business Research, 2022, 144, 966-974.	10.2	17
632	AI-based innovation in B2B marketing: An interdisciplinary framework incorporating academic and practitioner perspectives. Industrial Marketing Management, 2022, 103, 61-72.	6.7	22
633	Artificial intelligence and knowledge sharing: Contributing factors to organizational performance. Journal of Business Research, 2022, 145, 605-615.	10.2	48
635	Towards a data collection methodology for Responsible Artificial Intelligence in health: A prospective and qualitative study in pregnancy. Information Fusion, 2022, 83-84, 53-78.	19.1	13
636	Harnessing service robots to increase frontline service employeesâ€™ safety and health: The critical role of CSR. Safety Science, 2022, 151, 105731.	4.9	7
637	What drives technology-enhanced storytelling immersion? The role of digital humans. Computers in Human Behavior, 2022, 132, 107246.	8.5	17
638	How does (im)balanced acceptance of robots between customers and frontline employees affect hotelsâ€™ service quality?. Computers in Human Behavior, 2022, 133, 107287.	8.5	16

#	ARTICLE	IF	CITATIONS
639	Organizational readiness to adopt artificial intelligence in the exhibition sector in Western Europe. International Journal of Information Management, 2022, 65, 102497.	17.5	31
640	The State of Artificial Intelligence in Marketing With Directions for Future Research. International Journal of Business Intelligence Research, 2022, 12, 1-26.	0.9	1
641	Perceived Service Quality in HRI: Applying the SERVBOT Framework. Frontiers in Robotics and AI, 2021, 8, 746674.	3.2	3
642	On the Impact of ML use cases on Industrial Data Pipelines. , 2021, , .		0
643	What drives continuance intention to use a food-ordering chatbot? AnÂexamination of trust and satisfaction. Library Hi Tech, 2022, 40, 929-946.	5.1	20
644	Analysing the impact of artificial intelligence on the competitiveness of tourism firms: a modified total interpretive structural modeling (m-TISM) approach. International Journal of Emerging Markets, 2022, 17, 1067-1084.	2.2	7
645	Consumersâ€™ perception on the use of cognitive computing. Proceedings of the International Conference on Business Excellence, 2021, 15, 639-649.	0.3	0
646	NFT marketing: How marketers can use nonfungible tokens in their campaigns. Business Horizons, 2023, 66, 43-50.	5.2	55
647	Conceptual Frameworkâ€"Artificial Intelligence and Better Entrepreneurial Decision-Making: The Influence of Customer Preference, Industry Benchmark, and Employee Involvement in an Emerging Market. Journal of Risk and Financial Management, 2021, 14, 604.	2.3	9
648	Developing an Implementation Framework for Automated Customer Support Service in Collaborative Customer Relationship Management Systems. , 2021, , .		0
649	Management Research Post-Covid-19 Pandemic. , 2021, 3, 01-03.		0
650	Opportunities of and threats to consumer well-being in the age of Fourth Industrial Revolution (IR) Tj ETQq1 1 0.784314 rgBT /Overlo	1.6	4
651	The impact of selfâ€service versusÂinterpersonal contact on customerâ€"brand relationship in the time of frontline technology infusion. Psychology and Marketing, 2022, 39, 906-920.	8.2	13
653	Surfing on Big Data: Automation and Data Mining as a Marketing Strategy. , 2022, , 63-85.		1
654	Digital Technologies, Marketing Agility, and Marketing Management Support Systems: How to Remain Competitive in Changing Markets. , 2022, , 1-38.		3
655	Analyzing Consequences of Artificial Intelligence on Jobs using Topic Modeling and Keyword Extraction. , 2022, , .		13
656	How Does Intelligent System Knowledge Empowerment Yield Payoffs? Uncovering the Adaptation Mechanisms and Contingency Role of Work Experience. Information Systems Research, 2022, 33, 1042-1071.	3.7	3
657	Robots do not judge: service robots can alleviate embarrassment in service encounters. Journal of the Academy of Marketing Science, 2023, 51, 767-784.	11.2	32

#	ARTICLE	IF	CITATIONS
658	Do Knowledge Economy Indicators Affect Economic Growth? Evidence from Developing Countries. Sustainability, 2022, 14, 4774.	3.2	15
659	Adopting AI in the Context of Knowledge Work: Empirical Insights from German Organizations. Information (Switzerland), 2022, 13, 199.	2.9	2
660	The Impact of Artificial Intelligence on the Mental Health of Manufacturing Workers: The Mediating Role of Overtime Work and the Work Environment. Frontiers in Public Health, 2022, 10, 862407.	2.7	9
661	Addressing service profit chain with artificial and emotional intelligence. Journal of Hospitality Marketing and Management, 2022, 31, 730-756.	8.2	6
662	Automated decision-making. Foresight, 2023, 25, 4-19.	2.1	10
663	A luxusszÃ¡llodai miliÅ' transzformÃ¡ciÃ³jÃ¡nak idÅ'beli dimenziÃ³i. Turizmus Bulletin, 2022, 22, 13-25.	0.5	2
664	Artificial Emotions and Love and Sex Doll Service Workers. Journal of Service Research, 2022, 25, 521-536.	12.2	19
665	Evaluation of Artificial Intelligence Models and Wireless Network Applications for Enterprise Sales Management Innovation under the New Retail Format. Wireless Communications and Mobile Computing, 2022, 2022, 1-10.	1.2	1
666	AI ethical biases: normative and information systems development conceptual framework. Journal of Decision Systems, 2023, 32, 617-633.	3.2	2
667	The impact of service robots in retail: Exploring the effect of novelty priming on consumer behavior. Journal of Retailing and Consumer Services, 2022, 68, 103002.	9.4	31
668	Future of Work: How Artificial Intelligence Will Change the Dynamics of Work Culture and Influence Employees Work Satisfaction Post-covid-19. Lecture Notes in Networks and Systems, 2022, , 239-260.	0.7	2
669	A Job Killer or a Job Creator? The Adoption of AI in Organizations. Lecture Notes in Networks and Systems, 2022, , 70-77.	0.7	3
670	Anthropomorphism and OTA chatbot adoption: a mixed methods study. Journal of Travel and Tourism Marketing, 2022, 39, 228-255.	7.0	31
671	Making Smarter Museums Through New Technologies. Advances in Logistics, Operations, and Management Science Book Series, 2022, , 75-98.	0.4	1
672	Chatbots in the frontline: driversÂof acceptance. Kybernetes, 2023, 52, 3781-3810.	2.2	17
673	Approaching Artificial Intelligence in business and economics research: a bibliometric panorama (1966â€"2020). Technology Analysis and Strategic Management, 2024, 36, 563-578.	3.5	1
674	Humanoid intelligent robot (HIR) situation: research on the formation and influence of social value level substitution cha-xu pattern. Nankai Business Review International, 2022, ahead-of-print, .	1.0	0
675	Digital tourism experience for tourist site revisit: an empirical view from Ghana. Journal of Hospitality and Tourism Insights, 2023, 6, 779-796.	3.4	18

#	Article	IF	Citations
676	Employee-(ro)bot collaboration in service: an interdependence perspective. Journal of Service Management, 2023, 34, 176-207.	7.2	15
677	Bringing together the whats and hows in the service innovation literature: An integrative framework. International Journal of Management Reviews, 2022, 24, 625-653.	8.3	4
678	Empathetic creativity for frontline employees in the age of service robots: conceptualization and scale development. Journal of Service Management, 2023, 34, 433-466.	7.2	0
679	Job attitudes and career behaviors relating to employees' perceived incorporation of artificial intelligence in the workplace: a career self-management perspective. Personnel Review, 2023, 52, 1169-1187.	2.7	11
680	Reducing deviant consumer behaviour with service robot guardians. Journal of Services Marketing, 2023, 37, 276-286.	3.0	7
681	What will mobile and virtual work look like in the future?â€"Results of a Delphi-based study. Gruppe Interaktion Organisation Zeitschrift Fur Angewandte Organisationspsychologie, 2022, 53, 189-214.	2.1	15
682	Developing a service quality scale for artificial intelligence service agents. European Journal of Marketing, 2022, 56, 1301-1336.	2.9	9
683	â€œKonnichiwa, Mr. Robotâ€ a direct observation of hotel visitors' attitudes and anxiety regarding service robots. International Hospitality Review, 2022, ahead-of-print, .	2.8	0
684	Guest editorial: Impact of artificial intelligence on business strategy in emerging markets: a conceptual framework and future research directions. International Journal of Emerging Markets, 2022, 17, 917-929.	2.2	6
685	When AI meets additive manufacturing: Challenges and emerging opportunities for human-centered products development. Journal of Manufacturing Systems, 2022, 64, 648-656.	13.9	23
686	â€œA Large Playgroundâ€ Examining the Current State and Implications of Conversational Agent Adoption in Organizations. International Journal of Innovation and Technology Management, 0, , .	1.4	1
687	From â€œHuman-to-Humanâ€ to â€œHuman-to-Non-humanâ€â€" Influence Factors of Artificial Intelligence-Enabled Consumer Value Co-creation Behavior. Frontiers in Psychology, 2022, 13, .	2.1	8
688	The Fifth Industrial Revolution: How Harmonious Humanâ€"Machine Collaboration is Triggering a Retail and Service [R]evolution. Journal of Retailing, 2022, 98, 199-208.	6.2	47
689	The effectiveness of AI salesperson vs. human salesperson across the buyer-seller relationship stages. Journal of Business Research, 2022, 148, 241-251.	10.2	4
690	Ability is in the eye of the beholder: How context and individual factors shape consumer perceptions of digital assistant ability. Journal of Business Research, 2022, 148, 33-46.	10.2	11
691	Investigating the moderating role of AI-enabled services on flow and awe experience. International Journal of Information Management, 2022, 66, 102519.	17.5	33
692	Gamifying the Human-in-the-Loop: Toward Increased Motivation for Training AI in Customer Service. Lecture Notes in Computer Science, 2022, , 100-117.	1.3	1
693	Decision-Making Model for Reinforcing Digital Transformation Strategies Based on Artificial Intelligence Technology. Information (Switzerland), 2022, 13, 253.	2.9	13

#	ARTICLE	IF	CITATIONS
694	Man vs machine: how artificial intelligence in banking influences consumer belief in financial advice. International Journal of Bank Marketing, 2022, 40, 1182-1199.	6.4	17
695	Research on value co-creation elements in full-scene intelligent service. Data Science and Management, 2022, 5, 77-83.	8.1	7
696	Machines augmenting entrepreneurs: Opportunities (and threats) at the Nexus of artificial intelligence and entrepreneurship. Journal of Business Venturing, 2022, 37, 106227.	6.3	22
697	Letâ€™s Team Up with AI! Toward a Hybrid Intelligence System for Online Customer Service. Lecture Notes in Computer Science, 2022, , 142-153.	1.3	0
698	Servitization and Digitalization as â€œSiamese Twinsâ€⋅ Concepts and Research Priorities. , 2022, , 967-989.		2
699	Factors driving Fashion Chatbot Reliability : Focusing on the Mediating Effect of Perceived Intelligence and Positive Cognition. Fashion & Textile Research Journal, 2022, 24, 229-240.	0.6	1
700	Chatbots in Marketing: A Literature Review Using Morphological and Co-Occurrence Analyses. Journal of Interactive Marketing, 2022, 57, 472-496.	6.2	21
701	A comparative review of hospitality and tourism innovation research in academic and trade journals. International Journal of Contemporary Hospitality Management, 2022, 34, 3790-3813.	8.0	17
702	Service robots or human staff? The role of performance goal orientation in service robot adoption. Computers in Human Behavior, 2022, 134, 107339.	8.5	8
703	Investigating the double-edged sword effect of AI awareness on employee's service innovative behavior. Tourism Management, 2022, 92, 104564.	9.8	28
705	A critical knowledge management question in the artificial intelligence era: â€œcan humans learn from artificial intelligence or not?â€⋅ , 2022, , 23-38.		0
706	Smart Technologies in Service Provision and Experience. , 2022, , 887-906.		5
707	Toward a New Service Reality: Humanâ€"Robot Collaboration at the Service Frontline. , 2022, , 991-1008.		3
708	Artificial Intelligence and Decision-Making: Humanâ€"Machine Interactions for Successful Value Co-creation. , 2022, , 927-944.		1
710	Managing Artificial Intelligence Systems for Value Co-creation: The Case of Conversational Agents and Natural Language Assistants. , 2022, , 945-966.		4
711	A Classification of Information-Oriented Pos Technology from Customer Perception. SSRN Electronic Journal, 0, , .	0.4	0
712	Uncertainty of Artificial Intelligence Assistant: The Effect of Assistant Type on Variety Seeking. Frontiers in Psychology, 2022, 13, .	2.1	2
713	The Effects of Chatbot Service Recovery With Emotion Words on Customer Satisfaction, Repurchase Intention, and Positive Word-Of-Mouth. Frontiers in Psychology, 2022, 13, .	2.1	9

#	ARTICLE	IF	CITATIONS
714	Artificial intelligence application in university libraries of Pakistan: SWOT analysis and implications. Global Knowledge, Memory and Communication, 2024, 73, 219-234.	1.4	4
715	I, Robot, You, Consumer: Measuring Artificial Intelligence Types and their Effect on Consumers Emotions in Service. Journal of Service Research, 2022, 25, 583-600.	12.2	33
716	Thinking Skills Donâ€™t Protect Service Workers from Replacement by Artificial Intelligence. Journal of Service Research, 2022, 25, 601-613.	12.2	17
717	Customer Emotions in Service Robot Encounters: A Hybrid Machine-Human Intelligence Approach. Journal of Service Research, 2022, 25, 614-629.	12.2	32
718	From ideas to entrepreneurial opportunity: A study on AI. Systems Research and Behavioral Science, 2022, 39, 618-632.	1.6	3
719	Conscious Empathic AI in Service. Journal of Service Research, 2022, 25, 549-564.	12.2	12
720	Toward advancing theory on creativity in marketing and artificial intelligence. Psychology and Marketing, 2022, 39, 1802-1825.	8.2	35
721	Drilling down artificial intelligence in entrepreneurial management: A bibliometric perspective. Systems Research and Behavioral Science, 2022, 39, 379-396.	1.6	3
722	Artificial intelligence empowerment: The impact of research and development investment on green radical innovation in highâ€tech enterprises. Systems Research and Behavioral Science, 2022, 39, 489-502.	1.6	14
723	A probabilistic theory of trust concerning artificial intelligence: can intelligent robots trust humans?. AI and Ethics, 2023, 3, 469-484.	6.8	4
724	Exploring the effect of humor in robot failure. Annals of Tourism Research, 2022, 95, 103425.	6.4	22
725	Artificial Intelligence and Machine Learning: Exploring drivers, barriers, and future developments in marketing management. Journal of Business Research, 2022, 149, 599-614.	10.2	22
726	The effect of required warmth on consumer acceptance of artificial intelligence in service: The moderating role of AI-human collaboration. International Journal of Information Management, 2022, 66, 102533.	17.5	25
727	Research on the Influence Mechanism of Artificial Intelligence(AI) Customer Service on User Satisfaction with Online Shopping. , 2021, , .		0
730	Repeated Frontline Interactions in Retailing. SSRN Electronic Journal, 0, , .	0.4	0
731	Web Appendix - Automation Assemblages in the Internet of Things: Discovering Qualitative Practices at the Boundaries of Quantitative Change. SSRN Electronic Journal, 0, , .	0.4	0
732	Understanding the Utilization of Artificial Intelligence and Robotics in the Service Sector. Accounting, Finance, Sustainability, Governance & Fraud, 2022, , 243-263.	0.4	1
733	An interdisciplinary review of AI and HRM: Challenges and future directions. Human Resource Management Review, 2023, 33, 100924.	4.8	17

#	Article	IF	Citations
734	How Smart Should a Service Robot Be?. Journal of Service Research, 2022, 25, 565-582.	12.2	46
735	How Artificial Intelligence Enhances Human Learning Abilities: Opportunities in the Fight Against COVID-19. Service Science, 2022, 14, 77-89.	1.3	6
736	Strategically constructed narratives on artificial intelligence: What stories are told in governmental artificial intelligence policies?. Government Information Quarterly, 2023, 40, 101719.	6.8	20
737	The impacts of artificial intelligence on managerial skills. Journal of Decision Systems, 2023, 32, 566-599.	3.2	7
738	Voice bots on the frontline: Voice-based interfaces enhance flow-like consumer experiences & boost service outcomes. Journal of the Academy of Marketing Science, 2023, 51, 823-842.	11.2	14
739	Effects of different service failure types and recovery strategies on the consumer response mechanism of chatbots. Technology in Society, 2022, 70, 102049.	9.4	18
740	AI anthropomorphism and its effect on users' self-congruence and selfâ€"AI integration: A theoretical framework and research agenda. Technological Forecasting and Social Change, 2022, 182, 121786.	11.6	25
741	How does artificial intelligence create business agility? Evidence from chatbots. International Journal of Information Management, 2022, 66, 102535.	17.5	42
742	AI and digitalization in relationship management: Impact of adopting AI-embedded CRM system. Journal of Business Research, 2022, 150, 437-450.	10.2	20
747	With Application of Agency Theory, Can Artificial Intelligence Eliminate Fraud Risk? A Conceptual Overview. Accounting, Finance, Sustainability, Governance & Fraud, 2022, , 115-127.	0.4	1
750	Artificial Intelligence in E-commerce: A Literature Review. Lecture Notes on Data Engineering and Communications Technologies, 2022, , 677-689.	0.7	6
751	Role of Emotional and Artificial Intelligence on Employee Performance in Service Industry: A Review of Literature. , 2022, , .		5
752	A New Methodological Approach to Analyze Human Roles in Human-Robot Interaction Scenarios. , 2022, , .		1
753	Web Application Firewall Using Machine Learning and Features Engineering. Security and Communication Networks, 2022, 2022, 1-14.	1.5	8
754	Guest editorial: Challenges and prospects of AIoT application in hospitality and tourism marketing. Journal of Hospitality and Tourism Technology, 2022, 13, 349-355.	3.8	7
755	Robotic role theory: an integrative review of humanâ€"robot service interaction to advance role theory in the age of social robots. Journal of Service Management, 2022, 33, 27-49.	7.2	5
756	Artificial intelligence focus and firm performance. Journal of the Academy of Marketing Science, 2022, 50, 1176-1197.	11.2	23
757	Modeling Consumersâ€™ Usage Intention of Augmented Reality in Online Buying Context: Empirical Setting with Measurement Development. Journal of Global Marketing, 2023, 36, 1-24.	3.4	4

#	ARTICLE	IF	CITATIONS
758	The impact of digital trust on firm value and governance: an empirical investigation of US firms. Society and Business Review, 2023, 18, 71-103.	2.6	9
759	Linking artificial intelligence to service sabotage. Service Industries Journal, 0, , 1-21.	8.3	7
760	Smart Business and the Social Value of AI. Advanced Series in Management, 2022, 28, 19-34.	1.2	4
761	The influence of chatbot humour on consumer evaluations of services. International Journal of Consumer Studies, 2023, 47, 545-562.	11.6	22
762	An Overview of the Emerging Role of Artificial Intelligence in Marketing. , 0, , .		1
763	Artificial empathy in marketing interactions: Bridging the human-AI gap in affective and social customer experience. Journal of the Academy of Marketing Science, 2022, 50, 1198-1218.	11.2	51
764	Effective human–AI work design for collaborative decision-making. Kybernetes, 2023, 52, 5017-5040.	2.2	3
765	Putting the "service" into B2B marketing: key developments in service research and their relevance for B2B. Journal of Business and Industrial Marketing, 2023, 38, 272-289.	3.0	15
766	Artificial intelligence-enabled personalization in interactive marketing: a customer journey perspective. Journal of Research in Interactive Marketing, 2023, 17, 663-680.	8.9	18
767	Tourist-virtual assistant communication: the power of attachment and authenticity. Anatolia, 0, , 1-13.	2.4	2
768	Proactivity or passivity? An investigation of the effect of service robots' proactive behaviour on customer co-creation intention. International Journal of Hospitality Management, 2022, 106, 103271.	8.8	12
769	AI is better when I'm sure: The influence of certainty of needs on consumers' acceptance of AI chatbots. Journal of Business Research, 2022, 150, 642-652.	10.2	30
770	Designing AI implications in the venture creation process. International Journal of Entrepreneurial Behaviour and Research, 2023, 29, 838-859.	3.8	5
771	Indian customers' acceptance of service robots in restaurant services. Behaviour and Information Technology, 2023, 42, 1946-1967.	4.0	2
772	Smart technologies in hospitality: effects on activity, work design and employment. A case study about chatbot usage. , 2021, , .		3
773	Analysis the Influence of Marketing Strategy on Customer Satisfaction: A Case Study of Luxury Hotels in China. , 0, 20, 140-148.		0
775	Post-Pandemic Reflections on Challenges and Opportunities for Marketing Research in the 21st Century. Revista Inteligência Competitiva, 2022, 12, e0411.	0.7	2
776	How to Maximize Clicks for Display Advertisement in Digital Marketing? A Reinforcement Learning Approach. Information Systems Frontiers, 2023, 25, 1621-1638.	6.4	15

#	Article	IF	Citations
777	Effects of Live Streaming Proneness, Engagement and Intelligent Recommendation on Users' Purchase Intention in Short Video Community: Take TikTok (DouYin) Online Courses as an Example. International Journal of Human-Computer Interaction, 2023, 39, 3071-3083.	4.8	14
778	The impact of Artificial Intelligence on the marketing practices of Professional Services Firms. Journal of Marketing Theory and Practice, 2023, 31, 516-537.	4.3	3
779	False idols: Unpacking the opportunities and challenges of falsity in the context of virtual influencers. Business Horizons, 2022, 65, 777-788.	5.2	56
780	Automated journalism: The effects of AI authorship and evaluative information on the perception of a science journalism article. Computers in Human Behavior, 2023, 138, 107445.	8.5	10
781	Innovation in the legal service industry: Examining the roles of human and social capital, and knowledge and technology transfer. International Journal of Entrepreneurship and Innovation, 0, , 146575032211196.	2.3	2
782	AI Service and Emotion. Journal of Service Research, 2022, 25, 499-504.	12.2	13
783	Do You Mind if I Ask You a Personal Question? How AI Service Agents Alter Consumer Self-Disclosure. Journal of Service Research, 2022, 25, 649-666.	12.2	21
784	Artificial Intelligence Synergetic Opportunities in Services: Conversational Systems Perspective. Applied Sciences (Switzerland), 2022, 12, 8363.	2.5	4
785	Investigating the customer trust in artificial intelligence: The role of anthropomorphism, empathy response, and interaction. CAAI Transactions on Intelligence Technology, 2023, 8, 260-273.	8.1	7
786	Bibliometric analysis of the published literature on machine learning in economics and econometrics. Social Network Analysis and Mining, 2022, 12, .	2.8	1
787	Social appreciation of the interaction with an anthropomorphic robot. Proceedings of the International Conference on Business Excellence, 2022, 16, 1475-1482.	0.3	1
788	Practice co-evolution: Collaboratively embedding artificial intelligence in retail practices. Journal of the Academy of Marketing Science, 2023, 51, 867-888.	11.2	9
789	Artificial intelligence marketing (AIM): connecting-the-dots using bibliometrics. Journal of Marketing Theory and Practice, 2024, 32, 114-135.	4.3	5
790	Discovering meaningful engagement through interaction between customers and service robots. Service Industries Journal, 2022, 42, 973-1000.	8.3	18
791	Artificial Intelligence as a Service, Economic Growth, and Well-Being. Journal of Service Research, 2022, 25, 505-520.	12.2	16
792	Can (A)I Give You a Ride? Development and Validation of the CRUISE Framework for Autonomous Vehicle Services. Journal of Service Research, 2022, 25, 630-648.	12.2	8
793	Robotic employees vs. human employees: Customers' perceived authenticity at casual dining restaurants. International Journal of Hospitality Management, 2022, 106, 103301.	8.8	9
794	Are consumers more attracted to restaurants featuring humanoid or non-humanoid service robots?. International Journal of Hospitality Management, 2022, 107, 103310.	8.8	17

#	Article	IF	Citations
795	Trust in humanoid robots in footwear stores: A large-N crisp-set qualitative comparative analysis (csQCA) model. Journal of Business Research, 2022, 152, 251-264.	10.2	8
796	Effects of online commercial friendships on customer revenge following a service failure. Journal of Business Research, 2022, 153, 102-114.	10.2	1
797	Understanding customer satisfaction via deep learning and natural language processing. Expert Systems With Applications, 2022, 209, 118309.	7.6	19
799	Frontline employee expectations on working with physical robots in retailing. Journal of Service Management, 2023, 34, 467-492.	7.2	5
800	INVESTIGATING THE NEXUS BETWEEN ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING TECHNOLOGIES IN THE CASE OF INDIAN SERVICES INDUSTRY. Business: Theory and Practice, 2022, 23, 323-333.	1.7	0
801	Tourists and AI: A political ideology perspective. Annals of Tourism Research, 2022, 97, 103471.	6.4	8
802	Interacting with Chatbots: Message type and consumers' control. Journal of Business Research, 2022, 153, 309-318.	10.2	9
803	â€œHow mAy I help you today?â€•The use of AI chatbots in small family businesses and the moderating role of customer affective commitment. Journal of Business Research, 2022, 153, 329-340.	10.2	14
804	Artificial Intelligence Strategy, Creativity-Oriented HRM and Knowledge-Sharing Quality: Empirical Analysis of Individual and Organisational Performance of AI-Powered Businesses. SSRN Electronic Journal, 0, , .	0.4	4
805	Artificial Intelligence and Machine Learning in the Context of E-commerce: A Literature Review. Lecture Notes in Networks and Systems, 2022, , 1067-1082.	0.7	0
806	The â€œOtherâ€•Agent: Interaction with AI and Its Implications on Social Presence Perceptions of Online Customer Experience. Lecture Notes in Computer Science, 2022, , 70-81.	1.3	0
807	Can internal audit function impact artificial intelligence? Case of public listed companies of Oman. AIP Conference Proceedings, 2022, , .	0.4	3
808	Can (A)I Give You a Ride? Development and Validation of the CRUISE Framework for Autonomous Vehicle Services. SSRN Electronic Journal, 0, , .	0.4	1
809	What is a Smart Service?. Lecture Notes in Computer Science, 2022, , 165-178.	1.3	1
810	The Role of Chatbots in Enhancing Customer Experience: Literature Review. Procedia Computer Science, 2022, 203, 432-437.	2.0	4
812	What makes a destination smart? an intelligence-oriented approach to conceptualizing destination smartness. Journal of Travel and Tourism Marketing, 2022, 39, 448-464.	7.0	5
813	Cybers Security Analysis and Measurement Tools Using Machine Learning Approach. , 2022, , .		2
814	Digital Diversification and the Use of New Age Technologies on FinTech Firms. Advances in Human Resources Management and Organizational Development Book Series, 2022, , 187-203.	0.3	0

#	ARTICLE	IF	CITATIONS
815	Public Relations Auditing and Accountability With Digitalised Decentralised Ecosystems. Advances in Finance, Accounting, and Economics, 2022, , 183-212.	0.3	0
816	The Effect of Anthropomorphic Design Cues on Increasing Chatbot Empathy. , 2022, , .		2
817	Boosting Innovation by Artificial Intelligence (AI): Effects and Potentials of AI in the Process of Innovating. , 2022, , .		1
818	Consumer reactions to AI design: Exploring consumer willingness to pay for AIâ€‘designed products. Psychology and Marketing, 2022, 39, 2171-2183.	8.2	11
819	Artificial intelligence in innovation research: A systematic review, conceptual framework, and future research directions. Technovation, 2023, 122, 102623.	7.8	32
820	Should the chatbot â€œsave itselfâ€•or â€œbe helped by othersâ€? The influence of service recovery types on consumer perceptions of recovery satisfaction. Electronic Commerce Research and Applications, 2022, 55, 101199.	5.0	13
821	Examining post-purchase consumer responses to product automation. Journal of the Academy of Marketing Science, 2023, 51, 530-550.	11.2	2
822	The Rise of Chatbots in Political Campaigns: The Effects of Conversational Agents on Voting Intention. International Journal of Human-Computer Interaction, 2023, 39, 3984-3995.	4.8	4
823	A study on the influence of service robotsâ€™ level of anthropomorphism on the willingness of users to follow their recommendations. Scientific Reports, 2022, 12, .	3.3	7
824	The influence of religiosity on consumers' evaluations of brands using artificial intelligence. Psychology and Marketing, 2022, 39, 2055-2071.	8.2	7
825	Buffer bots: The role of virtual service agents in mitigating negative effects when service fails. Psychology and Marketing, 2022, 39, 2039-2054.	8.2	15
826	Should a luxury <scp>Brand's Chatbot</scp> use emoticons? Impact on brand status. Journal of Consumer Behaviour, 2023, 22, 569-581.	4.2	8
827	How information technology automates and augments processes: Insights from Artificialâ€‘Intelligenceâ€‘based systems in professional service operations. Journal of Operations Management, 2022, 68, 592-618.	5.2	25
828	Significance of Artificial Intelligence in COVID-19 Detection and Control. Algorithms for Intelligent Systems, 2023, , 217-230.	0.6	0
829	Corporate Digital Responsibility in Service Firms and Their Ecosystems. Journal of Service Research, 2023, 26, 173-190.	12.2	44
830	Ã‡EVRÄ°MÄ°Ã‡Ä° TÃœKETÄ°CÄ°LERÄ°N SOHBET ROBOTLARINA (CHATBOTS) YÃ–NELÄ°K TUTUMLARI. Ekev Akademi Dergisi, 2022, .	0.3	1
831	Framing Digital Innovation. , 2022, , 263-299.		0
832	Soziale Roboter als Markenkontaktpunkte. , 2022, , 191-207.		0

#	ARTICLE	IF	CITATIONS
833	La industria 4.0 como apoyo al ODS 9 (Industria, InnovaciÃ³n e Infraestructura) en MIPyMES del sur de Tamaulipas. , 2022, 8, 26-40.		0
834	An Analytical Approach to the Impact of "Artificial Intelligence" on Business in the Dynamically Changing Era of Disruptive Technology. , 2022, , .		0
835	The rise of chatbots: The effect of using chatbot agents on consumers' responses to request rejection. Journal of Consumer Psychology, 2024, 34, 35-48.	4.5	8
836	ERP Staff versus AI recruitment with employment real-time big data. Discover Artificial Intelligence, 2022, 2, .	3.1	2
837	Resistance, diseconomies, and abnormal AI behavior in HRM: a real-time big data action research experiment at a pharmaceutical. Human-Intelligent Systems Integration, 0, , .	2.5	0
838	Does the Personality of Consumers Influence the Assessment of the Experience of Interaction with Social Robots?. International Journal of Social Robotics, 0, , .	4.6	4
839	Combining Sociocultural Intelligence with Artificial Intelligence to Increase Organizational Cyber Security Provision through Enhanced Resilience. Big Data and Cognitive Computing, 2022, 6, 110.	4.7	4
840	AI service impacts on brand image and customer equity: empirical evidence from China. Journal of Brand Management, 2023, 30, 61-76.	3.5	1
841	Artificial Intelligence and the Labor Market: Expected Development and Ethical Concerns in the German and European Context. SpringerBriefs in Sociology, 2023, , 27-48.	0.1	0
842	Artificial Intelligence Technology in Travel, Tourism and Hospitality: Current and Future Developments. , 2023, , 169-177.		2
843	Say Aye to AI: Customer Acceptance and Intention to Use Service Robots in the Hospitality Industry. Lecture Notes in Networks and Systems, 2023, , 83-92.	0.7	0
844	Exploring the role of AI algorithmic agents: The impact of algorithmic decision autonomy on consumer purchase decisions. Frontiers in Psychology, 0, 13, .	2.1	1
845	Evaluation of Hyperparameter Combinations of the U-Net Model for Land Cover Classification. Forests, 2022, 13, 1813.	2.1	0
846	Exploring the antecedents of customersâ€™ willingness to use service robots in restaurants. Service Business, 2023, 17, 167-193.	4.2	7
847	Artificial intelligence and business education: What should be taught. International Journal of Management Education, 2022, 20, 100720.	3.9	9
848	AI-activated value co-creation. An exploratory study of conversational agents. Industrial Marketing Management, 2022, 107, 287-299.	6.7	4
849	The role of marketing analytics in the ethical consumption of online consumers. Total Quality Management and Business Excellence, 2023, 34, 1015-1031.	3.8	1
850	Consumers and service robots: Power relationships amid COVID-19 pandemic. Journal of Retailing and Consumer Services, 2023, 70, 103174.	9.4	9

#	ARTICLE	IF	CITATIONS
851	In consilium apparatus: Artificial intelligence, stakeholder reciprocity, and firm performance. Journal of Business Research, 2023, 155, 113402.	10.2	5
852	Why do hotel frontline employees use service robots in the workplace? A technology affordance theory perspective. International Journal of Hospitality Management, 2023, 108, 103380.	8.8	8
853	The use of intelligent automation as a form of digital transformation in tourism: Towards a hybrid experiential offering. Journal of Business Research, 2023, 155, 113415.	10.2	6
854	A natural apology is sincere: Understanding chatbots' performance in symbolic recovery. International Journal of Hospitality Management, 2023, 108, 103387.	8.8	8
855	Together or alone: Should service robots and frontline employees collaborate in retail-customer interactions at the POS?. Journal of Retailing and Consumer Services, 2023, 70, 103176.	9.4	10
856	Someone out there? A study on the social presence of anthropomorphized chatbots. Computers in Human Behavior, 2023, 139, 107513.	8.5	30
857	AI in health tourism: developing a measurement scale. Asia Pacific Journal of Tourism Research, 2022, 27, 954-966.	3.7	9
858	Les dimensions éthiques et sociétales de l'adoption des technologies émergentes. Recherche Et Cas En Sciences De Gestion, 2022, N° 22, 31-50.	0.0	0
859	Review on artificial intelligence techniques for improving representative air traffic management capability. Journal of Systems Engineering and Electronics, 2022, 33, 1123-1134.	2.2	4
860	COVID-19 and Inland Tourist Destination: A Tourism-related Enterprise View of the Effects and Policy Measures Adopted. Tourism Planning and Development, 0, , 1-21.	2.2	0
861	How to Increase Sport Facility Users' Intention to Use AI Fitness Services: Based on the Technology Adoption Model. International Journal of Environmental Research and Public Health, 2022, 19, 14453.	2.6	6
862	Rage Against the Machine: Experimental Insights into Customers' Negative Emotional Responses, Attributions of Responsibility, and Coping Strategies in Artificial Intelligence–Based Service Failures. Journal of Interactive Marketing, 2023, 58, 52-71.	6.2	10
863	Artificial intelligence and SMEs: How can B2B SMEs leverage AI platforms to integrate AI technologies?. Industrial Marketing Management, 2022, 107, 466-483.	6.7	19
864	The bright side of emotional extremity: Evidence from tipping in live streaming platform. Information and Management, 2023, 60, 103726.	6.5	3
865	Smart Tourism as a Strategic Response to Challenges of Tourism in the Post-COVID Era. Lecture Notes in Networks and Systems, 2023, , 445-463.	0.7	1
866	Working with AI: can stress bring happiness?. Service Business, 2023, 17, 233-255.	4.2	6
867	When Human Meets Technology: Unlocking Hybrid Intelligence Role in Breakthrough Innovation Engagement via Self-Extension and Social Intelligence. Journal of Computer Information Systems, 2023, 63, 1183-1200.	2.9	2
868	Pathways to Service System Smartness for Firms. Journal of Service Research, 0, , 109467052211325.	12.2	1

#	ARTICLE	IF	CITATIONS
869	Live support by chatbots with artificial intelligence: A future research agenda. Service Business, 2023, 17, 61-80.	4.2	12
871	Research on the Influence of Virtual Adviser Identity Disclosure on Users' Adoption Intention. , 2023, , 133-143.		0
872	A Study on the Acceptance Attitudes of Chinese Populations Towards Service Robots in the Midst of an Epidemic. , 0, 16, 298-303.		0
873	Enablers for digital supply chain transformation in the service industry. Annals of Operations Research, 0, , .	4.1	2
874	Machine Learning, Artificial Intelligence and the Future of Work: Impact on HR, Learning and Development Professionals. Palgrave Studies in Cross-disciplinary Business Research, in Association With EuroMed Academy of Business, 2022, , 157-181.	1.2	0
875	Source Credibility and Emotions generated by Robot and Human Influencers: The perception of luxury brand representatives. Technological Forecasting and Social Change, 2023, 187, 122255.	11.6	17
876	Service robots in full- and limited-service restaurants: Extending technology acceptance model. Journal of Hospitality and Tourism Management, 2023, 54, 10-21.	6.6	24
877	Globalisierung und technologische Entwicklung: Produktion, Transport und Kommunikation. , 2022, , 23-46.		0
878	Artificial intelligence as a driver of business process transformation. Procedia Computer Science, 2022, 213, 276-284.	2.0	4
879	Chatbots in Logistics: A Field Experiment on Intelligent Freight Dispatching. SSRN Electronic Journal, 0, , .	0.4	0
880	Face Value: On the Impact of Annotation (In-)Consistencies and Label Ambiguity in Facial Data on Emotion Recognition. , 2022, , .		1
881	Human vs. Automated Sales Agents: How and Why Customer Responses Shift Across Sales Stages. Information Systems Research, 2023, 34, 1148-1168.	3.7	3
882	EVALUACIÃ"N DE LOS ATRIBUTOS DE LOS CHATBOTS QUE SON MÃS EFECTIVOS EN LA INTERACCIÃ"N CON EL TURISTA: ESTUDIO DE CASO DEL CHATBOT â€œVICTORIA LA MALAGUEÃ'Aâ€. Cuadernos De Turismo, 2022, , 119-142.	0.3	0
883	30 years of artificial intelligence (AI) research relating to the hospitality and tourism industry. International Journal of Contemporary Hospitality Management, 2023, 35, 2157-2177.	8.0	19
884	An Empirical Framework for Assessing the Digital Technologies Users' Acceptance in Project Management. Electronics (Switzerland), 2022, 11, 3872.	3.1	3
885	Improving KIBS performance using digital transformation: study based on the theory of resources and capabilities. Journal of Service Theory and Practice, 2023, 33, 169-197.	3.2	9
886	Corporate Social Responsibility and Customer Satisfaction: Role of Artificial Intelligence. Acta Universitatis Bohemiae Meridionales: Vedecky Casopis Pro Ekonomiku, Rizeni A Obchod, 2022, 25, 162-174.	0.5	0
887	Deconstructing the role of artificial intelligence in programmatic advertising: at the intersection of automation and transparency. Journal of Strategic Marketing, 0, , 1-18.	5.5	4

#	ARTICLE	IF	CITATIONS
888	Trust in artificial intelligence: From a Foundational Trust Framework to emerging research opportunities. Electronic Markets, 2022, 32, 1993-2020.	8.1	12
889	When is it wise to use artificial intelligence for platform operations considering consumer returns?. European Journal of Operational Research, 2023, 308, 1188-1205.	5.7	6
890	Putting Data Privacy Regulation into Action: The Differential Capabilities of Service Frontline Interfaces. Journal of Service Research, 2023, 26, 330-350.	12.2	5
892	Artificial Intelligence and employment: a systematic review. Brazilian Journal of Political Economy, 2022, 42, 1014-1032.	0.4	2
893	Artificial Intelligence Trends and Applications in Service Systems. Applied Sciences (Switzerland), 2022, 12, 13032.	2.5	1
894	I see myself in my leader: transformational leadership and itsÂimpact on employees' technology-mediated knowledge sharing in professional service firms. Journal of Service Theory and Practice, 2023, 33, 257-279.	3.2	4
895	The Roles of Personality Traits, AI Anxiety, and Demographic Factors in Attitudes toward Artificial Intelligence. International Journal of Human-Computer Interaction, 2024, 40, 497-514.	4.8	23
896	Artificial Intelligence for Healthcare and Social Services: Optimizing Resources and Promoting Sustainability. Sustainability, 2022, 14, 16464.	3.2	2
897	Robots in retail: Rolling out the Whiz. AMS Review, 2022, 12, 238-244.	2.5	8
898	Bots with Feelings: Should AI Agents Express Positive Emotion in Customer Service?. Information Systems Research, 2023, 34, 1296-1311.	3.7	12
899	How robots will affect the future of retailing. AMS Review, 2022, 12, 245-252.	2.5	3
900	How to realize the full potentials of artificial intelligence (AI) in digital economy? A literature review. , 2022, 1, 180-191.		6
901	Competition or collaboration for humanâ€"robot relationship: a critical reflection on future cobotics in hospitality. International Journal of Contemporary Hospitality Management, 2023, 35, 2202-2215.	8.0	6
902	Smart Hospitality: Goodbye Virus!. EAI/Springer Innovations in Communication and Computing, 2023, , 205-220.	1.1	0
903	The impact of AI-based conversational agent on the firmsâ€™ operational performance: Empirical evidence from a call center. Applied Artificial Intelligence, 2023, 37, .	3.2	3
904	Arbeit 4.0 in Finanzinstituten. Edition Bankmagazin, 2023, , 65-99.	0.1	0
905	How does smart technology, artificial intelligence, automation, robotics, and algorithms (STAARA) awareness affect hotel employeesâ€™ career perceptions? A disruptive innovation theory perspective. Journal of Hospitality Marketing and Management, 2023, 32, 264-283.	8.2	5
906	Can AI chatbots help retain customers? Impact of AI service quality on customer loyalty. Internet Research, 2023, 33, 2205-2243.	4.9	16

#	ARTICLE	IF	CITATIONS
907	Enhancing innovation via the digital twin. Journal of Product Innovation Management, 2023, 40, 391-406.	9.5	9
908	Artificial intelligence (AI) acceptance in primary care during the coronavirus pandemic: What is the role of patients' gender, age and health awareness? A two-phase pilot study. Frontiers in Public Health, 0, 10, .	2.7	7
909	Artificial intelligence in service industries: customers' assessment of service production and resilient service operations. International Journal of Production Research, 0, , 1-17.	7.5	12
910	Co-working with AI is a Double-sword in Technostress? An Integrative Review of Human-AI Collaboration from a Holistic Process of Technostress. SHS Web of Conferences, 2023, 155, 03022.	0.2	1
911	Customer experiences in the era of artificial intelligence (AI) in context to FinTech: a fuzzy AHP approach. Benchmarking, 2023, 30, 4342-4369.	4.6	11
912	Exploring the influence of artificial intelligence technology on consumer repurchase intention: The mediation and moderation approach. Technology in Society, 2023, 72, 102190.	9.4	30
913	AI-Enabled marketing capabilities and the hierarchy of capabilities: Conceptualization, proposition development, and research avenues. Journal of Business Research, 2023, 157, 113485.	10.2	13
914	The effect of algorithmic management and workers' coping behavior: An exploratory qualitative research of Chinese food-delivery platform. Tourism Management, 2023, 96, 104716.	9.8	7
915	Understanding AI-based customer service resistance: A perspective of defective AI features and tri-dimensional distrusting beliefs. Information Processing and Management, 2023, 60, 103257.	8.6	8
916	Artificial Intelligence in Mental Health. , 2022, , .		2
917	Apology or gratitude? The effect of communication recovery strategies for service failures of AI devices. Journal of Travel and Tourism Marketing, 2022, 39, 570-587.	7.0	4
918	Customers' perceptions toward service robots at restaurants: The moderating role of consumer innovativeness and the mediating role of perceived hedonic benefits. Journal of Quality Assurance in Hospitality and Tourism, 0, , 1-23.	3.0	0
919	Amazon's Artificial Intelligence in Retail Novelty - Case Study. International Journal of Case Studies in Business, IT, and Education, 0, , 787-804.	0.0	2
920	Robot service failure: the double-edged sword effect of emotional labor in service recovery. Journal of Service Theory and Practice, 2023, 33, 72-88.	3.2	5
921	Competencies for the artificial intelligence age: visualisation of the state of the art and future perspectives. Review of Managerial Science, 2023, 17, 1971-2004.	7.1	15
922	Development of Image Classification Model for Urban Park User Activity Using Deep Learning of Social Media Photo Posts. Journal of the Korean Institute of Landscape Architecture, 2022, 50, 42-57.	0.6	3
923	Implementation of Artificial Intelligence Chatbot in Optimizing Customer Service in Financial Technology Company PT. FinAccel Finance Indonesia. , 0, , .		3
924	Users taking the blame? How service failure, recovery, and robot design affect user attributions and retention. Electronic Markets, 2022, 32, 2491-2505.	8.1	5

#	Article	IF	Citations
925	A Study on Technology Innovation at Incheon International Airport: Focusing on RAISA. Studies in Computational Intelligence, 2023, , 175-184.	0.9	0
926	Stable Heteroclinic Channel Networks for Physical Human–Humanoid Robot Collaboration. Sensors, 2023, 23, 1396.	3.8	3
927	Customer Interactive Experience in Luxury Retailing: The Application of AI-Enabled Chatbots in the Interactive Marketing. , 2023, , 785-805.		2
928	Consumers and producers: whose personalisation is it?. , 2023, , 149-168.		0
929	Exploring the drivers for digital transformation in smart education: An ecosystems approach. ITM Web of Conferences, 2023, 51, 01003.	0.5	1
930	Humanizing Chatbots for Interactive Marketing. , 2023, , 255-273.		4
931	The Role of Artificial Intelligence in Interactive Marketing: Improving Customer-Brand Relationship. , 2023, , 199-217.		1
932	Social robot-delivered customer-facing services: an assessment of the experience. Service Industries Journal, 2023, 43, 154-184.	8.3	6
933	How does artificial intelligence impact human resources performance. evidence from a healthcare institution in the United Arab Emirates. Journal of Innovation & Knowledge, 2023, 8, 100340.	14.0	10
934	Customers' acceptance of artificially intelligent service robots: The influence of trust and culture. International Journal of Information Management, 2023, 70, 102623.	17.5	29
935	Talking to a bot or a wall? How chatbots vs. human agents affect anticipated communication quality. Computers in Human Behavior, 2023, 143, 107674.	8.5	14
936	The Interplay of Knowledge, Strategies, and the Interest in the Development of Expertise within Professions. Knowledge and Space, 2023, , 63-88.	0.3	2
937	Digital Revolution Complements Sustainable Goal Achievement During and After Pandemic: A Research Agenda. , 2023, , 227-246.		0
938	Impact of Artificial Intelligence on Supply Chain Management Performance. Journal of Service Science and Management, 2023, 16, 44-58.	0.5	2
939	Validity and reliability of the Chinese version of Threats of Artificial Intelligence Scale (TAI) in Chinese adults. Psicologia: Reflexao E Critica, 2023, 36, .	0.9	0
940	ChatGPT for tourism: applications, benefits and risks. Tourism Review, 2024, 79, 290-303.	6.4	61
941	Voice artificial intelligence service failure and customer complaint behavior: The mediation effect of customer emotion. Electronic Commerce Research and Applications, 2023, 59, 101261.	5.0	4
942	Examining the role of consumer motivations to use voice assistants for fashion shopping: The mediating role of awe experience and eWOM. Technological Forecasting and Social Change, 2023, 190, 122407.	11.6	23

#	ARTICLE	IF	CITATIONS
943	Investigating the use experience of restaurant service robots: the cognitive–affective–behavioral framework. International Journal of Hospitality Management, 2023, 111, 103482.	8.8	4
944	Defending humankind: Anthropocentric bias in the appreciation of AI art. Computers in Human Behavior, 2023, 143, 107707.	8.5	12
945	Opinion Paper: "So what if ChatGPT wrote it?"Multidisciplinary perspectives on opportunities, challenges and implications of generative conversational AI for research, practice and policy. International Journal of Information Management, 2023, 71, 102642.	17.5	634
946	Development of a scale for capturing psychological aspects of physical–digital integration: relationships with psychosocial functioning and facial emotion recognition. AI and Society, 0, , .	4.6	0
947	Technology paternalism and smart products: Review, synthesis, and research agenda. Technological Forecasting and Social Change, 2023, 192, 122557.	11.6	1
948	Artificial intelligence as a boundary-crossing object for employee engagement and performance. Journal of Retailing and Consumer Services, 2023, 73, 103376.	9.4	7
949	Adoption of AI integrated partner relationship management (AI-PRM) in B2B sales channels: Exploratory study. Industrial Marketing Management, 2023, 109, 164-173.	6.7	8
950	Reskilling Workforce for the Artificial Intelligence Age: Challenges and the Way Forward. , 2023, , 181-197.		6
951	An Analysis of the Challenges to Human Resource in Implementing Artificial Intelligence. , 2023, , 81-109.		1
952	Feeling Artificial Intelligence for AI-Enabled Autonomous Systems. , 2022, , .		1
953	Being seen… by human or machine? Acknowledgment effects on customer responses differ between human and robotic service workers. Technological Forecasting and Social Change, 2023, 189, 122345.	11.6	8
954	Fusion of Artificial Intelligence and Blockchain in the Banking Industry: Current Application, Adoption, and Future Challenges. , 2023, , 293-307.		1
955	Avatar-mediated service encounters: impacts and research agenda. Service Industries Journal, 2023, 43, 134-153.	8.3	4
956	How Does the Use of AI in HRM Contribute to Improved Business Performance?. Advances in Human Resources Management and Organizational Development Book Series, 2023, , 131-139.	0.3	1
957	Intelligent human resources for the adoption of artificial intelligence: a systematic literature review. Journal of Organizational Change Management, 2023, 36, 1099-1124.	2.7	7
958	Finding a fit between CXO's experience and AI usage in CXO decision-making: evidence from knowledge-intensive professional service firms. Journal of Service Theory and Practice, 2023, 33, 280-308.	3.2	7
959	To automate or not to automate? A contingency approach to service automation. Journal of Service Management, 2023, 34, 696-724.	7.2	3
960	The dark side of artificial intelligence in service: The "watching-eye"effect and privacy concerns. International Journal of Hospitality Management, 2023, 110, 103437.	8.8	11

#	ARTICLE	IF	CITATIONS
961	Hey chatbot, why do you treat me like other people? The role of uniqueness neglect in human-chatbot interactions. Journal of Strategic Marketing, 2024, 32, 170-186.	5.5	5
962	Can robots recover a service using interactional justice as employees do? A literature review-based assessment. Service Business, 2023, 17, 315-357.	4.2	5
963	A theory of predictive sales analytics adoption. AMS Review, 2023, 13, 34-54.	2.5	5
964	Close or distant? The impacts of robot services and spatial distance on service satisfaction. Journal of Hospitality and Tourism Management, 2023, 54, 447-456.	6.6	5
965	Does Artificial Intelligence Promote or Inhibit On-the-Job Learning? Human Reactions to AI at Work. Systems, 2023, 11, 114.	2.3	4
966	Artificial intelligence in hospitality and tourism. State of the art and future research avenues. European Planning Studies, 2023, 31, 1325-1344.	2.9	12
967	Artificial Intelligence and Machine Learning for Job Automation. Journal of Database Management, 2023, 34, 1-12.	1.5	2
968	Technology-enabled well-being in the era of IR4.0: marketing and public policy implications. Journal of Consumer Marketing, 2023, 40, 431.	2.3	0
969	Leveraging AI for Content Generation: A Customer Equity Perspective. Review of Marketing Research, 2023, 20, 125-145.	0.2	3
970	Flourishing digital technology inÂprofessional services firms: multidisciplinary perspectives in India. Journal of Service Theory and Practice, 2023, 33, 198-216.	3.2	1
971	The Impact of Artificial Intelligence on Enhancing Human Resource Management Functionality. Lecture Notes in Networks and Systems, 2023, , 509-515.	0.7	0
972	Chatbot-Based Services: A Study on Customersâ€™ Reuse Intention. Journal of Theoretical and Applied Electronic Commerce Research, 2023, 18, 457-474.	5.7	7
973	Sentiment Analysis Approaches, Types, Challenges, and Applications: An Exploratory Analysis. , 2022, , .		1
974	Dashed expectations in service experiences. Effects of robots human-likeness on customersâ€™ responses. European Journal of Marketing, 2023, 57, 957-986.	2.9	9
975	After-Sales Attributes in E-Commerce: A Systematic Literature Review and Future Research Agenda. Journal of Theoretical and Applied Electronic Commerce Research, 2023, 18, 475-500.	5.7	2
976	Choreographies of Care: A Dance of Human and Material Agency in Rehabilitation Work with Robots. Work, Employment and Society, 2024, 38, 483-504.	2.7	1
977	Whether to trust chatbots: Applying the event-related approach to understand consumersâ€™ emotional experiences in interactions with chatbots in e-commerce. Journal of Retailing and Consumer Services, 2023, 73, 103325.	9.4	17
978	Saudi Arabia Corporate Firms are Hesitant to Embrace Artificial Intelligence as of 2020 Despite the Numerous Benefits. WSEAS Transactions on Systems and Control, 2023, 18, 38-46.	0.8	0

#	ARTICLE	IF	CITATIONS
979	Consumer Acceptance and Adoption of AI Robo-Advisors in Fintech Industry. Mathematics, 2023, 11, 1311.	2.2	2
980	Determinants of Repurchase Intentions of Hospitality Services Delivered by Artificially Intelligent (AI) Service Robots. Sustainability, 2023, 15, 4914.	3.2	1
981	Foresight and strategic decision-making framework from artificial intelligence technology development to utilization activities in small-and-medium-sized enterprises. Foresight, 2023, 25, 769-787.	2.1	1
982	Human Resources Management After Industry 4.0. Advances in Human Resources Management and Organizational Development Book Series, 2023, , 97-115.	0.3	6
983	Difficulties to digitalize: ambidexterity challenges inÂlaw firms. Journal of Service Theory and Practice, 2023, 33, 217-236.	3.2	1
984	Overview of the brand journey and opportunities for future studies. Italian Journal of Marketing, 2023, 2023, 179-206.	2.8	1
985	Validity and Reliability of the Chinese Version of Robot Anxiety Scale in Chinese Adults. International Journal of Human-Computer Interaction, 0, , 1-10.	4.8	0
986	Getting Things Right: Ontology and Epistemology in Smart Cities Research. Springer Proceedings in Complexity, 2023, , 181-193.	0.3	2
987	Research on Empathic Remediation Mechanism of Chatbots Mediated by Social Presence and Trust. , 2022, , .		1
988	Analysis of the Importance of Product Image of Intelligent Voice Assistant to Consumers' Willingness to Use. Frontiers in Business, Economics and Management, 2023, 8, 124-126.	0.1	0
989	Application of Artificial Intelligence and Robotics in Tourism and Hospitality Marketing. Advances in Business Strategy and Competitive Advantage Book Series, 2023, , 125-140.	0.3	2
990	Artificial Intelligence and Value Creation at the Crossroads of Industry 5.0. Advances in Business Strategy and Competitive Advantage Book Series, 2023, , 58-78.	0.3	0
991	Guest editorial: Emerging digital technologies and professional services: current and future research agenda. Journal of Service Theory and Practice, 2023, 33, 141-148.	3.2	0
992	Digital Servitization in Agriculture. Classroom Companion: Business, 2023, , 331-351.	10.7	1
993	I, chatbot! the impact of anthropomorphism and gaze direction on willingness to disclose personal information and behavioral intentions. Psychology and Marketing, 2023, 40, 1372-1387.	8.2	19
994	Machine endowment cost model: task assignment between humans and machines. Humanities and Social Sciences Communications, 2023, 10, .	2.9	0
995	<scp>ChatGPT</scp> and consumers: Benefits, Pitfalls and Future Research Agenda. International Journal of Consumer Studies, 2023, 47, 1213-1225.	11.6	82
996	AI in Customer Relationship Management. Studies in Systems, Decision and Control, 2023, , 469-487.	1.0	0

#	Article	IF	Citations
997	Perceived anthropomorphism and purchase intention using artificial intelligence technology: examining the moderated effect of trust. Journal of Enterprise Information Management, 2023, ahead-of-print, .	7.5	9
998	How Does Competition Affect Exploration vs. Exploitation? A Tale of Two Recommendation Algorithms. Management Science, 2024, 70, 1029-1051.	4.1	0
999	Evaluation and adoption of artificial intelligence in the retail industry. International Journal of Retail and Distribution Management, 2023, 51, 773-790.	4.7	4
1000	Challenges In Applying Artificial Intelligence In Banking Sector: A Scientometric Review. , 2022, , .		0
1001	The Psychological and Behavioral Impact of the Use of Service Robots on Customers based on the S-O-R Theory Perspective. , 0, 6, 66-76.		0
1002	Tipping, Disrupted: The Multi-Stakeholder Digital Tipped Service Journey. Journal of Service Research, 2023, 26, 389-404.	12.2	1
1003	Who did what and when? The effect of chatbots' service recovery on customer satisfaction and revisit intention. Journal of Hospitality and Tourism Technology, 2023, 14, 416-429.	3.8	0
1004	Managing innovation in the era of AI. Technology in Society, 2023, 73, 102254.	9.4	10
1005	Charting the Automation of Hospitality: An Interdisciplinary Literature Review Examining the Evolution of Frontline Service work in the Face of Algorithmic Management. Proceedings of the ACM on Human-Computer Interaction, 2023, 7, 1-20.	3.3	2
1006	Can Artificial Intelligence (AI) Manage Behavioural Biases Among Financial Planners?. Journal of Global Information Management, 2023, 31, 1-18.	2.8	1
1007	Speculating on Risks of AI Clones to Selfhood and Relationships: Doppelganger-phobia, Identity Fragmentation, and Living Memories. Proceedings of the ACM on Human-Computer Interaction, 2023, 7, 1-28.	3.3	0
1008	What affects the usage of artificial conversational agents? An agent personality and love theory perspective. Computers in Human Behavior, 2023, 145, 107788.	8.5	5
1009	Acceptance of service robots: a meta-analysis in the hospitality and tourism industry. Journal of Hospitality Marketing and Management, 2023, 32, 694-716.	8.2	7
1010	Matching Mind and Method. , 2023, , .		0
1011	A southeast Asian perspective on hotel service robots: Trans diagnostic mechanics and conditional indirect effects. Journal of Open Innovation: Technology, Market, and Complexity, 2023, 9, 100040.	5.2	3
1012	The Efficacy of Artificial Intelligence in making Best Marketing Decisions. , 2023, , .		1
1013	Healthcare AI Treatment Decision Support: Design Principles to Enhance Clinician Adoption and Trust. , 2023, , .		3
1014	Crafting tasteful experiences: Designing artificial intelligence and voice user interfaces for home delivery contexts. , 2022, , .		0

#	ARTICLE	IF	CITATIONS
1015	Yapay ZekÃ¢ ve Pazarlama AlanÄ±ndaki YayÄ±nlarÄ±n Bibliyometrik Analizi. Sosyoekonomi, 0, , 369-388.	0.8	0
1016	Digital Factory Transformation from a Servitization Perspective: Fields of Action for Developing Internal Smart Services. Sci, 2023, 5, 22.	3.0	2
1017	The Contributions of Information and Communications Technology on the Sustainable Development of Artificial Intelligence in the Medical Field. , 2023, 2, 86-95.		0
1018	Artificial Intelligence and disruptive technologies in Service Systems: a bibliometric analysis. International Journal of Innovation and Technology Management, 0, , .	1.4	0
1019	A framework for AI-powered service innovation capability: Review and agenda for future research. Technovation, 2023, 125, 102768.	7.8	18
1020	Partners or Opponents? How Mindset Shapes Consumersâ€™ Attitude Toward Anthropomorphic Artificial Intelligence Service Robots. Journal of Service Research, 2023, 26, 441-458.	12.2	6
1021	When interacting with a service robot is (not) satisfying: The role of customersâ€™ need for social sharing of emotion. Computers in Human Behavior, 2023, 146, 107792.	8.5	5
1022	Supporting the implementation of AI in business communication: the role of knowledge management. Journal of Knowledge Management, 2024, 28, 85-95.	5.1	5
1023	Market Valuation of Artificial Intelligence Implementation Announcements. Data Base for Advances in Information Systems, 2023, 54, 9-28.	1.7	0
1024	The effect of robot anthropomorphism on revisit intentions after service failure: aÂ moderated serial mediation model. Asia Pacific Journal of Marketing and Logistics, 2023, 35, 2621-2644.	3.2	1
1025	How does service robot anthropomorphism affect humanÂ co-workers?. Journal of Service Management, 2023, 34, 750-769.	7.2	4
1026	The impact of smart technologies on SMEsâ€™ sustainability: the mediation effect of sustainability strategy. Competitiveness Review, 2024, 34, 28-50.	2.6	3
1027	Emotion and trust in virtual service assistant design for effective service recovery. Journal of Retailing and Consumer Services, 2023, 74, 103368.	9.4	0
1028	Developing a Scale to Measure Artificial Intelligence Service Quality. , 2023, , 105-123.		0
1029	Introduction to Artificial and Emotional Intelligences. , 2023, , 1-10.		0
1030	How should voice assistants be heard? The mitigating effect of verbal and vocal warmth in voice assistant service failure. Service Industries Journal, 2023, 43, 806-826.	8.3	1
1031	Knowledge development in non-fungible tokens (NFT): a scoping review. Journal of Knowledge Management, 2024, 28, 232-267.	5.1	4
1032	Innovazione tecnologica e lavoro: impatti sui processi di selezione, organizzazione e sviluppo del personale. Quaderni Di Economia Del Lavoro, 2023, 44, 129-170.	0.2	0

#	Article	IF	Citations
1033	How do firms capture value in a full-scene smart service? Effectiveness of value proposition and co-creation capabilities. Industrial Marketing Management, 2023, 112, 128-144.	6.7	0
1034	The impact of technological innovation on marketing: individuals, organizations and environment: a systematic review. Economic Research-Ekonomska Istrazivanja, 2023, 36, .	4.7	0
1035	The augmentation effect of artificial intelligence: can AI framing shape customer acceptance of AI-based services?. Current Issues in Tourism, 0, , 1-21.	7.2	7
1036	Digital Transformation Based on AI Technologies in European Union Organizations. Electronics (Switzerland), 2023, 12, 2386.	3.1	2
1037	Challenges of using RPA in auditing: A socio–technical systems approach. Intelligent Systems in Accounting, Finance and Management, 2023, 30, 76-86.	4.6	0
1038	How Can Adults Make Time to Study: A System for Employee Sharing and Reskilling Education. Smart Innovation, Systems and Technologies, 2023, , 41-54.	0.6	1
1040	In companies we trust: consumer adoption of artificial intelligence services and the role of trust inÂcompanies and AI autonomy. Information Technology and People, 2023, 36, 155-173.	3.2	6
1041	The Influence of a Celebrity Chef on Customer Repurchase Behavior: Empirical Study of Taiwan's F&B Industry During COVID-19 Pandemic. SAGE Open, 2023, 13, 215824402311741.	1.7	0
1042	Employee acceptance of disruptive service innovations at the frontline: The role of collective sensemaking processes. Creativity and Innovation Management, 0, , .	3.3	0
1043	Design Path for a Social Robot for Emotional Communication for Children with Autism Spectrum Disorder (ASD). Sensors, 2023, 23, 5291.	3.8	1
1044	Consumer–machine relationships in the age of artificial intelligence: Systematic literature review and research directions. Psychology and Marketing, 2023, 40, 1593-1614.	8.2	7
1045	Working with service robots? A systematic literature review of hospitality employees' perspectives. International Journal of Hospitality Management, 2023, 113, 103523.	8.8	4
1046	CHATBOTS IN THE WORKPLACE: A TECHNOLOGY ACCEPTANCE STUDY APPLYING USES AND GRATIFICATIONS IN COWORKING SPACES. Journal of Organizational Computing and Electronic Commerce, 2022, 32, 232-257.	1.8	2
1047	Globalization and Technological Development: Production, Transport and Communication. , 2023, , 21-42.		0
1048	The corporate path to green innovation: does the digital economy matter?. Environmental Science and Pollution Research, 2023, 30, 79149-79160.	5.3	5
1049	Artificial Intelligence for a Sustainable Finance: A Bibliometric Analysis. Lecture Notes in Networks and Systems, 2023, , 536-551.	0.7	2
1050	Whose customer orientation? Exploring the relationships between leaders, team customer orientation climate and customer satisfaction. Journal of Service Theory and Practice, 0, , .	3.2	0
1051	Interfaces, Interactions, Time, and the Frontline Nexus: Foundational Constructs and Focus for the Field of Organizational Frontlines. Journal of Service Research, 2023, 26, 310-329.	12.2	3

#	Article	IF	Citations
1052	Certification Labels for Trustworthy AI: Insights From an Empirical Mixed-Method Study. , 2023, , .		1
1053	Knowledge Distillation for Autonomous Intelligent Unmanned System. Studies in Computational Intelligence, 2023, , 193-230.	0.9	1
1054	What Makes People Feel Empathy for AI Chatbots? Assessing the Role of Competence and Warmth. International Journal of Human-Computer Interaction, 0, , 1-14.	4.8	6
1055	Artificial intelligence-assisted mindfulness in tourism, hospitality, and events. International Journal of Contemporary Hospitality Management, 2024, 36, 1262-1278.	8.0	4
1056	A study on the knowledge and perception of artificial intelligence. IFLA Journal, 2023, 49, 503-513.	1.5	3
1057	The effect of anthropomorphic competence-warmth congruence of service robots on recommendation intention. Current Psychology, 0, , .	2.8	1
1058	The Effect of Technology Readiness and Customers' Acceptance on Online Hotel Booking Intention. , 2023, , .		0
1059	The Effects of Anthropomorphised Virtual Conversational Assistants on Consumer Engagement and Trust During Service Encounters. Australasian Marketing Journal, 0, , .	5.4	1
1060	Anticipatory innovation of professional services: The case of auditing and artificial intelligence. Research Policy, 2023, 52, 104828.	6.4	4
1061	Reengineering professional services through automation, remote outsourcing, and task delegation. Journal of Operations Management, 2023, 69, 911-940.	5.2	3
1062	Strategies to overcome challenges to smart sustainable logistics: a Bayesian-based group decision-making approach. Environment, Development and Sustainability, 0, , .	5.0	2
1063	Drivers of Service Transformation. Forum Dienstleistungsmanagement, 2023, , 205-231.	1.2	0
1064	Ethical Issues of the Use of Artificial Intelligence in Purchasing Negotiations. Forum Dienstleistungsmanagement, 2023, , 615-652.	1.2	0
1065	Gestaltung des Wandels im Dienstleistungsmanagement â€" Ursachen, Konzepte, Strategien. Forum Dienstleistungsmanagement, 2023, , 3-39.	1.2	0
1066	Gestaltung des Wandels im Dienstleistungsmanagement â€" Ursachen, Konzepte, Strategien. Forum Dienstleistungsmanagement, 2023, , 3-39.	1.2	0
1067	Human-Robot Collaboration â€" Managing the Integration of Service Robots in the Frontline. Forum Dienstleistungsmanagement, 2023, , 597-614.	1.2	1
1068	Artificial intelligence and relocation of production activities: An empirical cross-national study. International Journal of Production Economics, 2023, 261, 108890.	8.9	9
1069	Artificial Intelligence and Extended Reality in Luxury Fashion Retail: Analysis and Reflection. Springer Series on Cultural Computing, 2023, , 323-348.	0.6	0

#	ARTICLE	IF	CITATIONS
1070	Smart Tourism Experience Design in Amusement Parks: A Quality Function Deployment (QFD) Application. Journal of Hospitality and Tourism Research, 0, , 109634802311713.	2.9	1
1071	Personalized human resource management via HR analytics and artificial intelligence: Theory and implications. Asia Pacific Management Review, 2023, 28, 598-610.	4.4	6
1072	Let your algorithm shine: The impact of algorithmic cues on consumer perceptions of price discrimination. Tourism Management, 2023, 99, 104792.	9.8	1
1073	Leveraging Emotional and Artificial Intelligences for Employees and Customers. , 2023, , 157-176.		0
1074	Telematics Work Field Review Text Classification Using the Naïve Bayes Method. , 2022, , .		0
1075	Effect of Artificial Intelligent on Empathy Quotient (EmQ) and Responsiveness of Customer Care Executive- A Study from Customer's Lenses. , 2023, , .		0
1076	Leverage Emotional and Artificial Intelligences for Employees. , 2023, , 125-137.		0
1077	On-Premise Artificial Intelligence as a Service for Small and Medium Size Setups. , 2023, , 53-73.		0
1078	The Necessity of Artificial Intelligence for Smart Environment: Future Perspective and Research Challenges. , 2023, , .		0
1079	The future of artificial intelligence and robotics in the retail and service sector: Sketching the field of consumer-robot-experiences. Journal of the Academy of Marketing Science, 2023, 51, 747-756.	11.2	5
1080	A Study of Customer Acceptance of Artificial Intelligence Technology. International Journal of E-Business Research, 2023, 19, 1-14.	1.0	0
1081	The impact of AI chatbots on customer trust: an empirical investigation in the hotel industry. , 2023, 18, 293-305.		1
1082	Deposit AI as the "invisible hand" to make the resale easier: A moderated mediation model. Journal of Retailing and Consumer Services, 2023, 75, 103480.	9.4	1
1083	Some agents are more similar than others: customer orientation of frontline robots and employees. Journal of Service Management, 2023, 34, 27-49.	7.2	1
1084	Roboethics of tourism and hospitality industry: A systematic review. PLoS ONE, 2023, 18, e0287439.	2.5	0
1085	Artificial intelligence's impact on hospitality and tourism marketing: exploring key themes and addressing challenges. Current Issues in Tourism, 0, , 1-18.	7.2	17
1086	Interaction With Cutting-Edge Technologies: A Bibliometric Analysis and a Theoretical Framework. Journal of Hospitality and Tourism Research, 0, , .	2.9	0
1087	İLERİ TEKNOLOJİLER, YAPAY ZEKÂ, TEMELLİ ÇÖZÜMLER: DUYGU ODAKLI BİR YAKLAŞIM. Öneri, 0, , .	0.6	1

#	ARTICLE	IF	CITATIONS
1088	AI Assistance and Service Usage. SSRN Electronic Journal, 0, , .	0.4	0
1090	Revealing the complexity of users' intention to adopt healthcare chatbots: A mixed-method analysis of antecedent condition configurations. Information Processing and Management, 2023, 60, 103444.	8.6	4
1091	Users' intention to adopt artificial intelligence-based chatbot: a meta-analysis. Service Industries Journal, 2023, 43, 1117-1139.	8.3	1
1092	Human-Centered AI for Manufacturing â€" Design Principles for Industrial AI-Based Services. Lecture Notes in Computer Science, 2023, , 115-130.	1.3	0
1093	Fraud Detection in Mobile Banking Based on Artificial Intelligence. Lecture Notes in Networks and Systems, 2023, , 537-554.	0.7	0
1094	Chatbots' effectiveness in service recovery. International Journal of Information Management, 2023, , 102679.	17.5	2
1095	Service chatbot: Co-citation and big data analysis toward a review and research agenda. Technological Forecasting and Social Change, 2023, 194, 122722.	11.6	3
1096	Influence of robots service quality on customers' acceptance in restaurants. Asia Pacific Journal of Marketing and Logistics, 2023, 35, 3117-3137.	3.2	14
1097	The Role of Attachment in Improving Consumer-AI Interactions. Proceedings of the International Conference on Business Excellence, 2023, 17, 1075-1084.	0.3	0
1098	Artificial intelligence in fine arts: A systematic review of empirical research. , 2023, 1, 100004.		2
1099	The Impact of Artificial Intelligence on Hospitality Employees' Work Outcomes. Advances in Hospitality and Tourism Research, 0, , .	1.6	0
1100	Effect of AI Chatbot's Interactivity on Consumers' Negative Word-of-Mouth Intention: Mediating Role of Perceived Empathy and Anger. International Journal of Human-Computer Interaction, 0, , 1-16.	4.8	1
1101	AI-Based Logistics Solutions to Tackle Covid-19 Pandemic and Ensure a Sustainable Financial Growth. Internet of Things, 2023, , 359-382.	1.7	1
1102	Research on the Influence of Humanoid Behavior of Intelligent Service Robot on Satisfaction Based on Structural Equation Model. , 2023, , 1178-1184.		0
1103	Artificial intelligence in interactive marketing: a conceptual framework and research agenda. Journal of Research in Interactive Marketing, 2024, 18, 54-90.	8.9	7
1104	Generative artificial intelligence (ChatGPT): Implications for management educators. International Journal of Management Education, 2023, 21, 100857.	3.9	10
1105	Einsatz und Potenziale kÃ¼nstlicher Intelligenz im Tourismus. , 2023, , 265-278.		0
1106	Color effects on AI influencers' product recommendations. European Journal of Marketing, 0, , .	2.9	1

#	ARTICLE	IF	CITATIONS
1107	Judgment Work. Advances in Logistics, Operations, and Management Science Book Series, 2023, , 155-167.	0.4	0
1108	Higher Education and Skills for the Future(s) of Work. Palgrave Studies in Digital Business & Enabling Technologies, 2023, , 111-125.	1.3	0
1109	AI for managing open innovation: Opportunities, challenges, and a research agenda. Journal of Business Research, 2023, 167, 114196.	10.2	3
1110	The effect of digitalization on service orientation and service perception among Israeli healthcare professionals: A qualitative study. Digital Health, 2023, 9, .	1.8	2
1111	Paradox in the making: toward a theory of utility maximization in human-commercial robot interactions. Journal of Organizational Change Management, 0, , .	2.7	0
1112	Psychometric approaches to exploring the characteristics of smart hotel brand experiences: Scale development and validation. Journal of Hospitality and Tourism Management, 2023, 56, 385-395.	6.6	4
1113	The service sector in the classical world: focus on entertainment and well-being. International Journal of Quality and Service Sciences, 2023, 15, 1-14.	2.4	0
1114	Expectations and beyond: The nexus of <scp>AI</scp> instrumentality and brand credibility in voice assistant retention using extended <scp>expectation€confirmation</scp> model. Journal of Consumer Behaviour, 0, , .	4.2	2
1115	Emerging digital technologies and consumer decision-making in retail sector: Towards an integrative conceptual framework. Computers in Human Behavior, 2023, 148, 107913.	8.5	9
1116	Artificial intelligence research in hospitality: a state-of-the-art review and future directions. International Journal of Contemporary Hospitality Management, 0, , .	8.0	5
1117	The Impact of Smart Technologies on SME Sustainability: The Mediation Effect of Sustainability Strategy â€" Literature Review. Internet of Things, 2023, , 431-454.	1.7	2
1118	Robot service failure and recovery: Literature review and future directions. International Journal of Advanced Robotic Systems, 2023, 20, .	2.1	1
1119	Artificial Intelligence in Customer Service Strategy for Seamless Customer Experiences. , 2023, , 73-97.		0
1120	Personalized and Contextual Artificial Intelligence-Based Services Experience. , 2023, , 101-122.		0
1121	Fluid Intelligence for Higher Order Thinking: Balancing the Subjective and Objective for Sustaining Impactful Wisdom in This Era of Disruption. Palgrave Studies in Workplace Spirituality and Fulfillment, 2023, , 115-131.	0.2	3
1122	Use of Artificial Intelligence with Ethics and Privacy for Personalized Customer Services. , 2023, , 231-257.		2
1123	AI in Customer Service: A Service Revolution in the Making. , 2023, , 15-32.		0
1124	Role of Risk on Employeesâ€™ Willingness to Collaborate with Artificial Intelligence and Its Impact on Wellbeing. , 2023, , 281-302.		0

#	ARTICLE	IF	CITATIONS
1125	Opportunities and Challenges of AI-Driven Customer Service. , 2023, , 33-71.		2
1126	Service robotâ€™s responses in service recovery and service evaluation: the moderating role of robotsâ€™ social perception. Journal of Hospitality Marketing and Management, 2024, 33, 145-168.	8.2	2
1127	Generation Z's psychology and newâ€age technologies: Implications for future research. Psychology and Marketing, 2023, 40, 2029-2040.	8.2	5
1128	The future of advertising campaigns: The role of AI-generated images in advertising creative. , 2023, 8, 29-49.		0
1129	Measuring the Service Quality of Artificial Intelligence in the Tourism and Hospitality Industry. Advances in Hospitality, Tourism and the Services Industry, 2023, , 133-155.	0.2	2
1130	Service Robotsâ€”An Innovative Sustainability in Rural Banking. Journal of Service Science and Management, 2023, 16, 477-500.	0.5	0
1131	Role of trust in customer attitude and behaviour formation towards social service robots. International Journal of Hospitality Management, 2023, 114, 103587.	8.8	3
1132	Antecedents and consequences of travelers' trust towards personalized travel recommendations offered by ChatGPT. International Journal of Hospitality Management, 2023, 114, 103588.	8.8	5
1133	Contribution of Business Research to Sustainable Development Goals: Bibliometrics and Science Mapping Analysis. Sustainability, 2023, 15, 12982.	3.2	2
1134	Advancing algorithmic bias management capabilities in AI-driven marketing analytics research. Industrial Marketing Management, 2023, 114, 243-261.	6.7	3
1135	Integrating Electronic Customer Relationship Management and Artificial Intelligence. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 73-104.	0.8	0
1136	The more extroverted the better? Unraveling the complex relationship between service robots' personality and the service robot experience. Psychology and Marketing, 2023, 40, 2370-2386.	8.2	3
1137	Smart speakers and customer experience in service contexts. Psychology and Marketing, 2023, 40, 2326-2340.	8.2	1
1138	Personalized Communication as a Platform for Service Inclusion? Initial Insights Into Interpersonal and AI-Based Personalization for Stigmatized Consumers. Journal of Service Research, 2024, 27, 28-48.	12.2	2
1139	Artificial intelligence in innovation management: A review of innovation capabilities and a taxonomy of <scp>AI</scp> applications. Journal of Product Innovation Management, 0, , .	9.5	4
1140	Artificial intelligence in healthcare: the value co-creation process and influence of other digital health transformations. Journal of Research in Interactive Marketing, 2024, 18, 109-126.	8.9	2
1141	Impact of AI Affordance on AI Adoption: The Mediating Role of Self-Monitoring and Uniqueness. International Journal of Human-Computer Interaction, 0, , 1-12.	4.8	0
1142	Predicting breakthrough innovation engagement via hybrid intelligence: a moderated mediation model of self-extinction and social intelligence. International Journal of Emerging Markets, 0, , .	2.2	0

#	ARTICLE	IF	CITATIONS
1143	Chatting with ChatGPT: decoding the mind of Chatbot users and unveiling the intricate connections between user perception, trust and stereotype perception on self-esteem and psychological well-being. Current Psychology, 0, , .	2.8	10
1144	Artificial Intelligence in Marketing and Organizational Decision-Making: Some Challenges and Concerns. Internet of Things, 2023, , 9-23.	1.7	0
1146	The impact of service robots on customer satisfaction online ratings: The moderating effects of rapport and contextual review factors. Psychology and Marketing, 2023, 40, 2355-2369.	8.2	0
1147	Uncovering the dark side of AI-based decision-making: A case study in a B2B context. Industrial Marketing Management, 2023, 115, 253-265.	6.7	3
1148	A model for improving the relationship between integrity and work performance. International Journal of Ethics and Systems, 0, , .	1.4	0
1149	Customer experience in AI-enabled products: Scale development and validation. Journal of Retailing and Consumer Services, 2024, 76, 103578.	9.4	3
1150	A Systematic and Visual Overview of 25 Years of the <i>Journal of Service Research</i>: The Journey Continues. Journal of Service Research, 2023, 26, 479-492.	12.2	0
1151	The effects of social presence on cooperative trust with algorithms. Scientific Reports, 2023, 13, .	3.3	0
1152	Unveiling the Mind of the Machine. SSRN Electronic Journal, 0, , .	0.4	1
1153	Residents' Perspectives in Smart Tourism Destinations Development: A Theoretical Approach. International Handbooks of Quality-of-life, 2023, , 519-531.	0.5	1
1154	Retail robots as sales assistants: how speciesism moderates the effect of robot intelligence onÂcustomer perceptions and behaviour. Journal of Service Theory and Practice, 0, , .	3.2	1
1155	Decoding the ChatGPT mystery: A comprehensive exploration of factors driving AI language model adoption. Information Development, 0, , .	2.3	4
1156	Predicting the Use of Chatbots for Consumer Channel Selection in Multichannel Environments: An Exploratory Study. Systems, 2023, 11, 522.	2.3	0
1157	Concrete or abstract: How chatbot response styles influence customer satisfaction. Electronic Commerce Research and Applications, 2023, 62, 101317.	5.0	0
1158	Being friendly and competent: Service robots' proactive behavior facilitates customer value co-creation. Technological Forecasting and Social Change, 2023, 196, 122861.	11.6	0
1159	How to calculate privacy: privacy concerns and service robots' use intention in hospitality. Current Issues in Tourism, 0, , 1-17.	7.2	0
1160	Sharing information with AI (versus a human) impairs brand trust: The role of audience size inferences and sense of exploitation. International Journal of Research in Marketing, 2024, 41, 138-155.	4.2	1
1161	A model validation of robo-advisers for stock investment. Borsa Istanbul Review, 2023, 23, 1458-1473.	5.5	1

#	ARTICLE	IF	CITATIONS
1162	Intelligent Automation, Service Robots, and AI â€" the Service Revolution is in Full Swing. Palgrave Studies in Marketing, Organizations and Society, 2023, , 93-110.	0.1	0
1163	Funktion und Einsatz von KÃ¼nstlicher Intelligenz. , 2023, , 7-70.		0
1164	A value-oriented Artificial Intelligence-as-a-Service business plan using integrated tools and services. Decision Analytics Journal, 2023, 8, 100302.	4.8	1
1165	Consumer Adoption of AI-powered Virtual Assistants (AIVA): An Integrated Model Based on the SEMâ€"ANN Approach. FIIB Business Review, 0, , .	3.1	2
1166	Using Artificial Intelligence to Combat Money Laundering. Intelligent Information Management, 2023, 15, 284-305.	0.5	0
1167	How artificial intelligence impacts the competitive position ofÂhealthcare organizations. Journal of Organizational Change Management, 2023, 36, 49-70.	2.7	2
1168	Investigating the Effect of Self-Congruity on Attitudes toward Virtual Influencers: Mediating the Effect of Emotional Attachment. International Journal of Human-Computer Interaction, 0, , 1-14.	4.8	3
1169	Hybrid intelligence: humanâ€"AI collaboration in marketing analytics. Journal of Marketing Analytics, 2023, 11, 263-274.	3.7	5
1170	Artificial Intelligence Innovation Assistant. , 2023, , .		0
1172	ChatGPT and marketing: Analyzing public discourse in early Twitter posts. Journal of Marketing Analytics, 2023, 11, 693-706.	3.7	4
1173	More than just a chat: a taxonomy of consumersâ€™ relationships with conversational AI agents and their well-being implications. European Journal of Marketing, 2024, 58, 373-409.	2.9	0
1174	Perceptions and Acceptance of Artificial Intelligence: A Multi-Dimensional Study. Social Sciences, 2023, 12, 502.	1.4	4
1175	Heterogeneous effects of robots on employment in agriculture, industry, and services sectors. Technology in Society, 2023, 75, 102371.	9.4	2
1176	Can Artificial Intelligence-Enabled Service Interactions Improve the Perception of Service Quality?. IFIP Advances in Information and Communication Technology, 2023, , 774-788.	0.7	0
1177	How to leverage anthropomorphism for chatbot service interfaces: The interplay of communication style and personification. Computers in Human Behavior, 2023, 149, 107954.	8.5	0
1178	íŒî…˜ë"'ìž¸ì£¼ì²î—•ë"°ë¥ íŒî…˜ìž¸ë"ˆ ì—ëŸ‰ ë°•ìœí˜ì§˜ ì§€ê°• Journal of the Korean Society of Clothing and Textiles, 2023,		
1179	EFFECTS OF USE OF AI IN ACCOUNTING ON PROFESSIONAL ETHICS: ChatGPT APPLICATION. Finans Ekonomi Ve Sosyal AraÅŸtÄ±rmalar Dergisi, 0, , .	0.6	0
1180	Automation, artificial intelligence and future skills needs: an Irish perspective. European Journal of Training and Development, 2023, 47, 163-185.	2.2	1

#	ARTICLE	IF	CITATIONS
1181	Aligning (In)Congruent Chatbotâ€"Employee Empathic Responses with Service-Recovery Contexts for Customer Retention. Journal of Travel Research, 0, , .	9.0	0
1182	The Use of Service Robots in the Tourism Industry: A Qualitative Research on Employers. Journal of Travel and Hospitality Management, 0, , 459-475.	0.3	0
1183	AI: A knowledge sharing tool for improving employeesâ€™ performance. Journal of Decision Systems, 0, , 1-21.	3.2	2
1184	Can AI really help? The double-edged sword effect of AI assistant on employeesâ€™ innovation behavior. Computers in Human Behavior, 2024, 150, 107987.	8.5	1
1185	Exploring the influence of service employees' characteristics on their willingness to work with service robots. Journal of Service Management, 0, , .	7.2	0
1186	Impact of Artificial Intelligence on Marketing Research. Advances in Human and Social Aspects of Technology Book Series, 2023, , 18-42.	0.3	2
1187	Artificial Intelligence Applications in Human Resource Management. Advances in Logistics, Operations, and Management Science Book Series, 2023, , 178-193.	0.4	1
1188	Artificial Intelligence in Tourism. Advances in Human and Social Aspects of Technology Book Series, 2023, , 98-114.	0.3	1
1189	Automated data evaluation in phased-array ultrasonic testing based on A-scan and feature training. NDT and E International, 2024, 141, 102974.	3.7	2
1190	Exploring the influence mechanism of chatbot-expressed humor on service satisfaction in online customer service. Journal of Retailing and Consumer Services, 2024, 76, 103599.	9.4	1
1191	An Examination of the Opportunities and Challenges of Conversational Artificial Intelligence in Small and Medium Enterprises. Review of Business and Economics Studies, 2023, 11, 6-17.	0.4	0
1193	The influence of robot anthropomorphism and perceived intelligence on hotel guestsâ€™ continuance usage intention. Information Technology and Tourism, 0, , .	5.8	0
1194	In the AI of the Beholderâ€"A Qualitative Study of HR Professionalsâ€™ Beliefs about AI-Based Chatbots and Decision Support in Candidate Pre-Selection. Administrative Sciences, 2023, 13, 231.	2.9	0
1195	Connecting artificial intelligence to value creation in services: mechanism and implications. Service Business, 2023, 17, 851-878.	4.2	0
1196	The impact of customer privacy concerns on service robot adoption intentions: A credence/experience service typology perspective. Technological Forecasting and Social Change, 2024, 198, 122948.	11.6	0
1197	Firm AI Adoption Intensity and Marketing Performance. Journal of Computer Information Systems, 0, , 1-18.	2.9	0
1198	Optimizing Service Productivity With Substitutable and Limited Resources. Journal of Service Research, 0, , .	12.2	1
1199	Female Gendering of Artificial Intelligence in Travel: A Social Interaction Perspective. Journal of Quality Assurance in Hospitality and Tourism, 0, , 1-16.	3.0	0

#	ARTICLE	IF	CITATIONS
1200	How does AI drive branding? Towards an integrated theoretical framework for AI-driven branding. International Journal of Information Management Data Insights, 2023, 3, 100205.	9.7	0
1201	Micro-foundations of digital innovation capability â€" A mixed method approach to develop and validate a multi-dimensional measurement instrument. Technological Forecasting and Social Change, 2024, 198, 122942.	11.6	0
1202	Talking Mental Health: a Battle of Wits Between Humans and AI. Journal of Technology in Behavioral Science, 0, , .	2.3	1
1203	The blame shift: Robot service failures hold service firms more accountable. Journal of Business Research, 2024, 171, 114360.	10.2	2
1204	Digital Human Resource Transformation - A Bibliometric Analysis. Acta Universitatis Bohemiae Meridionales: Vedecky Casopis Pro Ekonomiku, Rizeni A Obchod, 2023, 26, 95-120.	0.5	0
1205	AI specialization for pathways of economic diversification. Scientific Reports, 2023, 13, .	3.3	0
1206	Deploying artificial intelligence in services to AID vulnerable consumers. Journal of the Academy of Marketing Science, 0, , .	11.2	0
1207	Smart university image: Branding strategy in private universities. Journal of Eastern European and Central Asian Research, 2023, 10, 929-939.	1.5	0
1208	Investigating the impact of artificial intelligence on human resource functions in the health sector of China: A mediated moderation model. Heliyon, 2023, 9, e21818.	3.2	5
1209	More than Machines: The Role of the Future Retail Salesperson in Enhancing the Customer Experience. Journal of Retailing, 2023, 99, 518-531.	6.2	2
1210	Impact de lâ€™intelligence Artificielle dans les services clients. Management & Avenir, 2023, NÂ° 137, 69-88.	0.5	0
1211	A Bibliometric Analysis of Artificial Intelligence and Human Resource Management. Lecture Notes in Networks and Systems, 2023, , 33-40.	0.7	1
1212	Artificial intelligence and value co-creation: a review, conceptual framework and directions forÂfuture research. Journal of Service Theory and Practice, 2024, 34, 7-32.	3.2	2
1213	A Systematic Literature Review on IT-enabled value Co-creation: Toward an integrative framework. Computers in Human Behavior, 2024, 152, 108015.	8.5	0
1214	Influence of artificial intelligence (AI) perception on career resilience and informal learning. Tourism Review, 0, , .	6.4	1
1216	It takes two to tango: aÂmultidisciplinary bibliometric review across six decades of dyadic service encounter research. Journal of Service Management, 2023, 34, 970-994.	7.2	0
1217	Reconciling the personalizationâ€"privacy paradox via <scp>DoctorBots</scp>: The roles of service robot acceptance model elements and technology anxiety. Journal of Consumer Behaviour, 0, , .	4.2	0
1218	Research on Service Design of Garbage Classification Driven by Artificial Intelligence. Sustainability, 2023, 15, 16454.	3.2	0

#	ARTICLE	IF	CITATIONS
1219	Empathic accuracy in artificial intelligence service recovery. Tourism Review, 0, , .	6.4	0
1220	Reimagining personalization in the physical store. Journal of Retailing, 2023, 99, 563-579.	6.2	1
1221	Service robot anthropomorphism on consumer usage intention: curvilinear and linear effect. Industrial Management and Data Systems, 0, , .	3.7	0
1222	The store of the future: Engaging customers through sensory elements, personalized atmospherics, and interpersonal interaction. Journal of Retailing, 2023, 99, 605-620.	6.2	2
1223	Machine Learning for Prediction of the International Roughness Index on Flexible Pavements: A Review, Challenges, and Future Directions. Infrastructures, 2023, 8, 170.	2.8	1
1224	The artificial intelligence-enabled customer experience in tourism: a systematic literature review. Tourism Review, 0, , .	6.4	1
1225	Metaverse: shifting the reality of services. Journal of Services Marketing, 0, , .	3.0	0
1226	Cognitive Impact of Social Virtual Reality: Audience and Mere Presence Effect of Virtual Companions. Human Behavior and Emerging Technologies, 2023, 2023, 1-19.	4.4	0
1227	Goal-Driving Control as a Base Model of the Feeling Artificial Intelligence. , 2023, , .		0
1228	Towards Effective Bug Reproduction for Mobile Applications. , 2023, , .		0
1229	AI and human broadcasters: Relative impact on consumer engagement in live streaming commerce. Electronic Commerce Research and Applications, 2023, 62, 101335.	5.0	0
1230	Artificial Intelligence: Exploring utility in detection and typing of fungus with futuristic application in fungal cytology. Cytopathology, 2024, 35, 226-234.	0.7	1
1231	Artificial Intelligence Applied to Digital Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 21-72.	0.8	0
1232	How Artificial Intelligence (AI) is Transforming the User Experience in Digital Marketing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2023, , 117-141.	0.8	0
1233	Alexa, may I adopt you? The role of voice assistant empathy and user-perceived risk in customer service delivery. Journal of Services Marketing, 2024, 38, 301-311.	3.0	0
1234	E-commerce adoption by SMEs and its effect on marketing performance: An extended of TOE framework with ai integration, innovation culture, and customer tech-savviness. Journal of Open Innovation: Technology, Market, and Complexity, 2024, 10, 100183.	5.2	2
1235	Unveiling the Mind of the Machine. Journal of Consumer Research, 0, , .	5.1	1
1236	Psychometric Properties of the Chinese Version of Service Robot Integration Willingness (SRIW) Scale in the Chinese Sample of Adults. International Journal of Social Robotics, 0, , .	4.6	0

#	ARTICLE	IF	CITATIONS
1237	Evaluating Critical Success Factors for Acceptance of Digital Assistants for Online Shopping Using Greyâ€"DEMATEL. International Journal of Human-Computer Interaction, 0, , 1-15.	4.8	0
1238	ChatGPT for Trip Planning: The Effect of Narrowing Down Options. Journal of Travel Research, 0, , .	9.0	0
1239	The Acceptance of Artificial Intelligence-based Solutions by Store Assistants in Food Retail. , 2023, , .		0
1240	Artificial Intelligence and Behavioral Economics: A Bibliographic Analysis of Research Field. IEEE Access, 2023, 11, 139367-139394.	4.2	0
1241	The Role of Artificial Intelligence (AI) in Enhancing Marketing and Customer Loyalty. Advances in Business Information Systems and Analytics Book Series, 2023, , 32-47.	0.4	0
1242	The Role of Intrinsic Motivations on Customersâ€™ Service Robot Use Experience. Journal of Quality Assurance in Hospitality and Tourism, 0, , 1-24.	3.0	0
1243	Ten propositions on machine learning in official statistics. AStA Wirtschafts- Und Sozialstatistisches Archiv, 0, , .	3.3	1
1244	AI and Human Relationship in the Workplace: A Literature Review and Future Research Agenda. IFIP Advances in Information and Communication Technology, 2024, , 144-156.	0.7	0
1245	Atypical responses of job candidates in chatbot job interviews and their possible triggers. , 2024, 2, 100038.		0
1246	Media richness effectiveness: Humanoid robots with or without voice, or just a tablet kiosk?. Psychology and Marketing, 2024, 41, 734-753.	8.2	0
1247	Will artificial intelligence undermine the effects of guanxi on relationship performance? Evidence from China's banking industry. Industrial Marketing Management, 2024, 116, 12-25.	6.7	0
1248	Facilitation or hindrance: The contingent effect of organizational artificial intelligence adoption on proactive career behavior. Computers in Human Behavior, 2024, 152, 108092.	8.5	0
1249	Permissibility vs. Feasibility: AI in service from a CX perspective. Journal of Services Marketing, 0, , .	3.0	0
1251	Robots in Retail. , 2023, , 71-86.		0
1252	Work Characteristics Needed by Middle Managers When Leading AI-Integrated Service Teams. Journal of Service Research, 0, , .	12.2	0
1253	The AI Revolution. Advances in Business Information Systems and Analytics Book Series, 2023, , 287-305.	0.4	0
1254	The â€œnew currency of the futureâ€: a review of literature on the skills needs of the workforce in times of accelerated digitalisation. Management Review Quarterly, 0, , .	9.2	0
1255	Personal and Social Skillsâ€™ Impact on Marketing Effectiveness. Marketing of Scientific and Research Organisations, 2023, 50, 137-164.	0.2	0

#	ARTICLE	IF	CITATIONS
1256	Artificial Intelligence and Automation for the Future of Startups. Advances in Business Strategy and Competitive Advantage Book Series, 2023, , 133-153.	0.3	0
1257	Evaluation of Artificial Intelligence Anxiety of Midwifery Students. Cumhuriyet Ãœniversitesi SaÄŸlÄ±k Bilimleri EnstitÃ¼sÃ¼ Dergisi, 2023, 8, 290-296.	0.5	0
1258	The Impact of Input Inaccuracy on Leveraging AI Tools: Evidence from Algorithmic Labor Scheduling. SSRN Electronic Journal, 0, , .	0.4	0
1259	Industrial convergence and digital skills in service industries. An explorative analysis. IEEE Transactions on Engineering Management, 2023, , 1-11.	3.5	0
1260	Understanding the Consumer Dynamics of AI in North Macedonian E-Business. Economics and Culture, 2023, 20, 64-75.	0.5	0
1261	Why do consumers buy NFTs?: Multi-path of attitude and the bandwagon effect. Asia Pacific Journal of Marketing and Logistics, 0, , .	3.2	0
1262	Effects of the spatial environment on touristsâ€™ willingness to adopt robot services. Journal of Travel and Tourism Marketing, 2023, 40, 818-832.	7.0	0
1263	The Impact of Generative AI and ChatGPT on Creating Digital Advertising Campaigns. Cybernetics and Systems, 0, , 1-15.	2.5	0
1264	Engaging with (vs. avoiding) personalized advertising on social media. Journal of Marketing Communications, 0, , 1-22.	4.0	0
1265	The impact of artificial intelligence on organisational cyber security: An outcome of a systematic literature review. Data and Information Management, 2023, , 100063.	1.0	0
1267	Application and Consequences of Service Robots in Tourism and Hospitality Scenarios: A Systematic Literature Review. Journal of Quality Assurance in Hospitality and Tourism, 0, , 1-23.	3.0	0
1268	AI and business management: Tracking future research agenda through bibliometric network analysis. Heliyon, 2024, 10, e23902.	3.2	0
1269	The Changing Role of Frontline Employees in a Human-Robotic Workforce. , 2024, , 219-243.		0
1270	Engaging consumers through artificially intelligent technologies: Systematic review, conceptual model, and further research. Psychology and Marketing, 2024, 41, 880-898.	8.2	3
1271	A mixed-methods investigation of the factors affecting the use of facial recognition as a threatening AI application. Internet Research, 0, , .	4.9	2
1272	Generating â€œAccurateâ€•Online Reviews: Augmenting a Transformer-Based Approach with Structured Predictions. SSRN Electronic Journal, 0, , .	0.4	0
1273	Human versus virtual influences, a comparative study. Journal of Business Research, 2024, 173, 114493.	10.2	0
1274	Unlocking the persuasive power of virtual influencer on brand trust and purchase intention: a parallel mediation of source credibility. Journal of Marketing Communications, 0, , 1-23.	4.0	0

#	ARTICLE	IF	CITATIONS
1275	Unleashing the power of artificial intelligence for climate action in industrial markets. Industrial Marketing Management, 2024, 117, 92-113.	6.7	0
1276	Zooming in and out the landscape: Artificial intelligence and system dynamics in business and management. Technological Forecasting and Social Change, 2024, 200, 123131.	11.6	0
1277	Decoding AI readiness: An in-depth analysis of key dimensions in multinational corporations. Technovation, 2024, 131, 102948.	7.8	0
1278	The Future of Work: Understanding the Effectiveness of Collaboration Between Human and Digital Employees in Service. Journal of Service Research, 0, , .	12.2	0
1279	Unintended consequences of humanoid service robots: A case study of public service organizations. Journal of Business Research, 2024, 174, 114509.	10.2	0
1280	When young customers co-create value of AI-powered branded app: the mediating role of perceived authenticity. Young Consumers, 0, , .	3.5	0
1281	The impact of artificial intelligence on employment: the role of virtual agglomeration. Humanities and Social Sciences Communications, 2024, 11, .	2.9	2
1282	The role of robots in the service industry: Factors affecting human-robot interactions. International Journal of Hospitality Management, 2024, 118, 103682.	8.8	1
1283	Modeling the effects of artificial intelligence (AI)-based innovation on sustainable development goals (SDGs): Applying a system dynamics perspective in a cross-country setting. Technological Forecasting and Social Change, 2024, 201, 123203.	11.6	0
1284	Consumer Awareness and Perception of Online Services. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2024, , 178-197.	0.8	0
1285	Toward human-centered AI management: Methodological challenges and future directions. Technovation, 2024, 131, 102953.	7.8	0
1286	Embracing the power of AI in retail platform operations: Considering the showrooming effect and consumer returns. Transportation Research, Part E: Logistics and Transportation Review, 2024, 182, 103409.	7.4	0
1287	Service Robots in the Gastronomy Industry. , 2024, , 175-192.		0
1288	Reimagining Literary Analysis: Utilizing Artificial Intelligence to Classify Modernist French Poetry. Information (Switzerland), 2024, 15, 70.	2.9	0
1289	Service design under asymmetric service provider competition: Applications of AI services. Transportation Research, Part E: Logistics and Transportation Review, 2024, 182, 103424.	7.4	0
1290	Understanding the consequences of robotic interaction quality and outcome quality: A three-phased affordance theory-based approach. Journal of Hospitality Marketing and Management, 0, , 1-21.	8.2	1
1291	The Role of AI in Improving Municipal Finance in Georgia. Ekonomika, 2024, 105, 60-75.	0.0	0
1292	AI-exposure and labour market: a systematic literature review on estimations, validations, and perceptions. Management Review Quarterly, 0, , .	9.2	0

#	ARTICLE	IF	CITATIONS
1293	Machine-Learning Holistic Review in Tourism and Hospitality. Communications in Computer and Information Science, 2024, , 78-84.	0.5	0
1294	Designing Multi-Functional Magnetic Storage Cubes for Use in Modern Homes and Schools. Applied Sciences (Switzerland), 2024, 14, 829.	2.5	0
1295	Customers' value changes on <scp>robotâ€serviced</scp> restaurants. International Journal of Tourism Research, 2024, 26, .	3.7	0
1296	Artificial intelligence vs. autonomous decision-making in streaming platforms: A mixed-method approach. International Journal of Information Management, 2024, 76, 102748.	17.5	0
1297	Artificial Intelligence for Sustainability: An Overview. , 2024, , 1-10.		0
1298	Applying Transfer Testing toÂIdentify Annotation Discrepancies inÂFacial Emotion Data Sets. Lecture Notes in Computer Science, 2024, , 157-174.	1.3	0
1299	Transforming Consumer Experience Through ChatGPT. Advances in Business Information Systems and Analytics Book Series, 2024, , 129-155.	0.4	0
1300	Personalizing guest experience with generative AI in the hotel industry: there's more to it than meets a Kiwiâ€™s eye. Current Issues in Tourism, 0, , 1-18.	7.2	0
1302	Impacts of Artificial Intelligence and Machine Learning on Intelligent Supply Chains. Advances in Logistics, Operations, and Management Science Book Series, 2024, , 57-73.	0.4	0
1303	The dark side of artificial intelligence in services. Service Industries Journal, 2024, 44, 149-172.	8.3	0
1304	Customer Inspiration and Artificial Intelligence: A Paradigm Shift in Marketing. , 2024, , .		0
1305	Smart Recruitment for Workers with Disability: A Systematic Literature Review. ITM Web of Conferences, 2024, 62, 04001.	0.5	0
1306	The search for AI value: The role of complexity in human-AI engagement in the financial industry. , 2024, 2, 100050.		0
1307	Leveraging Website Analytics to Enhance User Experience with Pop-Ups and Drive Sales Conversions. Smart Innovation, Systems and Technologies, 2024, , 61-73.	0.6	0
1308	How does perception of artificial intelligence- user interaction (PAIUI) impact organizational attractiveness among external users? An empirical study testing the mediating variables. , 2024, 2, 100048.		0
1309	Coupling Artificial Intelligence Capability and Strategic Agility for Enhanced Product and Service Creativity. British Journal of Management, 0, , .	5.0	1
1310	The Role of Self-Service Technologies in the New Normal of Hospitality Service Encounters. , 2024, , 201-226.		0
1311	Does AI-Driven Technostress Promote or Hinder Employeesâ€™ Artificial Intelligence Adoption Intention? A Moderated Mediation Model of Affective Reactions and Technical Self-Efficacy. Psychology Research and Behavior Management, 0, Volume 17, 413-427.	2.8	1

#	ARTICLE	IF	CITATIONS
1312	Transforming Education. Advances in Educational Technologies and Instructional Design Book Series, 2024, , 368-387.	0.2	0
1313	The role of digital skills in the acceptance of artificial intelligence. Journal of Business and Industrial Marketing, 0, , .	3.0	0
1314	Unpacking the Role of Service Quality of AI Tools in Catalyzing Digital Transformation. Advances in Web Technologies and Engineering Book Series, 2024, , 59-79.	0.4	0
1315	Understanding users' voice assistant exploration intention: unraveling the differential mechanisms of the multiple dimensions of perceived intelligence. Internet Research, 0, , .	4.9	0
1316	Showing or Hiding? The Impact of Visibility of General Conditions of Use on Retargeted Ad Intrusiveness and Perceived Ethicality of Mobile Apps. Journal of Interactive Marketing, 0, , .	6.2	0
1317	The Influence of Generative AI on Interpersonal Communication Dynamics. Advances in Educational Technologies and Instructional Design Book Series, 2024, , 167-190.	0.2	0
1318	Empathic voice assistants: Enhancing consumer responses in voice commerce. Journal of Business Research, 2024, 175, 114566.	10.2	0
1319	Generative artificial intelligence in innovation management: A preview of future research developments. Journal of Business Research, 2024, 175, 114542.	10.2	0
1320	Artificial Intelligence in Hospitality and Tourism: Insights From Industry Practices, Research Literature, and Expert Opinions. Journal of Hospitality and Tourism Research, 0, , .	2.9	0
1321	Future jobs: analyzing the impact of artificial intelligence on employment and its mechanisms. Economic Change and Restructuring, 2024, 57, .	5.0	0
1322	Consumer attitude toward using artificial intelligence (AI) devices in hospitality services. Journal of Hospitality and Tourism Insights, 2024, 7, 968-985.	3.4	0
1323	Interactive impact of transformational leadership and organizational innovation on online knowledge sharing: a knowledge management perspective. Journal of Knowledge Management, 2024, 28, 1164-1182.	5.1	0
1324	Determinants of employees' willingness to seek help from robots. International Journal of Hospitality Management, 2024, 119, 103703.	8.8	0
1325	Consumer's acceptance of retail service robots: mediating role of pleasure and arousal. Journal of Decision Systems, 0, , 1-27.	3.2	0
1326	The dehumanization of service robots influences hospitality consumption emotion. International Journal of Hospitality Management, 2024, 119, 103707.	8.8	0
1327	Effects of blockchain technology (BT) on the university librarians and libraries: a systematic literature review (SLR). Library Hi Tech, 0, , .	5.1	0
1328	Happiness Management. Advances in Logistics, Operations, and Management Science Book Series, 2024, , 154-176.	0.4	0
1329	Effect of Artificial Intelligence Awareness on Job Performance with Employee Experience as a Mediating Variable. Advances in Logistics, Operations, and Management Science Book Series, 2024, , 141-161.	0.4	0

#	ARTICLE	IF	CITATIONS
1330	Understanding how personality traits, experiences, and attitudes shape negative bias toward AI-generated artworks. Scientific Reports, 2024, 14, .	3.3	0
1331	The Future of Luxury Brand Management: A Study on the Impact of New Technology and Relationship Marketing. Studies in Systems, Decision and Control, 2024, , 57-68.	1.0	0
1332	Service robot acceptance in museums: an empirical study using the service robot acceptance model (sRAM). Journal of Services Marketing, 0, , .	3.0	0
1333	Understanding smart service failure: The case of smart restaurants. International Journal of Hospitality Management, 2024, 119, 103714.	8.8	0
1334	The AI empathy effect: a mechanism of emotional contagion. Journal of Hospitality Marketing and Management, 0, , 1-32.	8.2	0
1335	Learning from artificial intelligence researchers about international business implications. Thunderbird International Business Review, 2024, 66, 211-219.	1.8	0
1336	How organizations can innovate with generative AI. Business Horizons, 2024, , .	5.2	0
1337	Human Motivation in Competition against Artificial Intelligence: Using One-to-One Games. International Journal of Human-Computer Interaction, 0, , 1-13.	4.8	0
1338	Exploring tourist perceptions of artificial intelligence devices in the hotel industry: impact of industry 4.0. Journal of Travel and Tourism Marketing, 2024, 41, 272-291.	7.0	0
1339	The lean link: exploring industry 4.0's influence on sustainable operational performance for services. International Journal of Quality and Reliability Management, 0, , .	2.0	0
1340	Strategic Implications of Chatbots in Marketing: Exploring Applications and Factors of Customer Acceptance. , 2024, , 1-18.		0
1341	The Importance of Corporate Digital Responsibility in a Digital Service World. , 2024, , 183-193.		0
1342	My colleague is not â€œhumanâ€: Will working with robots make you act more indifferently?. Journal of Business Research, 2024, 176, 114585.	10.2	0
1343	The positive effect of artificial intelligence technology transparency on digital endorsers: Based on the theory of mind perception. Journal of Retailing and Consumer Services, 2024, 78, 103777.	9.4	0
1344	How Service Robots Facilitate User Self-Disclosure: The Roles of Personality, Animacy, and Automated Social Presence. International Journal of Human-Computer Interaction, 0, , 1-14.	4.8	0
1345	Cobotic service teams and power dynamics: Understanding and mitigating unintended consequences of human-robot collaboration in healthcare services. Journal of the Academy of Marketing Science, 0, , .	11.2	0
1346	How consumers respond to service failures caused by algorithmic mistakes: The role of algorithmic interpretability. Journal of Business Research, 2024, 176, 114610.	10.2	0
1348	Shift of ambidexterity modes: An empirical investigation of the impact of artificial intelligence in customer service. International Journal of Information Management, 2024, 76, 102773.	17.5	0

#	ARTICLE	IF	CITATIONS
1349	Turning fragments into a lens: Technological change, industrial revolutions, and labor. Technology in Society, 2024, 77, 102497.	9.4	0
1350	Driving forces of digital transformation in chinese enterprises based on machine learning. Scientific Reports, 2024, 14, .	3.3	0
1351	Understanding virtual agentsâ€™ service quality in the context of customer service: A fit-viability perspective. Electronic Commerce Research and Applications, 2024, 65, 101380.	5.0	0
1352	Embracing digital companions: Unveiling customer engagement with anthropomorphic AI service robots in cross-cultural context. Journal of Retailing and Consumer Services, 2024, 79, 103825.	9.4	0
1353	Making Artificial Intelligence More Sustainable: Three Points of Entry into an Ethical Black Box. Journal of Innovation Economics and Management, 2023, PrÃ©publication, I160-XVIII.	1.3	0
1355	Looking in the rearâ€view mirror: Evidence from artificial intelligence investment, labour market conditions and firm growth. International Journal of Finance and Economics, 0, , .	3.5	0
1356	Digital Transformation in the Finance and Banking Sector. , 2024, , 95-117.		0
1357	Agencement of onlife and phygital: smart techâ€"enabled value co-creation practices. Journal of Service Management, 0, , .	7.2	0
1358	Leveraging artificial intelligence inÂfirm-generated online customer communities: a framework and future research agenda. Journal of Service Management, 0, , .	7.2	0
1359	The Effect of AI Agent Gender on Trust and Grounding. Journal of Theoretical and Applied Electronic Commerce Research, 2024, 19, 692-704.	5.7	0
1361	Customer Service with AI-Powered Human-Robot Collaboration (HRC): A Literature Review. Procedia Computer Science, 2024, 232, 1222-1232.	2.0	0
1362	Service employeesâ€™ STARA awareness and proactive service performance. Journal of Services Marketing, 2024, 38, 426-442.	3.0	0