

Dogan Gursoy

List of Publications by Year in descending order

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Version: 2024-02-01

170
papers

16,554
citations

18482
62
h-index

18130
120
g-index

171
all docs

171
docs citations

171
times ranked

6944
citing authors

| # | ARTICLE | IF | CITATIONS |
|----|---|------|-----------|
| 1 | Resident attitudes. <i>Annals of Tourism Research</i> , 2002, 29, 79-105. | 6.4 | 873 |
| 2 | Host attitudes toward tourism. <i>Annals of Tourism Research</i> , 2004, 31, 495-516. | 6.4 | 708 |
| 3 | Residents' support for tourism. <i>Annals of Tourism Research</i> , 2012, 39, 243-268. | 6.4 | 502 |
| 4 | AN INTEGRATIVE MODEL OF TOURISTS' INFORMATION SEARCH BEHAVIOR. <i>Annals of Tourism Research</i> , 2004, 31, 353-373. | 6.4 | 477 |
| 5 | Consumers acceptance of artificially intelligent (AI) device use in service delivery. <i>International Journal of Information Management</i> , 2019, 49, 157-169. | 17.5 | 445 |
| 6 | Generational differences: An examination of work values and generational gaps in the hospitality workforce. <i>International Journal of Hospitality Management</i> , 2008, 27, 448-458. | 8.8 | 439 |
| 7 | Employee satisfaction, customer satisfaction, and financial performance: An empirical examination. <i>International Journal of Hospitality Management</i> , 2009, 28, 245-253. | 8.8 | 436 |
| 8 | Hosting mega events. <i>Annals of Tourism Research</i> , 2006, 33, 603-623. | 6.4 | 424 |
| 9 | Developing and validating a service robot integration willingness scale. <i>International Journal of Hospitality Management</i> , 2019, 80, 36-51. | 8.8 | 418 |
| 10 | Structural modeling of resident perceptions of tourism and associated development on the Sunshine Coast, Australia. <i>Tourism Management</i> , 2007, 28, 409-422. | 9.8 | 405 |
| 11 | Effects of COVID-19 pandemic on hospitality industry: review of the current situations and a research agenda. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 527-529. | 8.2 | 405 |
| 12 | DISTANCE EFFECTS ON RESIDENTS' ATTITUDES TOWARD TOURISM. <i>Annals of Tourism Research</i> , 2004, 31, 296-312. | 6.4 | 367 |
| 13 | Validating a tourism development theory with structural equation modeling. <i>Tourism Management</i> , 2001, 22, 363-372. | 9.8 | 366 |
| 14 | Locals' Attitudes toward Mass and Alternative Tourism: The Case of Sunshine Coast, Australia. <i>Journal of Travel Research</i> , 2010, 49, 381-394. | 9.0 | 366 |
| 15 | Perceived impacts of festivals and special events by organizers: an extension and validation. <i>Tourism Management</i> , 2004, 25, 171-181. | 9.8 | 350 |
| 16 | An investigation of tourists' destination loyalty and preferences. <i>International Journal of Contemporary Hospitality Management</i> , 2001, 13, 79-85. | 8.0 | 340 |
| 17 | The impact of the 2002 World Cup on South Korea: comparisons of pre- and post-games. <i>Tourism Management</i> , 2006, 27, 86-96. | 9.8 | 306 |
| 18 | Use of Structural Equation Modeling in Tourism Research. <i>Journal of Travel Research</i> , 2013, 52, 759-771. | 9.0 | 214 |

| # | ARTICLE | IF | CITATIONS |
|----|--|-----|-----------|
| 19 | Work engagement, job satisfaction, and turnover intentions. <i>International Journal of Contemporary Hospitality Management</i> , 2016, 28, 737-761. | 8.0 | 207 |
| 20 | Generational differences in work values and attitudes among frontline and service contact employees. <i>International Journal of Hospitality Management</i> , 2013, 32, 40-48. | 8.8 | 201 |
| 21 | International leisure tourists's involvement profile. <i>Annals of Tourism Research</i> , 2003, 30, 906-926. | 6.4 | 193 |
| 22 | Impact of Job Burnout on Satisfaction and Turnover Intention. <i>Journal of Hospitality and Tourism Research</i> , 2016, 40, 210-235. | 2.9 | 191 |
| 23 | Impacts of festivals and events on residents' well-being. <i>Annals of Tourism Research</i> , 2016, 61, 1-18. | 6.4 | 185 |
| 24 | Generation effects on work engagement among U.S. hotel employees. <i>International Journal of Hospitality Management</i> , 2012, 31, 1195-1202. | 8.8 | 184 |
| 25 | Authenticity perceptions, brand equity and brand choice intention: The case of ethnic restaurants. <i>International Journal of Hospitality Management</i> , 2015, 50, 36-45. | 8.8 | 179 |
| 26 | Role of trust, emotions and event attachment on residents' attitudes toward tourism. <i>Tourism Management</i> , 2017, 63, 426-438. | 9.8 | 169 |
| 27 | Theoretical examination of destination loyalty formation. <i>International Journal of Contemporary Hospitality Management</i> , 2014, 26, 809-827. | 8.0 | 165 |
| 28 | Public trust in tourism institutions. <i>Annals of Tourism Research</i> , 2012, 39, 1538-1564. | 6.4 | 163 |
| 29 | The metaverse in the hospitality and tourism industry: An overview of current trends and future research directions. <i>Journal of Hospitality Marketing and Management</i> , 2022, 31, 527-534. | 8.2 | 163 |
| 30 | The Hedonic and Utilitarian Dimensions of Attendees' Attitudes Toward Festivals. <i>Journal of Hospitality and Tourism Research</i> , 2006, 30, 279-294. | 2.9 | 160 |
| 31 | Competitive analysis of cross cultural information search behavior. <i>Tourism Management</i> , 2000, 21, 583-590. | 9.8 | 142 |
| 32 | Tourist information search behavior: cross-cultural comparison of European union member states. <i>International Journal of Hospitality Management</i> , 2004, 23, 55-70. | 8.8 | 135 |
| 33 | The US airlines relative positioning based on attributes of service quality. <i>Tourism Management</i> , 2005, 26, 57-67. | 9.8 | 134 |
| 34 | Antecedents of customers' acceptance of artificially intelligent robotic device use in hospitality services. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 530-549. | 8.2 | 133 |
| 35 | Residents' impact perceptions of and attitudes towards tourism development: a meta-analysis. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 306-333. | 8.2 | 130 |
| 36 | Impact of tourist-to-tourist interaction on tourism experience: The mediating role of cohesion and intimacy. <i>Annals of Tourism Research</i> , 2019, 76, 153-167. | 6.4 | 126 |

| # | ARTICLE | IF | CITATIONS |
|----|---|-----|-----------|
| 37 | A Multifaceted Analysis of Tourism Satisfaction. Journal of Travel Research, 2008, 47, 53-62. | 9.0 | 125 |
| 38 | Impact of Trust on Local Residentsâ€™ Mega-Event Perceptions and Their Support. Journal of Travel Research, 2017, 56, 393-406. | 9.0 | 125 |
| 39 | Cross-cultural comparison of the information sources used by first-time and repeat travelers and its marketing implications. International Journal of Hospitality Management, 2000, 19, 191-203. | 8.8 | 121 |
| 40 | The importance of water management in hotels: a framework for sustainability through innovation. Journal of Sustainable Tourism, 2014, 22, 1090-1107. | 9.2 | 119 |
| 41 | Influence of sustainable hospitality supply chain management on customersâ€™ attitudes and behaviors. International Journal of Hospitality Management, 2015, 49, 105-116. | 8.8 | 115 |
| 42 | Travelersâ€™ Prior Knowledge and its Impact on their Information Search Behavior. Journal of Hospitality and Tourism Research, 2004, 28, 66-94. | 2.9 | 108 |
| 43 | Residentsâ€™ perceptions toward tourism development: A factor-cluster approach. Journal of Destination Marketing & Management, 2015, 4, 36-45. | 5.3 | 105 |
| 44 | A Conceptual Framework of Sustainable Hospitality Supply Chain Management. Journal of Hospitality Marketing and Management, 2015, 24, 229-259. | 8.2 | 98 |
| 45 | The Impacts of Service Failure and Recovery Efforts on Airline Customersâ€™ Emotions and Satisfaction. Journal of Travel Research, 2019, 58, 1034-1051. | 9.0 | 98 |
| 46 | 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 |
| 47 | A critical review of determinants of information search behavior and utilization of online reviews in decision making process (invited paper for â€˜luminariesâ€™ special issue of International Journal of) Tj ETQq1 1 0 8 8 4 3 1 4 r g B T / O v e r d o | 7.8 | 93 |
| 48 | Residentsâ€™ support for red tourism in China: The moderating effect of central government. Annals of Tourism Research, 2017, 64, 51-63. | 6.4 | 91 |
| 49 | AN EXAMINATION OF LOCALSâ€™ ATTITUDES. Annals of Tourism Research, 2009, 36, 723-726. | 6.4 | 89 |
| 50 | Temporal Change in Resident Perceptions of a Mega-event: The Beijing 2008 Olympic Games. Tourism Geographies, 2011, 13, 299-324. | 4.0 | 83 |
| 51 | Evaluation nudge: Effect of evaluation mode of online customer reviews on consumersâ€™ preferences. Tourism Management, 2018, 65, 29-40. | 9.8 | 82 |
| 52 | Development and validation of a destination personality scale for mainland Chinese travelers. Tourism Management, 2017, 59, 338-348. | 9.8 | 81 |
| 53 | Developing a formative scale to measure consumersâ€™ trust toward interaction with artificially intelligent (AI) social robots in service delivery. Computers in Human Behavior, 2021, 118, 106700. | 8.5 | 81 |
| 54 | Effect of disruptive customer behaviors on others' overall service experience: An appraisal theory perspective. Tourism Management, 2018, 69, 330-344. | 9.8 | 76 |

| # | ARTICLE | IF | CITATIONS |
|----|--|-----|-----------|
| 55 | Customer Acceptance of Autonomous Vehicles in Travel and Tourism. Journal of Travel Research, 2022, 61, 620-636. | 9.0 | 76 |
| 56 | Developments in Hospitality Marketing and Management: Social Network Analysis and Research Themes. Journal of Hospitality Marketing and Management, 2013, 22, 269-288. | 8.2 | 75 |
| 57 | Antecedents of Trust and Adoption Intention toward Artificially Intelligent Recommendation Systems in Travel Planning: A Heuristicâ€“Systematic Model. Journal of Travel Research, 2021, 60, 1714-1734. | 9.0 | 75 |
| 58 | Performance-enhancing internal strategic factors and competencies: Impacts on financial success. International Journal of Hospitality Management, 2007, 26, 213-227. | 8.8 | 73 |
| 59 | Island residents' identities and their support for tourism: an integration of two theories. Journal of Sustainable Tourism, 2010, 18, 675-693. | 9.2 | 73 |
| 60 | Rethinking The Role of Power and Trust in Tourism Planning. Journal of Hospitality Marketing and Management, 2016, 25, 512-522. | 8.2 | 73 |
| 61 | How to help your graduates secure better jobs? An industry perspective. International Journal of Contemporary Hospitality Management, 2009, 21, 308-322. | 8.0 | 72 |
| 62 | An Updated Ranking of Hospitality and Tourism Journals. Journal of Hospitality and Tourism Research, 2016, 40, 3-18. | 2.9 | 72 |
| 63 | Political trust and residentsâ€™ support for alternative and mass tourism: an improved structural model. Tourism Geographies, 2017, 19, 318-339. | 4.0 | 69 |
| 64 | Residents' perceptions of hotels' corporate social responsibility initiatives and its impact on residents' sentiments to community and support for additional tourism development. Journal of Hospitality and Tourism Management, 2019, 39, 117-128. | 6.6 | 69 |
| 65 | Prior Product Knowledge and Its Influence on the Traveler's Information Search Behavior. Journal of Hospitality Marketing and Management, 2003, 10, 113-131. | 0.4 | 68 |
| 66 | Propensity To Complain: Effects of Personality and Behavioral Factors. Journal of Hospitality and Tourism Research, 2007, 31, 358-386. | 2.9 | 68 |
| 67 | Exploring Residents' Perceptions of the Social Impacts of Tourism on the Sunshine Coast, Australia. International Journal of Hospitality and Tourism Administration, 2008, 9, 288-311. | 2.5 | 67 |
| 68 | Identifying the complex relationships among emotional labor and its correlates. International Journal of Hospitality Management, 2011, 30, 783-794. | 8.8 | 67 |
| 69 | The Influence of Materialism on Ecotourism Attitudes and Behaviors. Journal of Travel Research, 2016, 55, 176-189. | 9.0 | 66 |
| 70 | Message framing and regulatory focus effects on destination image formation. Tourism Management, 2018, 69, 397-407. | 9.8 | 66 |
| 71 | 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 |
| 72 | Religiosity and entrepreneurship behaviours. International Journal of Hospitality Management, 2017, 67, 87-94. | 8.8 | 61 |

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|----|---|-----|-----------|
| 73 | Segmenting Dissatisfied Restaurant Customers Based on Their Complaining Response Styles. Journal of Foodservice Business Research, 2003, 6, 25-44. | 2.3 | 60 |
| 74 | Exploring Students's™ Evaluations of Teaching Effectiveness: What Factors are Important?. Journal of Hospitality and Tourism Research, 2005, 29, 91-109. | 2.9 | 59 |
| 75 | An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business: e-assessment Tool (e-AT) â€” Part IV. Journal of Hospitality and Tourism Education, 2010, 22, 5-19. | 3.2 | 59 |
| 76 | Antecedents and outcomes of consumers's™ confusion in the online tourism domain. Annals of Tourism Research, 2016, 57, 76-93. | 6.4 | 58 |
| 77 | Consumer perceptions towards sustainable supply chain practices in the hospitality industry. Current Issues in Tourism, 2020, 23, 358-375. | 7.2 | 58 |
| 78 | 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 |
| 79 | Industry's Expectations from Hospitality Schools: What has changed?. Journal of Hospitality and Tourism Education, 2012, 24, 32-42. | 3.2 | 57 |
| 80 | Impact of personality traits and involvement on prior knowledge. Annals of Tourism Research, 2014, 48, 42-57. | 6.4 | 56 |
| 81 | Developing a typology of disruptive customer behaviors. International Journal of Contemporary Hospitality Management, 2017, 29, 2341-2360. | 8.0 | 56 |
| 82 | Imperialism and tourism: The case of developing island countries. Annals of Tourism Research, 2015, 50, 143-158. | 6.4 | 55 |
| 83 | Public trust in mega event planning institutions: The role of knowledge, transparency and corruption. Tourism Management, 2018, 66, 155-166. | 9.8 | 55 |
| 84 | A conceptual model of consumers's™ online tourism confusion. International Journal of Contemporary Hospitality Management, 2015, 27, 1320-1342. | 8.0 | 54 |
| 85 | The effect of celebrity endorsement on destination brand love: A comparison of previous visitors and potential tourists. Journal of Destination Marketing & Management, 2020, 17, 100454. | 5.3 | 53 |
| 86 | A yield management model for five-star hotels: Computerized and non-computerized implementation. International Journal of Hospitality Management, 2006, 25, 536-551. | 8.8 | 52 |
| 87 | Evolving impacts of COVID-19 vaccination intentions on travel intentions. Service Industries Journal, 2021, 41, 719-733. | 8.3 | 52 |
| 88 | Effectiveness of message framing in changing COVID-19 vaccination intentions: Moderating role of travel desire. Tourism Management, 2022, 90, 104468. | 9.8 | 52 |
| 89 | To buy or not to buy: Impact of labeling on purchasing intentions of genetically modified foods. International Journal of Hospitality Management, 2007, 26, 117-130. | 8.8 | 51 |
| 90 | Residents' support for a mega-event: The case of the 2014 FIFA World Cup, Natal, Brazil. Journal of Destination Marketing & Management, 2017, 6, 344-352. | 5.3 | 51 |

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|-----|--|-----|-----------|
| 91 | Conceptualizing home-sharing lodging experience and its impact on destination image perception: A mixed method approach. <i>Tourism Management</i> , 2019, 75, 245-256. | 9.8 | 48 |
| 92 | Impact of nonverbal customer-to-customer interactions on customer satisfaction and loyalty intentions. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 1967-1985. | 8.0 | 47 |
| 93 | An Investigation of the Relationship Between Tourism Impacts and Host Communities' Characteristics. <i>Anatolia</i> , 1999, 10, 29-44. | 2.4 | 46 |
| 94 | Future of hospitality marketing and management research. <i>Tourism Management Perspectives</i> , 2018, 25, 185-188. | 5.2 | 46 |
| 95 | An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business: Part II. <i>Journal of Hospitality and Tourism Education</i> , 2005, 17, 46-56. | 3.2 | 45 |
| 96 | Homogeneity versus heterogeneity of cultural values: An item-response theoretical approach applying Hofstede's cultural dimensions in a single nation. <i>Tourism Management</i> , 2015, 48, 299-304. | 9.8 | 45 |
| 97 | It's all about life: Exploring the role of residents' quality of life perceptions on attitudes toward a recurring hallmark event over time. <i>Tourism Management</i> , 2019, 75, 99-111. | 9.8 | 45 |
| 98 | A look back and a leap forward: a review and synthesis of big data and artificial intelligence literature in hospitality and tourism. <i>Journal of Hospitality Marketing and Management</i> , 2022, 31, 145-175. | 8.2 | 45 |
| 99 | Tacit knowledge spillover and sustainability in destination development. <i>Journal of Sustainable Tourism</i> , 2015, 23, 1029-1048. | 9.2 | 42 |
| 100 | A Conceptual Model of Residents'™ Support for Tourism Development in Developing Countries. <i>Tourism Planning and Development</i> , 2016, 13, 1-22. | 2.2 | 42 |
| 101 | The Effects of Associative Slogans on Tourists'™ Attitudes and Travel Intention. <i>Journal of Travel Research</i> , 2017, 56, 206-220. | 9.0 | 42 |
| 102 | Does offering an organic food menu help restaurants excel in competition? An examination of diners'™ decision-making. <i>International Journal of Hospitality Management</i> , 2017, 63, 72-81. | 8.8 | 42 |
| 103 | Impact of customer-to-customer interactions on overall service experience: A social servicescape perspective. <i>International Journal of Hospitality Management</i> , 2020, 87, 102376. | 8.8 | 42 |
| 104 | A Pilot Study on Spectators'™ Motivations and Their Socio-Economic Perceptions of a Film Festival. <i>Journal of Convention and Event Tourism</i> , 2015, 16, 253-271. | 3.0 | 41 |
| 105 | Employees'™ perceptions of younger and older managers by generation and job category. <i>International Journal of Hospitality Management</i> , 2013, 34, 42-50. | 8.8 | 40 |
| 106 | An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business. <i>Journal of Hospitality and Tourism Education</i> , 2004, 16, 13-20. | 3.2 | 39 |
| 107 | An Examination of Changes in Residents' Perceptions of Tourism Impacts Over Time: The Impact of Residents' Socio-demographic Characteristics. <i>Asia Pacific Journal of Tourism Research</i> , 2015, 20, 1332-1352. | 3.7 | 38 |
| 108 | Impact of destination familiarity on external information source selection process. <i>Journal of Destination Marketing & Management</i> , 2018, 8, 137-146. | 5.3 | 37 |

| # | ARTICLE | IF | CITATIONS |
|-----|--|-----|-----------|
| 109 | An examination of interactive effects of employees' warmth and competence and service failure types on customers' service recovery cooperation intention. <i>International Journal of Contemporary Hospitality Management</i> , 2020, 32, 2429-2451. | 8.0 | 36 |
| 110 | Interactive effects of message framing and information content on carbon offsetting behaviors. <i>Tourism Management</i> , 2021, 83, 104244. | 9.8 | 35 |
| 111 | An examination of the gap between carbon offsetting attitudes and behaviors: Role of knowledge, credibility and trust. <i>International Journal of Hospitality Management</i> , 2020, 90, 102608. | 8.8 | 32 |
| 112 | Hotels' sustainability practices and guests' familiarity, attitudes and behaviours. <i>Journal of Sustainable Tourism</i> , 2021, 29, 1063-1081. | 9.2 | 32 |
| 113 | Destination Competitiveness of Middle Eastern Countries: An Examination of Relative Positioning. <i>Anatolia</i> , 2009, 20, 151-163. | 2.4 | 30 |
| 114 | Impact of the COVID-19 pandemic on management-level hotel employees' work behaviors: Moderating effects of working-from-home. <i>International Journal of Hospitality Management</i> , 2021, 98, 103020. | 8.8 | 28 |
| 115 | Effects of social media on residents' attitudes to tourism: conceptual framework and research propositions. <i>Journal of Sustainable Tourism</i> , 2023, 31, 350-366. | 9.2 | 27 |
| 116 | Exploring the relationship between servicescape, place attachment, and intention to recommend accommodations marketed through sharing economy platforms. <i>Journal of Travel and Tourism Marketing</i> , 2020, 37, 429-446. | 7.0 | 27 |
| 117 | Longitudinal impacts of a recurring sport event on local residents with different level of event involvement. <i>Tourism Management Perspectives</i> , 2018, 28, 228-238. | 5.2 | 26 |
| 118 | The impact of power on destination advertising effectiveness: The moderating role of arousal in advertising. <i>Annals of Tourism Research</i> , 2020, 83, 102926. | 6.4 | 25 |
| 119 | A Longitudinal Investigation of the Importance of Course Subjects in the Hospitality Curriculum: An Industry Perspective. <i>Journal of Hospitality and Tourism Education</i> , 2016, 28, 10-20. | 3.2 | 24 |
| 120 | An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business: Program Learning Outcomes-Part III. <i>Journal of Hospitality and Tourism Education</i> , 2007, 19, 14-22. | 3.2 | 23 |
| 121 | Preparing Students for Careers in the Leisure, Recreation, and Tourism Field. <i>Journal of Teaching in Travel and Tourism</i> , 2008, 7, 21-41. | 2.4 | 23 |
| 122 | Would Consumers Pay More for Nongenetically Modified Menu Items? An Examination of Factors Influencing Diners' Behavioral Intentions. <i>Journal of Hospitality Marketing and Management</i> , 2017, 26, 215-237. | 8.2 | 23 |
| 123 | Determinants of locals' heritage resource protection and conservation responsibility behaviors. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 2339-2357. | 8.0 | 22 |
| 124 | Effects of customer-to-customer social interactions in virtual travel communities on brand attachment: The mediating role of social well-being. <i>Tourism Management Perspectives</i> , 2021, 38, 100790. | 5.2 | 22 |
| 125 | Understanding the heritage experience: a content analysis of online reviews of World Heritage Sites in Istanbul. <i>Journal of Tourism and Cultural Change</i> , 2022, 20, 311-334. | 2.8 | 22 |
| 126 | Effects of Tourist-to-Tourist Interactions on Experience Cocreation: A Self-Determination Theory Perspective. <i>Journal of Travel Research</i> , 2022, 61, 1105-1120. | 9.0 | 22 |

| # | ARTICLE | IF | CITATIONS |
|-----|---|------|-----------|
| 127 | Factors Influencing Camping Behavior: The Case of Taiwan. Journal of Hospitality Marketing and Management, 2012, 21, 659-678. | 8.2 | 21 |
| 128 | Preferences regarding external information sources: a conjoint analysis of visitors to Sardinia, Italy. Journal of Travel and Tourism Marketing, 2017, 34, 806-820. | 7.0 | 21 |
| 129 | How consumption values affect destination image formation. Advances in Culture, Tourism and Hospitality Research, 2009, , 143-168. | 0.3 | 20 |
| 130 | Impacts of Organizational Responses on Complainants' Justice Perceptions and Post-Purchase Behaviors. Journal of Quality Assurance in Hospitality and Tourism, 2007, 8, 1-25. | 3.0 | 19 |
| 131 | Predictive Validity of Sustas. Tourism Analysis, 2013, 18, 601-605. | 0.9 | 18 |
| 132 | Effects of the new COVID-19 normal on customer satisfaction: Can facemasks level off the playing field between average-looking and attractive-looking employees?. International Journal of Hospitality Management, 2021, 97, 102996. | 8.8 | 18 |
| 133 | Interactivity in online chat: Conversational cues and visual cues in the service recovery process. International Journal of Information Management, 2021, 60, 102360. | 17.5 | 18 |
| 134 | RESEARCH NOTE: An Examination of Destination-Originated (Pull) Factors. Tourism Analysis, 2002, 7, 75-81. | 0.9 | 17 |
| 135 | A Managerial Approach to Positioning and Branding: Eponymous or Efficient. Tourism Analysis, 2007, 12, 473-483. | 0.9 | 17 |
| 136 | Developing a Consumer Complaining and Recovery Effort Scale. Journal of Hospitality and Tourism Research, 2018, 42, 686-715. | 2.9 | 17 |
| 137 | Residents' identity and tourism development: the Jamaican perspective. International Journal of Tourism Sciences, 2017, 17, 107-125. | 1.2 | 16 |
| 138 | Impact of culture on perceptions of landscape names. Tourism Geographies, 2015, 17, 134-150. | 4.0 | 15 |
| 139 | How cultural confidence affects local residents' wellbeing. Service Industries Journal, 2021, 41, 581-605. | 8.3 | 15 |
| 140 | Does travel desire influence COVID-19 vaccination intentions?. Journal of Hospitality Marketing and Management, 2022, 31, 413-430. | 8.2 | 15 |
| 141 | Life Dynamism Explorations on Perceived Quality of Life and Social Exchange Paradigms in Casino Settings. Leisure Sciences, 2009, 31, 136-157. | 3.1 | 13 |
| 142 | An Examination of General, Nondestination-Specific Versus Destination-Specific Motivational Factors. Journal of Hospitality Marketing and Management, 2010, 19, 340-357. | 8.2 | 13 |
| 143 | Traveling to a Gendered Destination: A Goal-Framed Advertising Perspective. Journal of Hospitality and Tourism Research, 2020, 44, 499-522. | 2.9 | 13 |
| 144 | Celebrating 30 years of excellence amid the COVID-19 pandemic – An update on the effects of COVID-19 pandemic and COVID-19 vaccines on hospitality industry: overview of the current situation and a research agenda. Journal of Hospitality Marketing and Management, 2021, 30, 277-281. | 8.2 | 13 |

| # | ARTICLE | IF | CITATIONS |
|-----|---|-----|-----------|
| 145 | The bright side of work-related deviant behavior for hotel employees themselves: Impacts on recovery level and work engagement. <i>Tourism Management</i> , 2021, 87, 104375. | 9.8 | 13 |
| 146 | An examination of market orientation and environmental marketing strategy: the case of Chinese firms. <i>Service Industries Journal</i> , 2019, 39, 1046-1071. | 8.3 | 11 |
| 147 | STHRSCAPE: Developing and validating a collaborative economy based short-term hospitality rental servicescape scale. <i>International Journal of Hospitality Management</i> , 2021, 94, 102833. | 8.8 | 11 |
| 148 | Impact of Transparency and Corruption on Mega-Event Support. <i>Event Management</i> , 2019, 23, 27-40. | 1.1 | 11 |
| 149 | Maximizing Profits Through Optimal Pricing and Sustainability Strategies: A Joint Optimization Approach. <i>Journal of Hospitality Marketing and Management</i> , 2017, 26, 395-415. | 8.2 | 10 |
| 150 | Effects of offering incentives for reviews on trust: Role of review quality and incentive source. <i>International Journal of Hospitality Management</i> , 2022, 100, 103101. | 8.8 | 10 |
| 151 | The effect of basic personality traits on service orientation and tendency to work in the hospitality and tourism industry. <i>Journal of Teaching in Travel and Tourism</i> , 2019, 19, 140-162. | 2.4 | 8 |
| 152 | Effects of social interaction flow on experiential quality, service quality and satisfaction: moderating effects of self-service technologies to reduce employee interruptions. <i>Journal of Hospitality Marketing and Management</i> , 2021, 30, 571-591. | 8.2 | 8 |
| 153 | Risk return and cost of equity of small and large casual-dining restaurants. <i>International Journal of Hospitality Management</i> , 2008, 27, 109-118. | 8.8 | 7 |
| 154 | Analysis of the projected image of tourism accommodations: a methodological proposal. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 3325-3351. | 8.0 | 7 |
| 155 | Destination experiencescape: conceptualization and scale development amid COVID-19 pandemic. <i>Current Issues in Tourism</i> , 2022, 25, 4047-4074. | 7.2 | 7 |
| 156 | The Couple Life Cycle. <i>Journal of Hospitality Marketing and Management</i> , 1999, 6, 67-90. | 0.4 | 6 |
| 157 | U.S. Travelers' Healthy-Living Attitudes' Impacts on Their Travel Information Environment. <i>Journal of Hospitality Marketing and Management</i> , 2006, 14, 5-21. | 0.4 | 6 |
| 158 | Travelers' information search behavior. , 2008, , 266-295. | | 6 |
| 159 | Effects of religiosity and travel desire on COVID-19 vaccination intentions. <i>Current Issues in Tourism</i> , 2022, 25, 3888-3904. | 7.2 | 6 |
| 160 | Impact of social media posts on travelers' attitudes and behaviors towards a destination after a natural disaster: moderating role of the source of the post. <i>Journal of Sustainable Tourism</i> , 2020, , 1-19. | 9.2 | 5 |
| 161 | An examination of critical determinants of carbon offsetting attitudes: the role of gender. <i>Journal of Sustainable Tourism</i> , 2022, 30, 1539-1561. | 9.2 | 5 |
| 162 | The Macroeconomic Environment and Airline Profitability: A Study of us Regional Airlines. <i>Tourism Analysis</i> , 2006, 11, 381-395. | 0.9 | 4 |

| # | ARTICLE | IF | CITATIONS |
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