ACADEMIC PUBLICATIONS

HEIKKI KARJALUOTO

J - Refereed Journal Articles Accepted for Publication

J1. Internet banking adoption factors in Finland (together with Minna Mattila and Tapio Pento). Journal of Internet Banking and Commerce, Vol. 6 No. 1, 2001 (online journal).


**CP - Conference Proceedings (refereed) Accepted for Publication**


**CP4.** Online banking - customers’ voice of security. Proceedings of the 5th German Online Research Conference, p. 78, Hohenheim, Germany, October 10-11, 2002.


**CP11.** Digitalization and the changing structure of business networks (together with Kimmo Alajoutsijärvi and Jari Salo). Proceedings of the Australian & New Zealand


CP32. **Individual differences in the use of mobile services among Finnish consumers** (together with Matti Leppäniemi, Craig Standing, Sami Kajalo, Marko


**CP44. Sources of trust in permission-based mobile marketing: a cross-country comparison** (together with Teemu Kautonen, Andreas Kuckertz and Chanaka Jayawardhena). Proceedings of the 4th Workshop on Trust Within and Between Organizations, [CD-ROM], Amsterdam, October 25-26, 2007.


**CP52. The effect of customer’s greenness and perceived value on loyalty in industrial relationships: The role of communication and relationship length** (together with Nora Mustonen and Chanaka Jayawardhena). Proceedings of the Academy of


CP64. Mobile banking services and consumer behavior- A literature review (together with Aijaz Shaikh). Proceedings of the LCBR European Marketing Conference, Frankfurt am Main, Germany, August 15-16, 2013.


CP78. In a bundle or out of a bundle: Does it matter for the provision of Word of Mouth? (together with Chatura Ranaweera and Chanaka Jayawardhena). Proceedings of the 14th International Research Symposium on Service Excellence in Management (QUIS14), Shanghai, China, June 18-21, 2015.


CP84. Consumer acceptance and use of Instagram (together with Joel Järvinen and Roope Ohtonen). Marketing EDGE Direct/Interactive Marketing Research Summit, Boston, USA, October 3-4, 2015.


CP96. Influence of social media on corporate heritage tourism brand (together with Dandison Ukpabi). In R. Schegg, & B. Stangl (Eds.), Information and Communication Technologies in Tourism 2017: Proceedings of the International Conference in Rome, Italy, January 24-26, 2017 (pp. 697-709). Springer International Publishing. doi:10.1007/978-3-319-51168-9_50


CP103. The role of consumer local engagement and personal values in explaining local store patronage (together with Mika Skippari and Jussi Nyrhinen). Proceedings of
the 19th – EAERCD -Conference of the European Association for Education and Research in Commercial Distribution, Dublin Institute of Technology, Ireland, 4 - 6 July, 2017. (Best paper award)


Monographs/Chapters in Monographs


MO29. **Value Co-Creation Opportunities: Managerial Transformation of Digitisation Risks into Success Factors**. (together with Katja Rantala). In P. N. Melo, & C. Machado (Eds.), Management Transformation and Technological Challenges in the Digital Age (pp. 31-52). CRC Press.

MO30. **Social network brand visibility (SNBV): Conceptualization and empirical evidence** (together with Aijaz Shaikh, Richard Glavee-Geo, Adina-Gabriela Tudor and Chen Zheng). In J. Agarwal, & T. Wu (Eds.), Emerging Issues in Global Marketing : A Shifting Paradigm (pp. 149-178). Cham: Springer International Publishing. doi:10.1007/978-3-319-74129-1_6


MO37. Using organisational theories to drive the adoption of chatbots by travel, tourism and hospitality companies: A conceptual framework (together with Dandison Ukpabi and Bilal Aslam). In Stanislav Ivanov and Craig Webster (Eds.), Robots, Artificial Intelligence and Service Automation, Emerald Publishing Limited, UK, 2019 (in press).
M – Magazines


M4. Tarvitsevatko yritykset somea? 3T –Teknologia, Talous, Työelämä. No. 5, 8.2.2013, s.2.


TC - Teaching Cases


WP – Working Papers


O - Other

O1. Environmental impacts of electronic versus conventional channels in retail banking - a comparative LCI study (together with Minna-Maari Karvonen, Minna Mattila,


O5. Lisää potkua mobiilimarkkinointiin [More power to mobile marketing], (together with Matti Leppäniemi). Press release [both in Finnish and English], 23.9.2004


O10. Finnish consumers welcome mobile marketing. Recent study shows respondents buy products or services due to SMS offers (together with Michael Becker). Press release, 2.2.2006.


