

Online Appendix A. UGC studies in hospitality and tourism

No.	Study
1	Arsal, I., Woosnam, K. M., Baldwin, E. D., & Backman, S. J. (2010). Residents as travel destination information providers: An online community perspective. <i>Journal of Travel Research</i> , 49(4), 400-413.
2	Guillet, B. D., & Law, R. (2010). Analyzing hotel star ratings on third-party distribution websites. <i>International Journal of Contemporary Hospitality Management</i> , 22, 797-813.
3	Stringam, B. B., & Gerdes Jr, J. (2010). An analysis of word-of-mouth ratings and guest comments of online hotel distribution sites. <i>Journal of Hospitality Marketing & Management</i> , 19(7), 773-796.
4	Zhang, Z., Ye, Q., Law, R., & Li, Y. (2010). The impact of e-word-of-mouth on the online popularity of restaurants: A comparison of consumer reviews and editor reviews. <i>International Journal of Hospitality Management</i> , 29(4), 694-700.
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6	Hills, J. R., & Cairncross, G. (2011). Small accommodation providers and UGC web sites: perceptions and practices. <i>International Journal of Contemporary Hospitality Management</i> , 23, 26-43.
7	Jeong, E., & Jang, S. S. (2011). Restaurant experiences triggering positive electronic word-of-mouth (eWOM) motivations. <i>International Journal of Hospitality Management</i> , 30(2), 356-366.
8	Lee, H. A., Law, R., & Murphy, J. (2011). Helpful reviewers in TripAdvisor, an online travel community. <i>Journal of Travel & Tourism Marketing</i> , 28(7), 675-688.
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10	Sparks, B. A., & Browning, V. (2011). The impact of online reviews on hotel booking intentions and perception of trust. <i>Tourism Management</i> , 32(6), 1310-1323.
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14	Zhang, Z., Ye, Q., & Law, R. (2011). Determinants of hotel room price: An exploration of travelers' hierarchy of accommodation needs. <i>International Journal of Contemporary Hospitality Management</i> , 23, 972-981.
15	Banyai, M. (2012). Travel blogs: A reflection of positioning strategies?. <i>Journal of Hospitality Marketing & Management</i> , 21(4), 421-439.
16	Chaves, M. S., Gomes, R., & Pedron, C. (2012). Analysing reviews in the Web 2.0: Small and medium hotels in Portugal. <i>Tourism Management</i> , 33(5), 1286-1287.
17	Xie, H. J., Kerstetter, D. L., & Mattila, A. S. (2012). The attributes of a cruise ship that influence the decision making of cruisers and potential cruisers. <i>International Journal of Hospitality Management</i> , 31(1), 152-159.

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