

# Miguel A Moliner

## List of Publications by Citations

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

43  
papers

2,268  
citations

22  
h-index

47  
g-index

47  
ext. papers

2,599  
ext. citations

4.5  
avg, IF

5.27  
L-index

#	Paper	IF	Citations
43	Perceived value of the purchase of a tourism product. <i>Tourism Management</i> , <b>2006</b> , 27, 394-409	10.8	552
42	Perceived relationship quality and post-purchase perceived value. <i>European Journal of Marketing</i> , <b>2007</b> , 41, 1392-1422	4.4	173
41	Customer perceived value in banking services. <i>International Journal of Bank Marketing</i> , <b>2006</b> , 24, 266-283	4	133
40	The influence of social media in creating expectations. An empirical study for a tourist destination. <i>Annals of Tourism Research</i> , <b>2017</b> , 65, 60-70	7.7	130
39	Antecedents of airline passenger loyalty: Low-cost versus traditional airlines. <i>Journal of Air Transport Management</i> , <b>2010</b> , 16, 229-233	5.1	109
38	Relationship Quality with a Travel Agency: The Influence of the Postpurchase Perceived Value of a Tourism Package. <i>Tourism and Hospitality Research</i> , <b>2007</b> , 7, 194-211	2.2	104
37	Loyalty, perceived value and relationship quality in healthcare services. <i>Journal of Service Management</i> , <b>2009</b> , 20, 76-97	7.4	103
36	Tourism Destination Image, Satisfaction and Loyalty: A Study in Ixtapa-Zihuatanejo, Mexico. <i>Tourism Geographies</i> , <b>2006</b> , 8, 343-358	9.3	102
35	Internal market orientation and its influence on organisational performance. <i>European Journal of Marketing</i> , <b>2009</b> , 43, 1435-1456	4.4	95
34	Perceived quality and satisfaction in multiservice organisations: the case of Spanish public services. <i>Journal of Services Marketing</i> , <b>2003</b> , 17, 420-442	4	90
33	Consequences of customer engagement and customer self-brand connection. <i>Journal of Services Marketing</i> , <b>2018</b> , 32, 387-399	4	68
32	User-Generated Content Sources in Social Media: A New Approach to Explore Tourist Satisfaction. <i>Journal of Travel Research</i> , <b>2019</b> , 58, 253-265	6.3	66
31	Perceived value and customer loyalty in financial services. <i>Service Industries Journal</i> , <b>2009</b> , 29, 775-789	5.7	63
30	Relationship quality in business to business: a cross-cultural perspective from universities. <i>Marketing Intelligence and Planning</i> , <b>2013</b> , 31, 196-215	3.2	49
29	Customer Loyalty in Clusters: Perceived Value and Satisfaction as Antecedents. <i>Journal of Business-to-Business Marketing</i> , <b>2009</b> , 16, 276-316	2.3	48
28	Multidimensional perspective of perceived value in industrial clusters. <i>Journal of Business and Industrial Marketing</i> , <b>2011</b> , 26, 132-145	3	41
27	Relationship Quality of an Establishment and Perceived Value of a Purchase. <i>Service Industries Journal</i> , <b>2007</b> , 27, 151-174	5.7	39

26	Service quality in bank during an economic crisis. <i>International Journal of Bank Marketing</i> , <b>2016</b> , 34, 235-259	38
25	Internal market orientation and its influence on the satisfaction of contact personnel. <i>Service Industries Journal</i> , <b>2010</b> , 30, 1279-1297	35
24	Travel Agency Relationship Quality. <i>Annals of Tourism Research</i> , <b>2007</b> , 34, 537-540	25
23	Customer equity and CLV in Spanish telecommunication services. <i>Journal of Business Research</i> , <b>2016</b> , 69, 4694-4705	23
22	Customer engagement, non-transactional behaviors and experience in services. <i>International Journal of Bank Marketing</i> , <b>2019</b> , 37, 730-754	22
21	The influence of internal market orientation on external outcomes. <i>Journal of Service Theory and Practice</i> , <b>2015</b> , 25, 486-523	18
20	Increasing customer loyalty through customer engagement in the retail banking industry. <i>Spanish Journal of Marketing - ESIC</i> , <b>2019</b> , 23, 461-484	16
19	La formaci3n de la lealtad de un cliente de una compa1a a1rea: diferencias entre aerol1neas tradicionales y de bajo coste. <i>Cuadernos De Econom1a Y Direcci3n De La Empresa</i> , <b>2011</b> , 14, 162-172	15
18	Does Emotional Intelligence Influence Academic Performance? The Role of Compassion and Engagement in Education for Sustainable Development. <i>Sustainability</i> , <b>2021</b> , 13, 1721	14
17	Long-Term Orientation and Commitment in Export Joint Ventures among Small and Medium-Sized Firms. <i>Journal of Small Business Management</i> , <b>2013</b> , 51, 100-113	13
16	Ambidexterity as a Key Factor in Banks' Performance: A Marketing Approach. <i>Journal of Marketing Theory and Practice</i> , <b>2019</b> , 27, 227-250	11
15	Improving relationship quality during the crisis. <i>Service Industries Journal</i> , <b>2020</b> , 40, 268-289	11
14	Environmental Sustainability and the Hospitality Customer Experience: A Study in Tourist Accommodation. <i>Sustainability</i> , <b>2019</b> , 11, 5279	10
13	CSR marketing outcomes and branch managers' perceptions of CSR. <i>International Journal of Bank Marketing</i> , <b>2019</b> , 38, 63-85	10
12	Accompanied versus Unaccompanied Transport in Short Sea Shipping between Spain and Italy: An Analysis from Transport Road Firms Perspective. <i>Transport Reviews</i> , <b>2011</b> , 31, 425-444	8
11	Long-Term Orientation of International Road Transport Firms in Their Relationship with Shipping Companies:. <i>Transportation Journal</i> , <b>2011</b> , 50, 346	6
10	Hospital perceived value. <i>Health Care Management Review</i> , <b>2006</b> , 31, 328-36	6
9	Network market orientation as a relational governance mechanism to public-private partnerships. <i>Journal of Business Research</i> , <b>2020</b> , 121, 268-282	6

8	Service Quality and Customer Loyalty in a Post-Crisis Context. Prediction-Oriented Modeling to Enhance the Particular Importance of a Social and Sustainable Approach. <i>Sustainability</i> , <b>2019</b> , 11, 4930	3.6	4
7	Attitudes toward advertisements of the older adults. <i>International Journal of Aging and Human Development</i> , <b>2010</b> , 70, 231-49	1.8	3
6	Younger and older trust in a crisis situation. <i>International Journal of Bank Marketing</i> , <b>2018</b> , 36, 456-481	4	2
5	The Relation between Learning Styles according to the Whole Brain Model and Emotional Intelligence: A Study of University Students. <i>Estudios Sobre Educacion</i> , <b>26</b> , 85-111		2
4	El Aprendizaje Cooperativo y las Habilidades Socio-Emocionales: Una Experiencia Docente en la Asignatura Técnicas de Ventas. <i>Formacion Universitaria</i> , <b>2016</b> , 9, 43-62	0.8	2
3	Destination Sustainability and Memorable Tourism Experiences. <i>Sustainability</i> , <b>2021</b> , 13, 11996	3.6	1
2	Network market and entrepreneurial orientations as facilitators of international performance in born globals. The mediating role of ambidextrous dynamic capabilities. <i>Journal of Business Research</i> , <b>2021</b> , 137, 430-443	8.7	1
1	El trabajo cooperativo en base al modelo del cerebro total: una experiencia docente. <i>Redmarka Revista De Marketing Aplicado</i> , <b>2019</b> , 1, 87-112	0.1	