

Swagato Chatterjee

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4266496/publications.pdf>

Version: 2024-02-01

15
papers

347
citations

1306789

7
h-index

1058022

14
g-index

15
all docs

15
docs citations

15
times ranked

183
citing authors

#	ARTICLE	IF	CITATIONS
1	Drivers of helpfulness of online hotel reviews: A sentiment and emotion mining approach. <i>International Journal of Hospitality Management</i> , 2020, 85, 102356.	5.3	89
2	Explaining customer ratings and recommendations by combining qualitative and quantitative user generated contents. <i>Decision Support Systems</i> , 2019, 119, 14-22.	3.5	81
3	Exploring healthcare/health-product ecommerce satisfaction: A text mining and machine learning application. <i>Journal of Business Research</i> , 2021, 131, 815-825.	5.8	53
4	Traveler preferences from online reviews: Role of travel goals, class and culture. <i>Tourism Management</i> , 2020, 80, 104108.	5.8	35
5	Intention Towards Digital Social Entrepreneurship: An Integrated Model. <i>Journal of Social Entrepreneurship</i> , 2023, 14, 131-151.	1.7	28
6	Goods and services related brand image and B2B customer loyalty: effects of construal level. <i>Journal of Business and Industrial Marketing</i> , 2021, 36, 17-30.	1.8	13
7	Does intention translate into action? Investigating the impact of loyalty intention on future usage. <i>Journal of Indian Business Research</i> , 2018, 10, 151-169.	1.2	10
8	Measuring SERVQUAL dimensions and their importance for customer-satisfaction using online reviews: a text mining approach. <i>Journal of Enterprise Information Management</i> , 2023, 36, 22-44.	4.4	8
9	Impact of actual service provider failure on the satisfaction with aggregator. <i>Journal of Strategic Marketing</i> , 2018, 26, 628-647.	3.7	7
10	Exploring the moderating role of construal levels on the impact of process vs outcome attributes on service evaluations. <i>Journal of Service Theory and Practice</i> , 2019, 29, 375-398.	1.9	6
11	Mapping the intellectual structure of business-to-business loyalty literature: a bibliometric analysis approach. <i>Journal of Business and Industrial Marketing</i> , 2022, 37, 1091-1110.	1.8	6
12	Signalling Service Quality through Price and Certifications. <i>Global Business Review</i> , 2020, 21, 279-293.	1.6	5
13	Influence of prior reviews about a firm and its alliance partners on reviewers' feedback: evidence from the airline industry. <i>Journal of Service Theory and Practice</i> , 2021, 31, 423-449.	1.9	3
14	Order of justice in queues of emerging markets. <i>Journal of Consumer Marketing</i> , 2020, 37, 605-616.	1.2	2
15	Antecedents and consequences of reliance in the context of B2B brand image. <i>Journal of Business and Industrial Marketing</i> , 2023, 38, 102-117.	1.8	1