

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