

Silvia Martelo-Landroguez

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.

18
papers

390
citations

11
h-index

19
g-index

19
ext. papers

494
ext. citations

3.9
avg, IF

4.07
L-index

#	Paper	IF	Citations
18	Creating dynamic capabilities to increase customer value. <i>Management Decision</i> , 2011 , 49, 1141-1159	4.4	62
17	Linking knowledge corridors to customer value through knowledge processes. <i>Journal of Knowledge Management</i> , 2014 , 18, 342-365	7.3	53
16	The use of organizational capabilities to increase customer value. <i>Journal of Business Research</i> , 2013 , 66, 2042-2050	8.7	49
15	Developing an integrated vision of customer value. <i>Journal of Services Marketing</i> , 2013 , 27, 234-244	4	45
14	Critical processes of knowledge management: An approach toward the creation of customer value. <i>European Research on Management and Business Economics</i> , 2017 , 23, 1-7	4.4	35
13	How knowledge management processes can create and capture value for firms?. <i>Knowledge Management Research and Practice</i> , 2016 , 14, 423-433	2.1	34
12	Absorptive capacity and value in the banking industry: A multiple mediation model. <i>Journal of Business Research</i> , 2016 , 69, 1644-1650	8.7	27
11	CREANDO CAPACIDADES QUE AUMENTEN EL VALOR PARA EL CLIENTE. <i>Investigaciones Europeas De Direccin Y Economā De La Empresa</i> , 2011 , 17, 69-87		15
10	Links between entrepreneurial culture, innovation, and performance: The moderating role of family firms. <i>International Entrepreneurship and Management Journal</i> , 2017 , 13, 819-835	4.9	14
9	Uncontrolled counter-knowledge: its effects on knowledge management corridors. <i>Knowledge Management Research and Practice</i> , 2019 , 17, 203-212	2.1	14
8	The effect of organizational memory on organizational agility. <i>Journal of Intellectual Capital</i> , 2020 , 21, 459-479	5.6	12
7	The Effect of Absorptive Capacity on Green Customer Capital under an Organizational Unlearning Context. <i>Sustainability</i> , 2018 , 10, 265	3.6	9
6	Managing knowledge to create customer service value. <i>Journal of Service Theory and Practice</i> , 2016 , 26, 471-496	3.1	9
5	An explanatory and predictive PLS-SEM approach to the relationship between organizational culture, organizational performance and customer loyalty. <i>Journal of Hospitality and Tourism Technology</i> , 2018 , 9, 438-454	4.2	5
4	Knowledge management issues in the EFQM excellence model framework. <i>International Journal of Quality and Reliability Management</i> , 2019 , 37, 781-800	2	4
3	THE CYCLE OF CUSTOMER VALUE: A MODEL INTEGRATING CUSTOMER AND FIRM PERSPECTIVES. <i>Journal of Business Economics and Management</i> , 2014 , 16, 467-481	2	2
2	Fostering a Relationship Learning Context as a Driver of Green Innovation Performance and Green Customer Capital. <i>Innovation, Technology and Knowledge Management</i> , 2018 , 11-29	0.1	1

- 1 Integrating Organizational Capabilities to Increase Customer Value: A Triple Interaction Effect. *Springer Proceedings in Mathematics and Statistics*, **2013**, 283-293 0.2 0