

Riadh Ladhari

List of Publications by Year in descending order

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34
papers

3,893
citations

257450

24
h-index

377865

34
g-index

35
all docs

35
docs citations

35
times ranked

2874
citing authors

#	ARTICLE	IF	CITATIONS
1	A review of twenty years of SERVQUAL research. <i>International Journal of Quality and Service Sciences</i> , 2009, 1, 172-198.	2.4	496
2	eWOM effects on hotel booking intentions, attitudes, trust, and website perceptions. <i>International Journal of Hospitality Management</i> , 2015, 46, 36-45.	8.8	380
3	Service quality, emotional satisfaction, and behavioural intentions. <i>Managing Service Quality</i> , 2009, 19, 308-331.	2.4	274
4	Alternative measures of service quality: a review. <i>Managing Service Quality</i> , 2008, 18, 65-86.	2.4	272
5	Developing e-service quality scales: A literature review. <i>Journal of Retailing and Consumer Services</i> , 2010, 17, 464-477.	9.4	262
6	The effect of consumption emotions on satisfaction and word-of-mouth communications. <i>Psychology and Marketing</i> , 2007, 24, 1085-1108.	8.2	257
7	Determinants of dining satisfaction and post-dining behavioral intentions. <i>International Journal of Hospitality Management</i> , 2008, 27, 563-573.	8.8	249
8	YouTube vloggers' popularity and influence: The roles of homophily, emotional attachment, and expertise. <i>Journal of Retailing and Consumer Services</i> , 2020, 54, 102027.	9.4	204
9	The role of emotions in utilitarian service settings: The effects of emotional satisfaction on product perception and behavioral intentions. <i>Journal of Retailing and Consumer Services</i> , 2017, 34, 10-18.	9.4	156
10	Bank service quality: comparing Canadian and Tunisian customer perceptions. <i>International Journal of Bank Marketing</i> , 2011, 29, 224-246.	6.4	134
11	Destination personality and destination image. <i>Journal of Hospitality and Tourism Management</i> , 2017, 32, 54-70.	6.6	127
12	Generation Y and online fashion shopping: Orientations and profiles. <i>Journal of Retailing and Consumer Services</i> , 2019, 48, 113-121.	9.4	124
13	Culture and personal values: How they influence perceived service quality. <i>Journal of Business Research</i> , 2011, 64, 951-957.	10.2	105
14	Determinants of loyalty and recommendation: The role of perceived service quality, emotional satisfaction and image. <i>Journal of Financial Services Marketing</i> , 2011, 16, 111-124.	3.4	100
15	Building loyalty with online financial services customers: Is there a gender difference?. <i>Journal of Retailing and Consumer Services</i> , 2013, 20, 560-569.	9.4	94
16	Consumer trust toward retail websites: Comparison between pure click and click-and-brick retailers. <i>Journal of Retailing and Consumer Services</i> , 2013, 20, 538-548.	9.4	76
17	Explaining adoption of mobile banking with the theory of trying, general self-confidence, and cynicism. <i>Journal of Retailing and Consumer Services</i> , 2017, 35, 57-67.	9.4	75
18	The movie experience: A revised approach to determinants of satisfaction. <i>Journal of Business Research</i> , 2007, 60, 454-462.	10.2	60

#	ARTICLE	IF	CITATIONS
19	The influence of personal values on Fair Trade consumption. <i>Journal of Cleaner Production</i> , 2015, 87, 469-477.	9.3	60
20	New trends in retailing and services. <i>Journal of Retailing and Consumer Services</i> , 2019, 50, 286-288.	9.4	59
21	Values, socially conscious behaviour and consumption emotions as predictors of Canadians' intent to buy fair trade products. <i>International Journal of Consumer Studies</i> , 2017, 41, 696-705.	11.6	55
22	Assessment of the psychometric properties of SERVQUAL in the Canadian banking industry. <i>Journal of Financial Services Marketing</i> , 2009, 14, 70-82.	3.4	53
23	Mobile banking adoption: a systematic review. <i>International Journal of Bank Marketing</i> , 2020, 39, 214-241.	6.4	48
24	The promise and perils of the peripheral psychophysiology of emotion in retailing and consumer services. <i>Journal of Retailing and Consumer Services</i> , 2019, 50, 305-313.	9.4	35
25	Consumers' motives for visiting a food retailer's Facebook page. <i>Journal of Retailing and Consumer Services</i> , 2019, 50, 379-385.	9.4	28
26	Determinants of Patient Satisfaction With Public Hospital Services. <i>Health Marketing Quarterly</i> , 2013, 30, 299-318.	1.0	25
27	Is buying counterfeit sinful? Investigation of consumers' attitudes and purchase intentions of counterfeit products in a Muslim country. <i>International Journal of Consumer Studies</i> , 2018, 42, 687-703.	11.6	19
28	Culture Change and Globalization: The Unresolved Debate between Cross-National and Cross-Cultural Classifications. <i>Australasian Marketing Journal</i> , 2015, 23, 235-245.	5.4	16
29	The role of mega-sports event experience and host city experience in explaining enjoyment, city image, and behavioral intentions. <i>Journal of Travel and Tourism Marketing</i> , 2020, 37, 460-478.	7.0	15
30	An independent assessment of the unidimensionality, reliability, validity and factor structure of the LibQUAL scale. <i>Service Industries Journal</i> , 2012, 32, 2585-2605.	8.3	12
31	La satisfaction du consommateur, ses déterminants et ses conséquences. <i>Revue De L'Université De Moncton</i> , 2005, 36, 171-201.	0.0	9
32	Personality traits and complaining behaviors: A focus on Japanese consumers. <i>Psychology and Marketing</i> , 2019, 36, 363-375.	8.2	9
33	The determinants of Women's redemption of geo-targeted m-coupons. <i>Journal of Retailing and Consumer Services</i> , 2022, 66, 102891.	9.4	4
34	The Impact of the Negotiators' Personality and Socio-Demographic Factors on Their Perception of Unethical Negotiation Tactics. <i>Journal of Business-to-Business Marketing</i> , 2021, 28, 169-185.	1.5	1