

# Cristiana R Lages

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/5757751/publications.pdf>

Version: 2024-02-01

21  
papers

1,264  
citations

566801

15  
h-index

713013

21  
g-index

21  
all docs

21  
docs citations

21  
times ranked

1053  
citing authors

#	ARTICLE	IF	CITATIONS
1	The RELQUAL scale: a measure of relationship quality in export market ventures. <i>Journal of Business Research</i> , 2005, 58, 1040-1048.	5.8	282
2	Who are you and what do you value? Investigating the role of personality traits and customer-perceived value in online customer engagement. <i>Journal of Marketing Management</i> , 2016, 32, 502-525.	1.2	134
3	The STEP Scale: A Measure of Short-Term Export Performance Improvement. <i>Journal of International Marketing</i> , 2004, 12, 36-56.	2.5	117
4	Key Drivers of Frontline Employee Generation of Ideas for Customer Service Improvement. <i>Journal of Service Research</i> , 2012, 15, 215-230.	7.8	107
5	Drivers of inâ€group and outâ€group electronic wordâ€ofâ€mouth (eWOM). <i>European Journal of Marketing</i> , 2013, 47, 1067-1088.	1.7	87
6	Challenges in conducting and publishing research on the Middle East and Africa in leading journals. <i>International Marketing Review</i> , 2015, 32, 52-77.	2.2	77
7	The STRATADAPT scale. <i>International Marketing Review</i> , 2008, 25, 584-600.	2.2	76
8	Bringing Export Performance Metrics into Annual Reports: The APEV Scale and the PERFEX Scorecard. <i>Journal of International Marketing</i> , 2005, 13, 79-104.	2.5	65
9	Corporate Image. <i>Journal of Service Research</i> , 2015, 18, 468-483.	7.8	63
10	Consumer engagement in online brand communities: the moderating role of personal values. <i>European Journal of Marketing</i> , 2019, 53, 1671-1700.	1.7	62
11	Friend or foe? Customer engagementâ€™s value-based effects on fellow customers and the firm. <i>Journal of Business Research</i> , 2020, 121, 549-556.	5.8	44
12	The CURE scale: a multidimensional measure of service recovery strategy. <i>Journal of Services Marketing</i> , 2014, 28, 300-310.	1.7	42
13	Employees' external representation of their workplace: Key antecedents. <i>Journal of Business Research</i> , 2012, 65, 1264-1272.	5.8	26
14	Personality and the creativity of frontline service employees: linear and curvilinear effects. <i>International Journal of Human Resource Management</i> , 2018, 29, 2580-2607.	3.3	23
15	Main Consequences of Prior Export Performance Results: An Exploratory Study of European Exporters. <i>Journal of Euromarketing</i> , 2006, 15, 57-75.	0.0	17
16	European Managers' Perspective on Export Performance Determinants. <i>Journal of Euromarketing</i> , 2006, 15, 75-92.	0.0	11
17	Understanding the mechanisms of the relationship between shared values and service delivery performance of frontline employees. <i>International Journal of Human Resource Management</i> , 2020, 31, 2737-2760.	3.3	9
18	Knowledge dissemination in the global service marketing community. <i>Managing Service Quality</i> , 2013, 23, 272-290.	2.4	8

#	ARTICLE	IF	CITATIONS
19	Employee adaptive and proactive service recovery: a configurational perspective. <i>European Journal of Marketing</i> , 2020, 54, 1581-1607.	1.7	6
20	Understanding the role of frontline employee felt obligation in services. <i>Service Industries Journal</i> , 2020, , 1-29.	5.0	5
21	The role of the service manager's perceived career success in frontline employees' learning processes and service improvement. <i>Journal of Business Research</i> , 2021, 134, 601-617.	5.8	3