

Gloria Berenguer-Contró

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/6254199/publications.pdf>

Version: 2024-02-01

28
papers

878
citations

623188

14
h-index

500791

28
g-index

30
all docs

30
docs citations

30
times ranked

650
citing authors

#	ARTICLE	IF	CITATIONS
1	Logistics service quality: a new way to loyalty. <i>Industrial Management and Data Systems</i> , 2008, 108, 650-668.	2.2	135
2	The impact of value co-creation on hotel brand equity and customer satisfaction. <i>Tourism Management</i> , 2019, 75, 51-65.	5.8	118
3	Relationships among customer orientation, service orientation and job satisfaction in financial services. <i>Journal of Service Management</i> , 2005, 16, 497-525.	2.2	98
4	The roles of service encounters, service value, and job satisfaction in achieving customer satisfaction in business relationships. <i>Industrial Marketing Management</i> , 2008, 37, 921-939.	3.7	93
5	Measuring the antecedents of e-loyalty and the effect of switching costs on website. <i>Service Industries Journal</i> , 2010, 30, 1837-1852.	5.0	72
6	Do upscale restaurant owners use wine lists as a differentiation strategy?. <i>International Journal of Hospitality Management</i> , 2009, 28, 86-95.	5.3	39
7	Causes for complaining behaviour intentions: the moderator effect of previous customer experience of the restaurant. <i>Journal of Services Marketing</i> , 2010, 24, 532-545.	1.7	36
8	Information and Communication Technology as a Differentiation Tool in Restaurants. <i>Journal of Foodservice Business Research</i> , 2014, 17, 410-428.	1.3	29
9	Information and communication technology in retailing: A cross-industry comparison. <i>Journal of Retailing and Consumer Services</i> , 2009, 16, 232-238.	5.3	25
10	Relational benefits and loyalty in retailing: an intersector comparison. <i>International Journal of Retail and Distribution Management</i> , 2009, 37, 493-509.	2.7	24
11	Wine list engineering: categorization of food and beverage outlets. <i>International Journal of Contemporary Hospitality Management</i> , 2009, 21, 69-84.	5.3	23
12	Store equity and behavioral intentions: the moderating role of the retailer's technology. <i>Journal of Product and Brand Management</i> , 2016, 25, 642-650.	2.6	22
13	Antecedents to complaint behaviour in the context of restaurant goers. <i>International Review of Retail, Distribution and Consumer Research</i> , 2006, 16, 493-517.	1.3	21
14	SATISFACTION AND LOYALTY IN B2B RELATIONSHIPS IN THE FREIGHT FORWARDING INDUSTRY: ADDING PERCEIVED VALUE AND SERVICE QUALITY INTO EQUATION. <i>Transport</i> , 2018, 33, 1184-1195.	0.6	21
15	Qualitative and Quantitative Engineering Criteria of Restaurant Wine Lists. <i>Journal of Wine Research</i> , 2008, 19, 19-31.	0.9	18
16	Instruments for Wine Promotion in Upscale Restaurants. <i>Journal of Foodservice Business Research</i> , 2010, 13, 98-113.	1.3	17
17	Cognitive and Affective Causes of Consumer Dissatisfaction With the Hospitality Encounter. <i>Journal of Hospitality Marketing and Management</i> , 2009, 18, 653-675.	5.1	16
18	The causal relationship between store equity and loyalty: Testing two alternative models in retailing. <i>Journal of Brand Management</i> , 2017, 24, 193-208.	2.0	14

#	ARTICLE	IF	CITATIONS
19	Customer segmentation based on store equity: What explains customer store preference?. Journal of Brand Management, 2017, 24, 546-561.	2.0	9
20	Relationship benefits and costs in retailing: A cross-industry comparison. Journal of Retail and Leisure Property, 2009, 8, 57-66.	0.4	8
21	La calidad y el valor percibido en el transporte de mercancías en España y su importancia en la segmentación de clientes. Innovar, 2015, 25, 105-123.	0.1	8
22	Sustainability, Store Equity, and Satisfaction: The Moderating Effect of Gender in Retailing. Sustainability, 2021, 13, 1010.	1.6	7
23	INSTRUMENTOS DE PROMOCIÓN DE LOS VINOS EN LOS RESTAURANTES DE ALTO NIVEL. Investigaciones Europeas De Dirección Y Economía De La Empresa, 2009, 15, 63-76.	0.6	5
24	Cognition and affect: A factors combination in clients dissatisfied with restaurants. Journal of Retail and Leisure Property, 2010, 9, 319-335.	0.4	5
25	ANÁLISIS DEL COMPORTAMIENTO DE QUEJA DEL CONSUMIDOR: UNA INVESTIGACIÓN EXPLORATORIA EN EL CONTEXTO DE LOS RESTAURANTES. Investigaciones Europeas De Dirección Y Economía De La Empresa, 2008, 14, 13-33.	0.6	4
26	Determinants of behavioral intentions towards a professional certification scheme at European level. European Journal of Training and Development, 2019, 43, 719-735.	1.2	3
27	BENEFICIOS RELACIONALES, SATISFACCIÓN Y LEALTAD EN EL COMERCIO MINORISTA: UNA COMPARATIVA INTERSECTORIAL. Investigaciones Europeas De Dirección Y Economía De La Empresa, 2009, 15, 95-108.	0.6	1
28	Facilitators and Inhibitors of Technologies to Tackle Climate Change: Opinions of Government and Private Actors. Climate Change Management, 2013, , 309-318.	0.6	1