

VÃ-ctor Iglesias

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/653919/publications.pdf>

Version: 2024-02-01

25
papers

1,170
citations

516561

16
h-index

580701

25
g-index

25
all docs

25
docs citations

25
times ranked

907
citing authors

#	ARTICLE	IF	CITATIONS
1	The effects of brand associations on consumer response. <i>Journal of Consumer Marketing</i> , 2001, 18, 410-425.	1.2	379
2	The moderating role of entrepreneurship education on the antecedents of entrepreneurial intention. <i>International Entrepreneurship and Management Journal</i> , 2016, 12, 1209-1232.	2.9	137
3	The influence of emotions on customer's cognitive evaluations and satisfaction in a service failure and recovery context. <i>Service Industries Journal</i> , 2008, 28, 497-512.	5.0	74
4	The attribution of service failures: effects on consumer satisfaction. <i>Service Industries Journal</i> , 2009, 29, 127-141.	5.0	74
5	Explaining customer satisfaction with complaint handling. <i>International Journal of Bank Marketing</i> , 2010, 28, 88-112.	3.6	63
6	Service recovery, satisfaction and behaviour intentions: analysis of compensation and social comparison communication strategies. <i>Service Industries Journal</i> , 2012, 32, 83-103.	5.0	49
7	The effects of customer age and recovery strategies in a service failure setting. <i>Journal of Financial Services Marketing</i> , 2010, 15, 32-48.	2.2	48
8	Co-creation and service recovery process communication: effects on satisfaction, repurchase intentions, and word of mouth. <i>Service Business</i> , 2017, 11, 321-343.	2.2	47
9	Collaborative manufacturer-distributor relationships: the role of governance, information sharing and creativity. <i>Journal of Business and Industrial Marketing</i> , 2013, 28, 620-637.	1.8	32
10	Preconceptions about Service. <i>Journal of Service Research</i> , 2004, 7, 90-103.	7.8	30
11	Manufacturer-distributor relationships: role of relationship-specific investment and dependence types. <i>Journal of Business and Industrial Marketing</i> , 2017, 32, 1245-1260.	1.8	29
12	Entrepreneurial Intentions among University Students: The Moderating Role of Creativity. <i>European Management Review</i> , 2020, 17, 529-542.	2.2	29
13	Lack of preferential treatment: effects on dissatisfaction after a service failure. <i>Journal of Service Management</i> , 2010, 21, 45-68.	4.4	27
14	The efficacy of alternative mechanisms in safeguarding specific investments from opportunism. <i>Journal of Business and Industrial Marketing</i> , 2007, 22, 498-507.	1.8	26
15	Distribution Channel Relationships: The Conditions and Strategic Outcomes of Cooperation between Manufacturer and Distributor. <i>International Review of Retail, Distribution and Consumer Research</i> , 2005, 15, 125-150.	1.3	22
16	Why didn't it work out? The effects of attributions on the efficacy of recovery strategies. <i>Journal of Service Theory and Practice</i> , 2015, 25, 700-724.	1.9	21
17	Intentionality attributions and humiliation. <i>European Journal of Marketing</i> , 2014, 48, 901-923.	1.7	19
18	The Effect of Perceived Value and Switching Barriers on Customer Price Tolerance in Industrial Energy Markets. <i>Journal of Business-to-Business Marketing</i> , 2010, 17, 317-335.	0.8	17

#	ARTICLE	IF	CITATIONS
19	Slow Fashion Trends: Are Consumers Willing to Change Their Shopping Behavior to Become More Sustainable?. Sustainability, 2021, 13, 13858.	1.6	13
20	Intra-brand differences in payment periods in marketing channels. International Journal of Research in Marketing, 2007, 24, 49-63.	2.4	9
21	Mobile health (mhealth): facilitators and barriers of the intention of use in patients with chronic illnesses. Journal of Communication in Healthcare, 2020, 13, 138-146.	0.8	8
22	Effects of Exclusivity Agreements on Supplier's Control Over Marketing Channels. Journal of Marketing Channels, 2000, 7, 61-81.	0.4	6
23	Exclusive territories and performance dimensions in industrial distribution channels. Industrial Marketing Management, 2005, 34, 535-544.	3.7	6
24	Supply-side Antecedents of dropout rates in MBA programs. Studies in Higher Education, 2020, 45, 1848-1863.	2.9	4
25	Are European Part-Time MBA Programs Designed to Foster Entrepreneurial Minds? An Exploratory Study. Administrative Sciences, 2019, 9, 48.	1.5	1