

Ellie Hickman

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/724738/publications.pdf>

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5
papers

170
citations

1937685

4
h-index

2053705

5
g-index

5
all docs

5
docs citations

5
times ranked

149
citing authors

#	ARTICLE	IF	CITATIONS
1	Beyond good and bad: Challenging the suggested role of emotions in customer experience (CX) research. <i>Journal of Retailing and Consumer Services</i> , 2020, 57, 102218.	9.4	57
2	An omnichannel approach to retailing: demystifying and identifying the factors influencing an omnichannel experience. <i>International Review of Retail, Distribution and Consumer Research</i> , 2020, 30, 266-288.	2.0	51
3	Understanding online event experience: The importance of communication, engagement and interaction. <i>Journal of Business Research</i> , 2020, 121, 735-746.	10.2	47
4	The role of effective communication and trustworthiness in determining guests'™ loyalty. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 240-262.	8.2	12
5	Professional sports teams: going beyond the core. <i>International Journal of Sports Marketing and Sponsorship</i> , 2019, 20, 554-566.	1.4	3