

# Harjit Singh Sekhon

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/7774470/publications.pdf>

Version: 2024-02-01

19  
papers

622  
citations

686830

13  
h-index

794141

19  
g-index

20  
all docs

20  
docs citations

20  
times ranked

526  
citing authors

#	ARTICLE	IF	CITATIONS
1	Introduction to the special issue - service marketing. <i>Journal of Strategic Marketing</i> , 2022, 30, 1-2.	3.7	0
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.	1.3	51
3	The role of effective communication and trustworthiness in determining guests'™ loyalty. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 240-262.	5.1	12
4	Predicting Internet banking adoption in India: a perceived risk perspective. <i>Journal of Strategic Marketing</i> , 2017, 25, 418-438.	3.7	71
5	Corporate image and a sport's™ governing body. <i>Service Industries Journal</i> , 2016, 36, 556-575.	5.0	3
6	A cross-country study of service productivity. <i>Service Industries Journal</i> , 2016, 36, 223-238.	5.0	9
7	Analyzing Customers' Switching Intentions in the Telecom Sector. <i>Journal of Global Marketing</i> , 2016, 29, 156-169.	2.0	13
8	Role of trusting beliefs in predicting purchase intentions. <i>International Journal of Retail and Distribution Management</i> , 2016, 44, 860-880.	2.7	21
9	Perceptions of fairness in financial services: an analysis of distribution channels. <i>International Journal of Bank Marketing</i> , 2016, 34, 171-190.	3.6	11
10	The impact of fairness on trustworthiness and trust in banking. <i>Journal of Marketing Management</i> , 2015, 31, 996-1017.	1.2	28
11	The components of trustworthiness for higher education: a transnational perspective. <i>Studies in Higher Education</i> , 2015, 40, 1239-1255.	2.9	14
12	Service excellence in UK retail banking: customers'™ perspectives of the important antecedents. <i>International Journal of Bank Marketing</i> , 2015, 33, 904-921.	3.6	26
13	Building trust by signaling trustworthiness in service retail. <i>Journal of Services Marketing</i> , 2014, 28, 361-373.	1.7	59
14	Service production process: implications for service productivity. <i>International Journal of Productivity and Performance Management</i> , 2014, 63, 1012-1030.	2.2	37
15	Word-of-mouth and viral marketing activity of the on-line consumer: the role of loyalty chain stages theory. <i>Journal of Strategic Marketing</i> , 2014, 22, 494-512.	3.7	17
16	Trustworthiness and trust: influences and implications. <i>Journal of Marketing Management</i> , 2014, 30, 409-430.	1.2	120
17	Perceptions of fair treatment in financial services. <i>European Journal of Marketing</i> , 2014, 48, 1315-1332.	1.7	31
18	Modelling trust in service relationships: a transnational perspective. <i>Journal of Services Marketing</i> , 2013, 27, 76-86.	1.7	47

#	ARTICLE	IF	CITATIONS
19	Trust in UK financial services: A longitudinal analysis. <i>Journal of Financial Services Marketing</i> , 2011, 16, 65-75.	2.2	51