

Lova Rajaobelina

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/9074044/publications.pdf>

Version: 2024-02-01

19
papers

690
citations

759233

12
h-index

794594

19
g-index

19
all docs

19
docs citations

19
times ranked

466
citing authors

#	ARTICLE	IF	CITATIONS
1	Mobile banking service quality and customer relationships. <i>International Journal of Bank Marketing</i> , 2017, 35, 1068-1089.	6.4	142
2	Antecedents and consequences of buyer-seller relationship quality in the financial services industry. <i>International Journal of Bank Marketing</i> , 2009, 27, 359-380.	6.4	119
3	Impact of customer experience on loyalty: a multichannel examination. <i>Service Industries Journal</i> , 2017, 37, 317-340.	8.3	84
4	Creepiness: Its antecedents and impact on loyalty when interacting with a chatbot. <i>Psychology and Marketing</i> , 2021, 38, 2339-2356.	8.2	66
5	The Impact of Customer Experience on Relationship Quality with Travel Agencies in a Multichannel Environment. <i>Journal of Travel Research</i> , 2018, 57, 206-217.	9.0	65
6	A relational classification of online banking customers. <i>International Journal of Bank Marketing</i> , 2013, 31, 187-205.	6.4	44
7	Towards a better understanding of mobile banking: the impact of customer experience on trust and commitment. <i>Journal of Financial Services Marketing</i> , 2018, 23, 141-152.	3.4	25
8	Not all elderly are the same: fostering trust through mobile banking service experience. <i>International Journal of Bank Marketing</i> , 2020, 39, 85-106.	6.4	21
9	Les caractéristiques relationnelles du site Web ont-elles un impact sur la confiance des clients en ligne ?. <i>Management & Avenir</i> , 2010, n° 32, 192-209.	0.5	18
10	A classification of live chat service users in the banking industry. <i>International Journal of Bank Marketing</i> , 2019, 37, 838-857.	6.4	15
11	Classifying potential users of live chat services and chatbots. <i>Journal of Financial Services Marketing</i> , 2021, 26, 81-94.	3.4	15
12	Online Relationship Quality: Testing an Integrative and Comprehensive Model in the Banking Industry. <i>Journal of Relationship Marketing</i> , 2016, 15, 219-246.	4.4	14
13	An integrative model of installed online trust in the financial services industry. <i>Journal of Financial Services Marketing</i> , 2014, 19, 186-197.	3.4	13
14	Examining the influence of the social dimension of customer experience on trust towards travel agencies: The role of experiential predisposition in a multichannel context. <i>Tourism Management Perspectives</i> , 2020, 34, 100668.	5.2	13
15	Impact of perceived experiential advertising on customers' responses: a multi-method approach. <i>International Journal of Bank Marketing</i> , 2020, 38, 1237-1258.	6.4	11
16	Drivers of privacy concerns when interacting with a chatbot in a customer service encounter. <i>International Journal of Bank Marketing</i> , 2022, 40, 1159-1181.	6.4	11
17	Examining emotions linked to live chat services: The role of e-service quality and impact on word of mouth. <i>Journal of Financial Services Marketing</i> , 2022, 27, 232-249.	3.4	8
18	Impact of website characteristics on relationship quality: a comparison of banks financial cooperatives. <i>Journal of Financial Services Marketing</i> , 2017, 22, 141-149.	3.4	5

#	ARTICLE	IF	CITATIONS
19	La confiance dans les relations interentreprises : antécédents, retombées, mesures et découvertes récentes. Revue Organisations & Territoires, 2012, 21, 29-40.	0.2	1