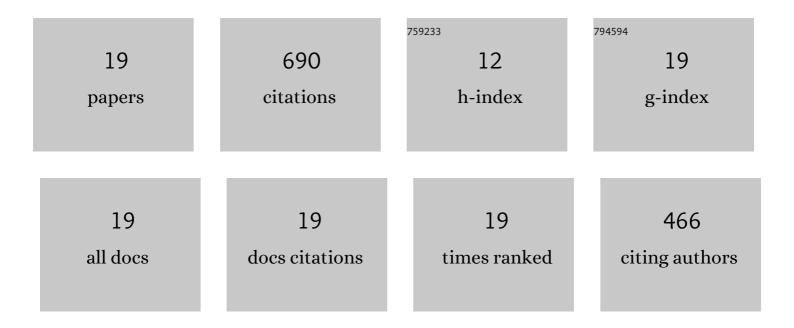
## Lova Rajaobelina

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/9074044/publications.pdf Version: 2024-02-01



LOVA RALAOBELINA

#	Article	IF	CITATIONS
1	Examining emotions linked to live chat services: The role of e-service quality and impact on word of mouth. Journal of Financial Services Marketing, 2022, 27, 232-249.	3.4	8
2	Drivers of privacy concerns when interacting with a chatbot in a customer service encounter. International Journal of Bank Marketing, 2022, 40, 1159-1181.	6.4	11
3	Classifying potential users of live chat services and chatbots. Journal of Financial Services Marketing, 2021, 26, 81-94.	3.4	15
4	Creepiness: Its antecedents and impact on loyalty when interacting with a chatbot. Psychology and Marketing, 2021, 38, 2339-2356.	8.2	66
5	Not all elderly are the same: fostering trust through mobile banking service experience. International Journal of Bank Marketing, 2020, 39, 85-106.	6.4	21
6	Impact of perceived experiential advertising on customers' responses: a multi-method approach. International Journal of Bank Marketing, 2020, 38, 1237-1258.	6.4	11
7	Examining the influence of the social dimension of customer experience on trust towards travel agencies: The role of experiential predisposition in a multichannel context. Tourism Management Perspectives, 2020, 34, 100668.	5.2	13
8	A classification of live chat service users in the banking industry. International Journal of Bank Marketing, 2019, 37, 838-857.	6.4	15
9	The Impact of Customer Experience on Relationship Quality with Travel Agencies in a Multichannel Environment. Journal of Travel Research, 2018, 57, 206-217.	9.0	65
10	Towards a better understanding of mobile banking: the impact of customer experience on trust and commitment. Journal of Financial Services Marketing, 2018, 23, 141-152.	3.4	25
11	Impact of customer experience on loyalty: a multichannel examination. Service Industries Journal, 2017, 37, 317-340.	8.3	84
12	Mobile banking service quality and customer relationships. International Journal of Bank Marketing, 2017, 35, 1068-1089.	6.4	142
13	Impact of website characteristics on relationship quality: a comparison of banks financial cooperatives. Journal of Financial Services Marketing, 2017, 22, 141-149.	3.4	5
14	Online Relationship Quality: Testing an Integrative and Comprehensive Model in the Banking Industry. Journal of Relationship Marketing, 2016, 15, 219-246.	4.4	14
15	An integrative model of installed online trust in the financial services industry. Journal of Financial Services Marketing, 2014, 19, 186-197.	3.4	13
16	A relational classification of online banking customers. International Journal of Bank Marketing, 2013, 31, 187-205.	6.4	44
17	La confiance dans les relations interentreprises : antécédents, retombées, mesures et découvertes récentes. Revue Organisations & Territoires, 2012, 21, 29-40.	0.2	1
18	Les caractéristiques relationnelles du site Web ont-elles un impact sur la confiance des clients en ligne ?. Management & Avenir, 2010, nº 32, 192-209.	0.5	18

#	Article	IF	CITATIONS
19	Antecedents and consequences of buyerâ€seller relationship quality in the financial services industry. International Journal of Bank Marketing, 2009, 27, 359-380.	6.4	119