The Influence of Multiple Store Environment Cues on P
Patronage Intentions

Citation Report

#	ARTICLE	IF	CITATIONS
1	Technology and the Customer Interface: What Consumers Want in the Physical and Virtual Store. Journal of the Academy of Marketing Science, 2002, 30, 411-432.	7.2	646
2	Determinants of Online Channel Use and Overall Satisfaction with a Relational, Multichannel Service Provider. Journal of the Academy of Marketing Science, 2003, 31, 448-458.	7.2	576
3	The effects of wait expectations and store atmosphere evaluations on patronage intentions in service-intensive retail stores. Journal of Retailing, 2003, 79, 259-268.	4.0	462
4	Musical tempo and waiting perceptions. Psychology and Marketing, 2003, 20, 685-705.	4.6	108
5	An Empirical Study of the Effect of Knowledge Management Processes at Individual, Group, and Organizational Levels*. Decision Sciences, 2003, 34, 225-260.	3.2	255
6	The Sweet Smell of Success: Olfaction in Retailing. Journal of Marketing Management, 2003, 19, 611-627.	1.2	63
7	Emerging Trends in the Food Distribution System. Journal of Food Products Marketing, 2003, 9, 53-68.	1.4	2
8	Media perceptions and their impact on Web site quality. International Journal of Bank Marketing, 2003, 21, 38-47.	3.6	12
9	As dimensões de avaliação dos atributos importantes na compra de condicionadores de ar: um estudo aplicado. RAC: Revista De Administração Contemporânea, 2003, 7, 97-117.	0.1	8
10	The 'Value Of Marketing' and 'The Marketing Of Value' in Contemporary Times â€"A Literature Review and Research Agenda. Journal of Marketing Management, 2004, 20, 343-361.	1.2	30
11	Loyalty in e-Tailing. Journal of Relationship Marketing, 2004, 2, 31-49.	2.8	33
12	Le butinage : proposition d'une échelle de mesure. Recherche Et Applications En Marketing, 2004, 19, 1-30.	0.2	32
13	Store choice behaviour in an evolving market. International Journal of Retail and Distribution Management, 2004, 32, 482-494.	2.7	139
14	Linking Perceived Quality and Customer Satisfaction to Store Traffic and Revenue Growth*. Decision Sciences, 2004, 35, 713-737.	3.2	172
15	An Examination of Moderators of the Effects of Customers' Evaluation of Employee Courtesy on Attitude Toward the Service Firm1. Journal of Applied Social Psychology, 2004, 34, 825-847.	1.3	15
16	Virtual store layout: an experimental comparison in the context of grocery retail. Journal of Retailing, 2004, 80, 13-22.	4.0	231
17	Understanding retail branding: conceptual insights and research priorities. Journal of Retailing, 2004, 80, 331-342.	4.0	795
18	Mass Customization: Reflections on the State of the Concept. Flexible Services and Manufacturing Journal, 2004, 16, 313-334.	0.4	244

#	ARTICLE	IF	CITATIONS
19	Customer Satisfaction of Theme Restaurant Attributes and Their Influence on Return Intent. Journal of Foodservice Business Research, 2004, 7, 23-41.	1.3	89
20	The Behavioral Implications of Consumer Trust Across Brick-and-Mortar and Online Retail Channels. Journal of Marketing Channels, 2004, 11, 61-87.	0.4	21
21	The Roles of Quality, Value, and Satisfaction in Predicting Cruise Passengers' Behavioral Intentions. Journal of Travel Research, 2004, 42, 397-407.	5.8	594
22	Reactions of service employees to organization–customer conflict: A cross-cultural comparison. International Journal of Research in Marketing, 2004, 21, 107-121.	2.4	32
23	An investigation of Chinese immigrant consumer behaviour in Toronto, Canada. Journal of Retailing and Consumer Services, 2004, 11, 307-320.	5.3	25
24	A reassessment of the dimensionality of retail performance: a multivariate generalizability theory perspective. Journal of Retailing and Consumer Services, 2004, 11, 235-245.	5.3	16
25	The Effect of Corporate Image in the Formation of Customer Loyalty: An Australian Replication. Australasian Marketing Journal, 2004, 12, 88-96.	3.5	53
26	Explaining the performance of a new public service visitor attraction shop. International Journal of Contemporary Hospitality Management, 2004, 16, 299-308.	5.3	16
27	Retail store layout characteristics as a mechanism for enhancing customer relationships in a retail website environment. International Journal of Internet Marketing and Advertising, 2004, 1, 413.	0.1	1
28	Evaluating the design of retail financial service environments. International Journal of Bank Marketing, 2005, 23, 132-152.	3.6	30
29	E‐learning: organizational requirements for successful feedback learning. Journal of Workplace Learning, 2005, 17, 276-290.	0.9	18
30	Young shoppers' experiences with e-shopping. International Journal of Internet Marketing and Advertising, 2005, 2, 219.	0.1	4
31	Website voice application: the moderating effects of gender on credible but disliked voice. International Journal of Internet Marketing and Advertising, 2005, 2, 274.	0.1	1
32	Integrating Specific Knowledge: Insights From the Kennedy Space Center. IEEE Transactions on Engineering Management, 2005, 52, 301-315.	2.4	78
33	Discount Store Patronage: A Comparison between South Korea and the United States. Clothing and Textiles Research Journal, 2005, 23, 165-179.	2.2	14
34	Incorporating service quality into consumer mall shopping decision making: a comparison between English and French Canadian consumers. Journal of Services Marketing, 2005, 19, 157-163.	1.7	77
35	How Presentation Flaws Affect Perceived Site Quality, Trust, and Intention to Purchase from an Online Store. Journal of Management Information Systems, 2005, 22, 56-95.	2.1	282
36	Past progress and future directions in conceptualizing customer perceived value. Journal of Service Management, 2005, 16, 318-336.	2.2	286

#	ARTICLE	IF	CITATIONS
37	An alternative perspective on relationships, loyalty and future store choice. International Review of Retail, Distribution and Consumer Research, 2005, 15, 351-374.	1.3	25
38	The impact of servicescape on quality perception. European Journal of Marketing, 2005, 39, 785-808.	1.7	328
39	ì¦¬ì˜¸ì§€ê°€ ìœí†µì—…ì²´ îƒ†œì˜¸ì§€ ë°•êµ¬ë§¤ë,ì—•ë¯ì¹˜ëŠ" ì˜í˜—¥. Journal of Global Academy of Marketing Science, 2005, 15, 49-59.	2.0	7
40	Retail patronage intentions: the relative importance of perceived prices and salesperson service attributes. Journal of Retailing and Consumer Services, 2005, 12, 15-23.	5.3	60
41	Using observational research for behavioural segmentation of shoppers. Journal of Retailing and Consumer Services, 2005, 12, 35-48.	5.3	66
42	The Relative Impact of Service Quality on Service Value, Customer Satisfaction, and Customer Loyalty in Korean Family Restaurant Context. International Journal of Hospitality and Tourism Administration, 2005, 6, 27-51.	1.7	78
43	A cross-cultural perspective on the role of emotion in negative service encounters. Service Industries Journal, 2006, 26, 709-726.	5.0	27
44	Mobile computing: a user study on hedonic/utilitarian mobile device usage. European Journal of Information Systems, 2006, 15, 292-300.	5.5	180
45	In-store music and consumerâ€"brand relationships: Relational transformation following experiences of (mis)fit. Journal of Business Research, 2006, 59, 982-989.	5.8	107
46	The influence of retailer reputation on store patronage. Journal of Retailing and Consumer Services, 2006, 13, 221-230.	5.3	75
47	Diagnosing the Relationship Between Corporate Reputation and Retail Patronage. Corporate Reputation Review, 2006, 9, 243-257.	1.1	30
48	An experimental approach to improve retail layout: shoppers reactions to layout. International Journal of Services and Standards, 2006, 2, 303.	0.2	0
49	Temporal and spatial eâ€service value. Journal of Service Management, 2006, 17, 380-400.	2.2	69
50	Influence of mentoring in Market Orientation: an empirical investigation. International Journal of Management Concepts and Philosophy, 2006, 2, 154.	0.1	2
51	The Use of Cues Depends on Goals: Store Reputation Affects Product Judgments When Social Identity Goals Are Salient. Journal of Consumer Psychology, 2006, 16, 260-271.	3.2	58
52	Effects of outcome, process and shopping enjoyment on online consumer behaviour. Electronic Commerce Research and Applications, 2006, 5, 272-281.	2.5	103
53	Determinants of retail patronage: A meta-analytical perspective. Journal of Retailing, 2006, 82, 229-243.	4.0	557
54	When a few minutes sound like a lifetime: Does atmospheric music expand or contract perceived time?. Journal of Retailing, 2006, 82, 189-202.	4.0	94

#	ARTICLE	IF	CITATIONS
55	Search regret: Antecedents and consequences. Journal of Retailing, 2006, 82, 339-348.	4.0	54
56	The good guys don't always win: the effect of valence on service perceptions and consequences. Journal of Services Marketing, 2006, 20, 83-91.	1.7	96
57	The Influence of Consumer Identity on Perceptions of Store Atmospherics and Store Patronage at a Spectacular and Sustainable Retail Site. Clothing and Textiles Research Journal, 2006, 24, 316-334.	2.2	25
58	Mass customisation implementation models and customer value in mobile phones services. Managing Service Quality, 2006, 16, 395-420.	2.4	89
59	Understanding the Influences of Atmospheric Cues on the Emotional Responses and Behaviours of Museum Visitors. Journal of Nonprofit and Public Sector Marketing, 2006, 16, 95-121.	0.9	39
60	Investigating the consumerâ€"environment interaction through image modelling technologies. International Review of Retail, Distribution and Consumer Research, 2006, 16, 519-531.	1.3	10
61	Pharmacy Layout. Journal of Hospital Marketing and Public Relations, 2006, 17, 67-77.	0.5	10
62	íŒˆî…˜î†¬ë¸´ë°°ê²ˆ½ž'Œî•…ê³¼ ê̂ê³ì¬§"î•ì†Œë¹"ìž̃ ì•ì"œ ë°•î̀ê·¼í‰‰ëˆì̀—•ë̄¡¹¹ˆëŠ" ì̀—¥. Journal of Global Academy of Marketing Science	0.8	10
63	Customers' Identification of Acceptable Waiting Times in a Multi-Stage Restaurant System. Journal of Foodservice Business Research, 2006, 8, 3-16.	1.3	24
64	The impact of psychological contracts on trust and commitment in supplierâ€"distributor relationships. European Journal of Marketing, 2007, 41, 1053-1072.	1.7	106
65	Measuring the results in B2C eâ€"commerce. International Journal of Quality and Reliability Management, 2007, 24, 279-293.	1.3	7
66	An integrative framework capturing experiential and utilitarian shopping experience. International Journal of Retail and Distribution Management, 2007, 35, 421-442.	2.7	263
67	Can A Retail Web Site be Social?. Journal of Marketing, 2007, 71, 143-157.	7.0	506
68	The Effects of Background Music on Consumer Responses in a High-end Supermarket. International Review of Retail, Distribution and Consumer Research, 2007, 17, 469-482.	1.3	48
69	Perceived Effectiveness of Push vs. Pull Mobile Location Based Advertising. Journal of Interactive Advertising, 2007, 7, 28-40.	3.0	193
70	ì†•ì̃ ë¬¼ë¦¬ì̇™˜ê²¹½ì̀"œë̈"ìŠ®¸Œëžœëë"œ ê°œì"±ê³¼ ìž¬êµ¬ë§Đ좁ì̇—•ë̄¹¹ˆëŠ" ì̀—¥. Journal of Global Academy of Marketing Science	0.8	10
71	Heritage/Cultural Attraction Atmospherics: Creating the Right Environment for the Heritage/Cultural Visitor. Journal of Travel Research, 2007, 45, 345-354.	5.8	205
72	Enjoyment of the Shopping Experience: Impact on Customers' Repatronage Intentions and Gender Influence. Service Industries Journal, 2007, 27, 583-604.	5.0	122

#	ARTICLE	IF	CITATIONS
73	Linking unlearning and Relational Capital through organisational relearning. International Journal of Human Resources Development and Management, 2007, 7, 37.	0.0	11
74	Consumer Responses to Price and its Contextual Information Cues. Review of Marketing Research, 2007, , 109-131.	0.2	9
75	Eâ€business through knowledge management in Spanish telecommunications companies. International Journal of Manpower, 2007, 28, 298-314.	2.5	22
76	Receiving word-of-mouth from the service customer: An emotion-based effectiveness assessment. Journal of Retailing and Consumer Services, 2007, 14, 123-136.	5.3	153
77	Should I stay or should I go? Mood congruity, self-monitoring and retail context preference. Journal of Business Research, 2007, 60, 640-648.	5.8	40
78	Knowledge creation process in new venture strategy and performance. Journal of Business Research, 2007, 60, 371-381.	5.8	63
79	Multichannel customer management: Understanding the research-shopper phenomenon. International Journal of Research in Marketing, 2007, 24, 129-148.	2.4	752
80	The Effects of Lighting on Consumersâ€™ Emotions and Behavioral Intentions in a Retail Environment: A Crossâ€"Cultural Comparison. Journal of Interior Design, 2007, 33, 17-32.	0.4	63
81	Modeling service encounters and customer experiential value in retailing. Journal of Service Management, 2007, 18, 349-367.	2.2	236
82	The Combined Effects of the Physical Environment and Employee Behavior on Customer Perception of Restaurant Service Quality. The Cornell Hotel and Restaurant Administration Quarterly, 2007, 48, 59-69.	1.1	305
83	Hedonic shopping motivations, supermarket attributes, and shopper loyalty in transitional markets. Asia Pacific Journal of Marketing and Logistics, 2007, 19, 227-239.	1.8	42
84	The Effects of Technology Readiness on the Formation of E-Service Value. , 2007, , .		1
86	Retail Store Lighting for Elderly Consumers: An Experimental Approach. Family and Consumer Sciences Research Journal, 2007, 35, 316-337.	0.3	16
87	Learning Culture as a Mediator of the Influence of an Individual's Knowledge on Market Orientation. Service Industries Journal, 2007, 27, 653-669.	5.0	17
88	Linking organizational learning and customer capital through an ambidexterity context: an empirical investigation in SMEs. International Journal of Human Resource Management, 2007, 18, 1720-1735.	3.3	82
89	Customer Perceptions of Factory Outlet Stores vs. Traditional Department Stores. SSRN Electronic Journal, 0, , .	0.4	0
90	User acceptance of wireless short messaging services: Deconstructing perceived value. Information and Management, 2007, 44, 63-73.	3.6	342
91	Embeddedness of Organizational Capabilities*. Decision Sciences, 2007, 38, 451-488.	3.2	122

#	ARTICLE	IF	CITATIONS
92	Linking Exploration with Exploitation through Relationship Memory. Journal of Small Business Management, 2007, 45, 333-353.	2.8	26
93	Value-based Adoption of Mobile Internet: An empirical investigation. Decision Support Systems, 2007, 43, 111-126.	3.5	1,287
94	The role of pleasant music in servicescapes: A test of the dual model of environmental perception. Journal of Retailing, 2007, 83, 115-130.	4.0	174
95	Understanding brand and dealer retention in the new car market: The moderating role of brand tier. Journal of Retailing, 2007, 83, 97-113.	4.0	150
96	Developing a deeper understanding of post-purchase perceived risk and behavioral intentions in a service setting. Journal of the Academy of Marketing Science, 2007, 35, 250-258.	7.2	78
97	Olfaction and the retail environment: examining the influence of ambient scent. Service Business, 2007, 1, 295-316.	2.2	45
98	Fighting off the big guys: comparing competitive retail services strategies in industrialized and developing world settings. Service Business, 2008, 2, 127-145.	2.2	4
99	Understanding the role of retail store service in light of selfâ€‹imageâ€"store image congruence. Psychology and Marketing, 2008, 25, 521-537.	4.6	72
100	Perceived value, satisfaction, and loyalty of TV travel product shopping: Involvement as a moderator. Tourism Management, 2008, 29, 1166-1171.	5.8	227
101	Looking at Gen Y shopping preferences and intentions: exploring the role of experience and apparel involvement. International Journal of Consumer Studies, 2008, 32, 285-295.	7.2	147
102	The Effect of Social Context on the Success of Knowledge Repository Systems. IEEE Transactions on Engineering Management, 2008, 55, 536-551.	2.4	56
103	Using transformational appeals to enhance the retail experience. Journal of Retailing, 2008, 84, 49-57.	4.0	74
104	Understanding the Determinants of Retail Strategy: An Empirical Analysis. Journal of Retailing, 2008, 84, 256-267.	4.0	93
105	The Impact of Brand Delisting on Store Switching and Brand Switching Intentions. Journal of Retailing, 2008, 84, 281-296.	4.0	89
106	Multichannel Shopper Segments and Their Covariatesâ˜†. Journal of Retailing, 2008, 84, 398-413.	4.0	450
107	Building Store Loyalty Through Service Strategies. Journal of Relationship Marketing, 2008, 7, 341-358.	2.8	16
108	The evolving concept of retail attractiveness: What makes retail agglomerations attractive when customers shop at them?. Journal of Retailing and Consumer Services, 2008, 15, 127-143.	5.3	181
109	Exploring the relationship of perceived automotive salesperson attributes, customer satisfaction and intentions to automotive service department patronage: The moderating role of customer gender. Journal of Retailing and Consumer Services, 2008, 15, 469-479.	5.3	37

#	Article	IF	Citations
110	Shopping values of clothing retailers perceived by consumers of different social classes. Journal of Retailing and Consumer Services, 2008, 15, 491-499.	5.3	43
111	The influence of a retailer's corporate social responsibility program on re-conceptualizing store image. Journal of Retailing and Consumer Services, 2008, 15, 516-526.	5.3	114
112	The role of gender and work status in shopping center patronage. Journal of Business Research, 2008, 61, 825-833.	5.8	86
113	Customer Equity Drivers and Future Sales. Journal of Marketing, 2008, 72, 98-108.	7.0	199
114	Explaining The Impact Of Scarcity Appeals In Advertising: The Mediating Role of Perceptions of Susceptibility. Journal of Advertising, 2008, 37, 33-40.	4.1	125
115	Revisiting the smiling service worker and customer satisfaction. Journal of Service Management, 2008, 19, 552-574.	2.2	87
116	Defining the knowledge that an organisation requires to create customer capital from a customer perspective. Service Industries Journal, 2008, 28, 1125-1140.	5.0	16
117	The Influence of Music on Perceptions of Brand Personality, Décor, and Service Quality: The Case of Classical Music in a Fine-Dining Restaurant. Journal of Hospitality Marketing and Management, 2008, 16, 286-300.	0.4	32
118	DINESCAPE: A Scale for Customers' Perception of Dining Environments. Journal of Foodservice Business Research, 2008, 11, 2-22.	1.3	237
119	Exploring the nature of the relationships between service quality and customer loyalty: an attribute-level analysis. Service Industries Journal, 2008, 28, 95-116.	5.0	63
120	The moderating effects of gender roles on service emotional contagion. Service Industries Journal, 2008, 28, 755-767.	5.0	17
121	Importance of design for small Western Australian wineries. Journal of Retail and Leisure Property, 2008, 7, 139-147.	0.4	10
122	Shipscape influence on the leisure cruise experience. International Journal of Culture, Tourism and Hospitality Research, 2008, 2, 289-311.	1.6	120
123	Servicescape matters â€" or does it? The special case of betting shops. Marketing Intelligence and Planning, 2008, 26, 189-206.	2.1	28
124	Customer perceptions of factory outlet stores versus traditional department stores. Marketing Intelligence and Planning, 2008, 26, 77-96.	2.1	7
125	Servicescape and loyalty intentions: an empirical investigation. European Journal of Marketing, 2008, 42, 390-422.	1.7	264
126	Hispanic consumers' shopping orientation and apparel retail store evaluation criteria. Journal of Fashion Marketing and Management, 2008, 12, 469-486.	1.5	38
127	Perceived service quality, perceived value and recommendation. Library Management, 2008, 29, 352-366.	0.6	41

#	Article	IF	Citations
128	Customer–employee relationship. European Journal of Marketing, 2008, 42, 1316-1345.	1.7	58
129	The link between offline brand attributes and corporate brand image in bookstores. Journal of Product and Brand Management, 2008, 17, 175-187.	2.6	12
130	Do Chinese cultural values affect customer satisfaction/loyalty?. International Journal of Contemporary Hospitality Management, 2008, 20, 156-171.	5.3	87
131	Strengthening Customer Loyalty through Intimacy and Passion: Roles of Customer–Firm Affection and Customer–Staff Relationships in Services. Journal of Marketing Research, 2008, 45, 741-756.	3.0	429
132	Exploring design among small hospitality and tourism operations. Journal of Retail and Leisure Property, 2008, 7, 325-337.	0.4	12
133	The influence of mall environment on female fashion shoppers' value and behaviour. Journal of Fashion Marketing and Management, 2008, 12, 456-468.	1.5	67
134	Customer satisfaction and loyalty in the eyes of new and repeat customers. Managing Service Quality, 2008, 18, 623-643.	2.4	42
135	The Relationships Between Brand Attitude, Customers' Satisfaction and Revisiting Intentions of the University Students–A Case Study of Coffee Chain Stores in Taiwan. Journal of Foodservice Business Research, 2008, 11, 79-95.	1.3	27
136	Research of Customer Satisfaction Optimal Model Based on Business CRM. , 2008, , .		0
137	An Empirical Study on the Relationship between Service Encounter, Customer Experience and Repeat Patronage Intention in Hotel Industry. , 2008, , .		5
138	Customer satisfaction in the first and second moments of truth. Journal of Product and Brand Management, 2008, 17, 463-474.	2.6	40
139	Investigating the concept of potential quality. Managing Service Quality, 2008, 18, 255-271.	2.4	16
140	Application of Taguchi design to retail service. International Journal of Commerce and Management, 2008, 18, 184-199.	0.5	23
141	Factors adversely influencing retail patronage: an empirical investigation in the USA. International Journal of Business Performance Management, 2008, 10, 17.	0.2	3
142	The impact of service quality and switching cost on customer loyalty in information asymmetric services. International Journal of Internet and Enterprise Management, 2008, 5, 237.	0.1	6
143	The effects of service climate and servicescape on service convenience in the hospital. International Journal of Services and Standards, 2008, 4, 415.	0.2	4
144	Store Image: Toward a Conceptual Model Part 1. SA Journal of Industrial Psychology, 2008, 34, .	0.5	6
145	Customer Equity Drivers and Future Sales. Journal of Marketing, 2008, 72, 98-108.	7.0	317

#	ARTICLE	IF	CITATIONS
146	THE SHOPPING EXPERIENCE. , 2008, , 629-648.		9
147	Fatores visuais de design e sua influência nos valores de compra do consumidor. RAE Revista De Administracao De Empresas, 2009, 49, 373-386.	0.1	5
148	The Conceptualisation and Measurement of Consumer Value in Services. International Journal of Market Research, 2009, 51, 1-17.	2.8	115
149	Displayed emotions to patronage intention: consumer response to contact personnel performance. Service Industries Journal, 2009, 29, 317-329.	5.0	48
150	Investigating Consumer Expectations of Convenience-Store Attributes in Emerging Markets: Evidence in Chile. Journal of International Consumer Marketing, 2009, 21, 309-320.	2.3	14
151	The effect of online store atmosphere on consumer's emotional responses â€" an experimental study of music and colour. Behaviour and Information Technology, 2009, 28, 323-334.	2.5	93
152	The effects of acquisition and transaction shopping value perceptions on retail format usage intentions: an illustration from discount stores. International Review of Retail, Distribution and Consumer Research, 2009, 19, 81-101.	1.3	11
153	The drivers of consumer value in the ECR Category Management model. International Review of Retail, Distribution and Consumer Research, 2009, 19, 199-218.	1.3	6
154	The effects of utilitarian shopping and technology belief on perceived E-Service value. , 2009, , .		1
155	Customer retention: examining the roles of store affect and store loyalty as mediators in the management of retail strategies. Journal of Strategic Marketing, 2009, 17, 1-20.	3.7	40
156	Online purchase determinants. Management Research Review, 2009, 32, 440-457.	0.8	44
157	Hybrid convenience stores â€" the changing role of convenience stores in Taiwan. Asia Pacific Journal of Marketing and Logistics, 2009, 21, 417-432.	1.8	12
158	Key determinants of real estate service quality among renters and buyers. Journal of Services Marketing, 2009, 23, 496-507.	1.7	20
159	Use of scent in a naturally odourless store. International Journal of Retail and Distribution Management, 2009, 37, 440-452.	2.7	50
160	How green should you go? Understanding the role of green atmospherics in service environment evaluations. International Journal of Culture, Tourism and Hospitality Research, 2009, 3, 228-245.	1.6	33
161	Retail store loyalty: a comparison of two customer segments. International Journal of Retail and Distribution Management, 2009, 37, 477-492.	2.7	31
162	Atmospherics and consumers' symbolic interpretations of hedonic services. International Journal of Culture, Tourism and Hospitality Research, 2009, 3, 193-210.	1.6	26
163	Customer Experience Creation: Determinants, Dynamics and Management Strategies. Journal of Retailing, 2009, 85, 31-41.	4.0	1,987

#	ARTICLE	IF	CITATIONS
164	Customer Experience Management in Retailing: Understanding the Buying Process. Journal of Retailing, 2009, 85, 15-30.	4.0	691
165	Customer Experience Management in Retailing: An Organizing Framework. Journal of Retailing, 2009, 85, 1-14.	4.0	715
166	Consequences of Value in Retail Markets. Journal of Retailing, 2009, 85, 406-419.	4.0	103
167	Interactive Services: A Framework, Synthesis and Research Directions. Journal of Interactive Marketing, 2009, 23, 91-104.	4.3	312
168	Understanding the relationships of quality, value, equity, satisfaction, and behavioral intentions among golf travelers. Tourism Management, 2009, 30, 298-308.	5.8	342
169	Consumer perception of interface quality, security, and loyalty in electronic commerce. Information and Management, 2009, 46, 411-417.	3.6	294
170	Toward a theory of repeat purchase drivers for consumer services. Journal of the Academy of Marketing Science, 2009, 37, 215-237.	7.2	87
171	Quality dimensions in the public sector: municipal services and citizen's perception. International Review on Public and Nonprofit Marketing, 2009, 6, 75-90.	1.3	29
172	Consumer service and loyalty in Spanish grocery store retailing: an empirical study. International Journal of Consumer Studies, 2009, 33, 477-485.	7.2	35
173	Entrepreneurial orientation and firm performance: The role of knowledge creation process. Industrial Marketing Management, 2009, 38, 440-449.	3.7	414
174	A comprehensive model of customer trust in two retail stores. Journal of Service Management, 2009, 20, 290-316.	4.4	121
175	Importance-performance analysis as a tool in evaluating town centre management effectiveness. International Journal of Retail and Distribution Management, 2009, 37, 748-764.	2.7	32
176	Physical attractiveness of the service worker in the moment of truth and its effects on customer satisfaction. Journal of Retailing and Consumer Services, 2009, 16, 216-226.	5.3	100
177	An examination of consumers' cross-shopping behaviour. Journal of Retailing and Consumer Services, 2009, 16, 181-189.	5.3	62
178	Influence of retail store environmental cues on consumer patronage behavior across different retail store formats: An empirical analysis of US Hispanic consumers. Journal of Retailing and Consumer Services, 2009, 16, 329-339.	5.3	56
179	The effects of in-store themed events on consumer store choice decisions. Journal of Retailing and Consumer Services, 2009, 16, 386-395.	5.3	50
180	Sales associate's appearance: Links to consumers' emotions, store image, and purchases. Journal of Retailing and Consumer Services, 2009, 16, 407-413.	5.3	31
181	The brand architecture of grocery retailers: Setting material and symbolic boundaries for consumer choice. Journal of Retailing and Consumer Services, 2009, 16, 414-423.	5.3	45

#	ARTICLE	IF	CITATIONS
182	Efficiency and quality as economic dimensions of perceived value: Conceptualization, measurement, and effect on satisfaction. Journal of Retailing and Consumer Services, 2009, 16, 425-433.	5.3	93
183	Reinventing the branch: An empirical assessment of banking strategies to environmental differentiation. Journal of Retailing and Consumer Services, 2009, 16, 442-450.	5.3	11
184	The effects of dining atmospherics: An extended Mehrabianâ€"Russell model. International Journal of Hospitality Management, 2009, 28, 494-503.	5.3	288
185	Effect of experiential value on customer satisfaction with service encounters in luxury-hotel restaurants. International Journal of Hospitality Management, 2009, 28, 586-593.	5.3	488
186	The price facade: Symbolic and behavioral price cues in service environments. International Journal of Hospitality Management, 2009, 28, 604-611.	5.3	22
187	The effect of web interface features on consumer online purchase intentions. Journal of Business Research, 2009, 62, 5-13.	5.8	696
188	Perceived quality, emotions, and behavioral intentions: Application of an extended Mehrabianâ€"Russell model to restaurants. Journal of Business Research, 2009, 62, 451-460.	5.8	764
189	It Depends. Journal of Service Research, 2009, 12, 138-155.	7.8	61
190	Service Quality, Customer Satisfaction, and Customer Loyalty in Indian Commercial Banks. Journal of Entrepreneurship, 2009, 18, 47-64.	1.3	75
191	Consumer reaction to crowding for extended service encounters. Managing Service Quality, 2009, 19, 31-41.	2.4	51
192	Exterior Color and Perceived Retail Crowding: Effects on Tourists' Shopping Quality Inferences and Approach Behaviors. Journal of Quality Assurance in Hospitality and Tourism, 2009, 10, 233-254.	1.7	35
193	Brand name and promotion in online shopping contexts. Journal of Fashion Marketing and Management, 2009, 13, 149-160.	1.5	67
194	An extended theoretical model of fashion clothing involvement. Journal of Fashion Marketing and Management, 2009, 13, 179-200.	1.5	71
195	The role of experiential value in online shopping. Internet Research, 2009, 19, 105-124.	2.7	178
196	Investigating the effects of service quality dimensions and expertise on loyalty. European Journal of Marketing, 2009, 43, 398-420.	1.7	113
197	A Mediation Model of Tourists' Repurchase Intentions for Packaged Tour Services. Journal of Travel Research, 2009, 47, 317-331.	5.8	105
198	The service environment: functional or fun? Does it matter?. International Journal of Culture, Tourism and Hospitality Research, 2009, 3, 187-192.	1.6	4
199	Market segmentation with respect to university students' clothing benefits sought. International Journal of Retail and Distribution Management, 2009, 37, 182-201.	2.7	69

#	ARTICLE	IF	CITATIONS
200	Enhancing retail services: an empirical investigation. International Journal of Services and Operations Management, 2009, 5, 1.	0.1	7
201	Web banking layout effects on consumer behavioural intentions. International Journal of Bank Marketing, 2009, 27, 524-546.	3.6	22
202	Retail service dynamics in a rural tourism community. Managing Service Quality, 2009, 19, 511-540.	2.4	17
203	Web content analysis of eâ€grocery retailers: a longitudinal study. International Journal of Retail and Distribution Management, 2009, 37, 839-851.	2.7	37
204	Effects of environmental cues, satisfaction and affective commitment on extra-role behaviours. International Journal of Economics and Business Research, 2009, 1, 381.	0.1	4
205	The effect of price and trust beliefs on online evaluations. International Journal of Electronic Marketing and Retailing, 2009, 2, 299.	0.1	2
206	An examination of New Product Development strategy and brand equity approaches for retailers. International Journal of Services, Technology and Management, 2009, 11, 355.	0.1	1
207	The Mediating Effect of Perceived Service Risk on Perceived Value of Internet Apparel Shopping: From the Quality-Risk-Value Approach. Journal of Global Academy of Marketing Science, 2010, 20, 307-318.	0.8	15
208	The Effects of Browsing Frequency and Gender on the Relationship Between Perceived Control and Patronage Intentions in E-tail. International Journal of Electronic Commerce, 2010, 14, 129-144.	1.4	36
209	Establishment of an experience value model. International Journal of Commerce and Management, 2010, 20, 151-166.	0.5	3
210	Can avatars enhance consumer trust and emotion in online retail sales?. International Journal of Electronic Marketing and Retailing, 2010, 3, 341.	0.1	22
211	The Effect of Reference Point Diagnosticity on Attractiveness and Intentions Ratings. Journal of Marketing Research, 2010, 47, 983-995.	3.0	9
212	Customer Satisfaction With Game and Service Experiences: Antecedents and Consequences. Journal of Sport Management, 2010, 24, 338-361.	0.7	267
213	Examining the influence of control and convenience in a self-service setting. Journal of the Academy of Marketing Science, 2010, 38, 490-509.	7.2	198
214	Research on satisfaction recovery from service failure due to attitude defect and unfair price: A dynamic and longitudinal evaluation model based on customer win-back management. Frontiers of Business Research in China, 2010, 4, 380-408.	4.1	5
215	Brand Equity Management in a Multichannel, Multimedia Retail Environment. Journal of Interactive Marketing, 2010, 24, 58-70.	4.3	147
216	Consumer response to tobacco smoke in service settings. Journal of Consumer Behaviour, 2010, 9, 258-274.	2.6	4
217	Valueâ€driven Internet shopping: The mental accounting theory perspective. Psychology and Marketing, 2010, 27, 13-35.	4.6	176

#	ARTICLE	IF	CITATIONS
218	Can you trust a customer's expression? Insights into nonverbal communication in the retail context. Psychology and Marketing, 2010, 27, 964-988.	4.6	46
219	Investigating the drivers of the innovation in channel integration and supply chain performance: A strategy orientated perspective. International Journal of Production Economics, 2010, 127, 320-332.	5.1	73
220	Antecedents and consequences of logistics value: And empirical investigation in the Spanish market. Industrial Marketing Management, 2010, 39, 493-506.	3.7	59
221	Determinants of Enterprise 2.0 adoption: A value-based adoption model approach. , 2010, , .		10
222	PercepÃ§Ã£o de crowding no varejo: uma investigaÃ§Ã£o exploratÃ³ria no mercado Brasileiro. RAE EletrÃ´nica, 2010, 9, .	0.1	4
223	Store manager performance and satisfaction: Effects on store employee performance and satisfaction, store customer satisfaction, and store customer spending growth.. Journal of Applied Psychology, 2010, 95, 530-545.	4.2	89
224	Can Hedonic Store Environments Help Retailers Overcome Low Store Accessibility?. Journal of Marketing Theory and Practice, 2010, 18, 249-262.	2.6	11
226	An Advanced System for Supporting the Decision Process within Large-scale Retail Stores. Simulation, 2010, 86, 742-762.	1.1	40
227	How price image dimensions influence shopping intentions for different store formats. European Journal of Marketing, 2010, 44, 748-770.	1.7	137
228	Adolescents' clothing motives and store selection criteria. Journal of Fashion Marketing and Management, 2010, 14, 127-144.	1.5	19
229	Effects of Level of Internet Retailerâ€™s Service Quality on Perceived Apparel Quality, Perceived Service Quality, Perceived Value, Satisfaction, and Behavioral Intentions Toward an Internet Retailer. Clothing and Textiles Research Journal, 2010, 28, 56-73.	2.2	30
230	The Devil Wears Prada or Zara: A Revelation into Customer Perceived Value of Luxury and Mass Fashion Brands*. Journal of Global Fashion Marketing, 2010, 1, 129-141.	2.4	54
231	Impact of Multiple Perceived Value on Consumers' Brand Preference and Purchase Intention: A Case of Snack Foods. Journal of Food Products Marketing, 2010, 16, 386-397.	1.4	54
232	Measuring user perceived service quality of online auction sites. Service Industries Journal, 2010, 30, 1177-1197.	5.0	22
233	Retail Success and Key Drivers. , 2010, , 15-30.		10
234	In search of e-service value: technology-exploitation<i>vs.</i>certainty-seeking online behaviours. Service Industries Journal, 2010, 30, 1377-1400.	5.0	22
235	The Influence of the Racial Mix of Other Customers on Black Consumers' Anger Following a Plausibly Prejudicial Service Failure. Journal of Marketing Theory and Practice, 2010, 18, 361-376.	2.6	15
236	Retail format choice in the US consumer electronics market. International Journal of Retail and Distribution Management, 2010, 38, 258-274.	2.7	22

#	ARTICLE	IF	CITATIONS
237	Gender, store satisfaction and antecedents: a case study of a grocery store. Journal of Consumer Marketing, 2010, 27, 114-126.	1.2	40
238	Managing the attractiveness of evolved and created retail agglomerations formats. Marketing Intelligence and Planning, 2010, 28, 25-45.	2.1	66
239	Atmospheric cues and their effect on the hedonic retail experience. International Journal of Retail and Distribution Management, 2010, 38, 641-653.	2.7	151
240	How determinant attributes of service quality influence customerâ€perceived value. International Journal of Contemporary Hospitality Management, 2010, 22, 535-551.	5.3	159
241	The appeal of a town's separately branded environments to market segments and the segmented appeal of digital signage. Place Branding and Public Diplomacy, 2010, 6, 156-175.	1.1	14
242	Effects of online store attributes on customer satisfaction and repurchase intentions. International Journal of Retail and Distribution Management, 2010, 38, 482-496.	2.7	117
243	Effects of service quality and food quality: The moderating role of atmospherics in an ethnic restaurant segment. International Journal of Hospitality Management, 2010, 29, 520-529.	5.3	383
244	The nature of informal food bazaars: Empirical results for Urban Hanoi, Vietnam. Journal of Retailing and Consumer Services, 2010, 17, 1-9.	5.3	20
245	Impacts of store and chain images on the â€œqualityâ€"satisfactionâ€"loyalty processâ€•in petrol retailing. Journal of Retailing and Consumer Services, 2010, 17, 109-118.	5.3	46
246	How storefront displays influence retail store image. Journal of Retailing and Consumer Services, 2010, 17, 143-151.	5.3	63
247	Customer satisfaction's key factors in Spanish grocery stores: Evidence from hypermarkets and supermarkets. Journal of Retailing and Consumer Services, 2010, 17, 278-285.	5.3	52
248	The mediating effects of perception and emotion: Digital signage in mall atmospherics. Journal of Retailing and Consumer Services, 2010, 17, 205-215.	5.3	143
249	Towards a hierarchical theory of shopping motivation. Journal of Retailing and Consumer Services, 2010, 17, 415-429.	5.3	95
250	Small versus large retail stores in an emerging marketâ€"Mexico. Journal of Business Research, 2010, 63, 667-672.	5.8	54
251	Adapting to a retail environment: Modeling consumerâ€"environment interactions. Journal of Business Research, 2010, 63, 673-681.	5.8	81
252	Female consumers: Decision-making in brand-driven retail. Journal of Business Research, 2010, 63, 801-808.	5.8	35
253	Cue-Based Decision Making. A new framework for understanding the uninvolved food consumer. Appetite, 2010, 55, 89-98.	1.8	50
254	Cultural Preferences in Hotel Guestroom Lighting Design. Journal of Interior Design, 2010, 36, 21-34.	0.4	24

#	ARTICLE	IF	CITATIONS
255	Online servicescapes, trust, and purchase intentions. Journal of Services Marketing, 2010, 24, 230-243.	1.7	289
256	Psychographic characteristics affecting behavioral intentions towards popâ€up retail. International Journal of Retail and Distribution Management, 2010, 38, 133-154.	2.7	95
257	Effects of perceived service fairness on emotions, and behavioral intentions in restaurants. European Journal of Marketing, 2010, 44, 1233-1259.	1.7	158
258	Mechanism of impacts of store image dimensions on customer's cross-buying intentions. , 2010, , .		0
259	The Effect of Servicescape Cleanliness on Customer Reactions. Services Marketing Quarterly, 2010, 31, 213-234.	0.7	60
260	Retailer evaluation: the crucial link between in-store processes and shopping outcomes. International Review of Retail, Distribution and Consumer Research, 2010, 20, 297-310.	1.3	6
261	Customer satisfaction in Indian commercial banks through total quality management approach. Total Quality Management and Business Excellence, 2010, 21, 1315-1341.	2.4	33
262	Value Creation Through Service Cues: The Case of the Restaurant Industry in Taiwan. Services Marketing Quarterly, 2010, 31, 133-150.	0.7	15
263	Lighting in retail environments: Atmosphere perception in the real world. Lighting Research and Technology, 2010, 42, 331-343.	1.2	94
264	Negative emotions and their effect on customer complaint behaviour. Journal of Service Management, 2011, 22, 111-134.	4.4	122
265	The determinants of adolescents' behavioral intentions towards online services: Empirical evidence from online game industry. , 2011, , .		1
266	Exploring Perceived Channel Price, Quality, and Value as Antecedents of Channel Choice and Usage in Multichannel Shopping. Journal of Marketing Channels, 2011, 18, 79-102.	0.4	48
267	Experience Marketing: An Empirical Investigation. Journal of Relationship Marketing, 2011, 10, 167-201.	2.8	43
268	Please smile, the CCTV is running!. Service Industries Journal, 2011, 31, 1075-1092.	5.0	6
269	Retail Branding and Positioning. , 2011, , 179-200.		1
270	Exploring effects of online shopping experiences on browser satisfaction and eâ€tail performance. International Journal of Retail and Distribution Management, 2011, 39, 742-758.	2.7	73
271	Effects of authentic atmospherics in ethnic restaurants: investigating Chinese restaurants. International Journal of Contemporary Hospitality Management, 2011, 23, 662-680.	5.3	139
272	Application of the Stimulus-Organism-Response model to the retail environment: the role of hedonic motivation in impulse buying behavior. International Review of Retail, Distribution and Consumer Research, 2011, 21, 233-249.	1.3	241

#	ARTICLE	IF	CITATIONS
273	Cultural influence on loyalty tendency and evaluation of retail store attributes. International Journal of Retail and Distribution Management, 2011, 39, 94-113.	2.7	35
274	Impacts of in–store manufacturer brand expression on perceived value, relationship quality and attitudinal loyalty. International Journal of Retail and Distribution Management, 2011, 39, 810-835.	2.7	56
275	Companion Shoppers and the Consumer Shopping Experience. Journal of Relationship Marketing, 2011, 10, 7-27.	2.8	39
276	In-store music and aroma influences on shopper behavior and satisfaction. Journal of Business Research, 2011, 64, 558-564.	5.8	249
277	Emotions, store-environmental cues, store-choice criteria, and marketing outcomes. Journal of Business Research, 2011, 64, 737-744.	5.8	180
278	New or repeat customers: How does physical environment influence their restaurant experience?. International Journal of Hospitality Management, 2011, 30, 599-611.	5.3	291
279	Improving the attention-capturing ability of special displays with the combination effect and the design effect. Journal of Retailing and Consumer Services, 2011, 18, 169-173.	5.3	36
280	Effects of mall atmosphere on mall evaluation: Teenage versus adult shoppers. Journal of Retailing and Consumer Services, 2011, 18, 74-80.	5.3	62
281	Shopping events, shopping enjoyment, and consumers' attitudes toward retail brands—An empirical examination. Journal of Retailing and Consumer Services, 2011, 18, 218-223.	5.3	37
282	Explaining consumers' channel-switching behavior using the theory of planned behavior. Journal of Retailing and Consumer Services, 2011, 18, 311-321.	5.3	57
283	Customer-to-noncustomer interactions: Extending the 'social' dimension of the store environment. Journal of Retailing and Consumer Services, 2011, 18, 438-447.	5.3	25
284	Service quality at sporting events: Is aesthetic quality a missing dimension?. Sport Management Review, 2011, 14, 13-24.	1.9	80
285	A comparison of service experience on repatronage intention between department stores and hypermarkets in Taiwan. African Journal of Business Management, 2011, 5, .	0.4	2
286	An Investigation into the Consumers' Sensitivity of the Logistics Efficiency. International Journal of Business Administration, 2011, 2, .	0.1	4
287	The effect of atmosphere on customer perceptions and customer behavior responses in chain store supermarkets. African Journal of Business Management, 2011, 5, 10054-10066.	0.4	28
288	Investigation of the Effects of Stores' Tenant Mix and Internal and External Environmental Conditions on Customer Satisfaction from Shopping Centers in Iran. International Journal of Marketing Studies, 2011, 3, .	0.2	5
289	Effects of utilitarian and hedonic atmospheric dimensions on consumer responses in an online shopping environment. African Journal of Business Management, 2011, 5, 8649-8667.	0.4	9
290	Customer Experience: Are We Measuring the Right Things?. International Journal of Market Research, 2011, 53, 771-772.	2.8	199

#	Article	IF	Citations
291	The influence of mall shopping environment and motives on shoppers' response: a conceptual model and empirical evidence. International Journal of Services and Operations Management, 2011, 10, 168.	0.1	12
292	Restorative cancer resource center servicescapes. Managing Service Quality, 2011, 21, 599-616.	2.4	16
293	Hotel image and guests satisfaction as a source of sustainable competitive advantage. International Journal of Sustainable Economy, 2011, 3, 92.	0.1	10
294	Review of retail store lighting: implications for colour control of products. Coloration Technology, 2011, 127, 121-128.	0.7	16
295	Aesthetics and the online shopping environment: Understanding consumer responses. Journal of Retailing, 2011, 87, 46-58.	4.0	253
296	Innovations in Shopper Marketing: Current Insights and Future Research Issues. Journal of Retailing, 2011, 87, S29-S42.	4.0	272
297	Retail Luxury Strategy: Assembling Charisma through Art and Magic. Journal of Retailing, 2011, 87, 502-520.	4.0	316
298	Purchase behavior in virtual worlds: An empirical investigation in Second Life. Information and Management, 2011, 48, 303-312.	3.6	161
299	Fundamentals of product ecosystem design for user experience. Research in Engineering Design - Theory, Applications, and Concurrent Engineering, 2011, 22, 43-61.	1.2	39
300	Worth waiting for: increasing satisfaction by making consumers wait. Journal of the Academy of Marketing Science, 2011, 39, 889-905.	7.2	78
301	Integrating emotions in the analysis of retail price images. Psychology and Marketing, 2011, 28, 330-359.	4.6	58
302	An examination of the differences in retail service evaluation between domestic and tourist shoppers in Hong Kong. Tourism Management, 2011, 32, 520-533.	5.8	71
303	The role of social identification and hedonism in affecting tourist re-patronizing behaviours: The case of an Italian festival. Tourism Management, 2011, 32, 1128-1140.	5.8	263
304	Consumer Responses to Online Atmosphere: The Moderating Role of Atmospheric Responsiveness. Journal of Global Fashion Marketing, 2011, 2, 86-94.	2.4	25
305	Customers' Adoption of Biometric Systems in Restaurants: An Extension of the Technology Acceptance Model. Journal of Hospitality Marketing and Management, 2011, 20, 661-690.	5.1	37
306	Fast Fashion and In-Store Hoarding. Clothing and Textiles Research Journal, 2011, 29, 187-201.	2.2	60
307	Influence of hedonic and utilitarian values in determining attitude towards malls: A case of Indian small city consumers. Journal of Retail and Leisure Property, 2011, 9, 429-442.	0.4	18
308	Extreme Makeover: Short- and Long-Term Effects of a Remodeled Servicescape. Journal of Marketing, 2011, 75, 71-87.	7.0	94

#	Article	IF	Citations
309	Technique of collage for store design atmospherics. Qualitative Market Research, 2011, 14, 304-323.	1.0	8
310	Patronage behaviour of elderly supermarket shoppers â€" antecedents andunobserved heterogeneity. International Review of Retail, Distribution and Consumer Research, 2011, 21, 483-499.	1.3	22
311	Service dimensions for consumer emotions. Journal of the Chinese Institute of Industrial Engineers, 2011, 28, 134-145.	0.5	3
312	Where did all the benches go? The effects of mall kiosks on perceived retail crowding. International Journal of Retail and Distribution Management, 2011, 39, 130-143.	2.7	33
313	Assessing the maximum level of customer satisfaction in grocery stores. International Journal of Retail and Distribution Management, 2011, 39, 504-521.	2.7	19
314	Factors influencing the intended use of web portals. Online Information Review, 2011, 35, 237-254.	2.2	43
315	What makes service employees and customers smile. Journal of Service Management, 2011, 22, 183-201.	4.4	55
316	Exploring retail format choice among US males. International Journal of Retail and Distribution Management, 2011, 39, 886-898.	2.7	23
317	Does formality matter?. International Journal of Retail and Distribution Management, 2011, 39, 346-362.	2.7	30
318	How website socialness leads to website use. European Journal of Information Systems, 2011, 20, 118-132.	5.5	84
319	The influence of service environments on customer emotion and service outcomes. Managing Service Quality, 2011, 21, 350-372.	2.4	190
320	Satisfaction and image as mediators of store loyalty drivers in grocery retailing. International Review of Retail, Distribution and Consumer Research, 2011, 21, 267-292.	1.3	49
321	The effect of accent of service employee on customer service evaluation. Managing Service Quality, 2011, 21, 649-666.	2.4	56
322	Atmosphere in fashion stores: do you need to change?. Journal of Fashion Marketing and Management, 2011, 15, 428-445.	1.5	29
323	Does LibQUAL+^{TM} account for student loyalty to a university college library?. Quality Assurance in Education, 2011, 19, 413-440.	0.9	27
324	Service environment, provider mood, and providerâ€customer interaction. Managing Service Quality, 2012, 22, 165-183.	2.4	24
325	Service convenience and social servicescape: retail vs hedonic setting. Journal of Services Marketing, 2012, 26, 265-277.	1.7	55
326	Looking good and sounding right: Aesthetic labour. Economic and Industrial Democracy, 2012, 33, 51-64.	1.2	44

#	Article	IF	Citations
327	Understanding shoppers' channel perception and attitude. , 2012, , .		0
328	The effects of the current economic situation on customer satisfaction and retail patronage behaviour. Total Quality Management and Business Excellence, 2012, 23, 1207-1225.	2.4	14
329	Human factors in retail environments: a review. International Journal of Retail and Distribution Management, 2012, 40, 818-841.	2.7	56
330	The consumption side of sustainable fashion supply chain. Journal of Fashion Marketing and Management, 2012, 16, 193-215.	1.5	145
331	Adding Bricks to Clicks: Predicting the Patterns of Cross-Channel Elasticities over Time. Journal of Marketing, 2012, 76, 96-111.	7.0	375
332	Managing browsing experience in retail stores through perceived value: implications for retailers. International Journal of Retail and Distribution Management, 2012, 40, 676-698.	2.7	57
333	System design effects on online impulse buying. Internet Research, 2012, 22, 396-425.	2.7	117
334	Urban place marketing and retail agglomeration customers. Journal of Marketing Management, 2012, 28, 546-567.	1.2	53
335	Putting on a good face: An examination of the emotional and aesthetic roots of presentational labour. Economic and Industrial Democracy, 2012, 33, 145-158.	1.2	38
336	Purchase or Pirate: A Model of Consumer Intellectual Property Theft. Journal of Marketing Theory and Practice, 2012, 20, 73-86.	2.6	23
337	Effects of e‑servicescape on consumers' flow experiences. Journal of Hospitality and Tourism Technology, 2012, 3, 47-59.	2.5	88
338	Brand value as an element of sustainable competitive advantage. International Journal of Sustainable Economy, 2012, 4, 390.	0.1	5
339	Communication channel consideration for in‑home services. Journal of Service Management, 2012, 23, 216-252.	4.4	5
340	Identifying drivers for adoption intention in RFID service. International Journal of Mobile Communications, 2012, 10, 231.	0.2	10
341	An empirical analysis of mobile internet acceptance from a value-based view. International Journal of Mobile Communications, 2012, 10, 536.	0.2	32
342	Critical success factors for experiential marketing: evidences from the Indian hospitality industry. International Journal of Services and Operations Management, 2012, 11, 314.	0.1	12
343	Alleviating the negative waiting experience through the moderating role of service environment: an empirical study. International Journal of Services and Operations Management, 2012, 13, 189.	0.1	1
344	The servicescape: The social dimensions of place. Journal of Marketing Management, 2012, 28, 1399-1418.	1.2	63

#	ARTICLE	IF	CITATIONS
345	New insights into the impact of digital signage as a retail atmospheric tool. Journal of Consumer Behaviour, 2012, 11, 454-466.	2.6	71
346	A modular fuzzy inference system approach in integrating qualitative and quantitative analysis of store image. Quality and Quantity, 2012, 46, 1847-1864.	2.0	5
347	The effects of overall similarity regarding the customer-to-customer-relationship in a service context. Journal of Retailing and Consumer Services, 2012, 19, 501-509.	5.3	45
348	Negative price-image effects of appealing store architecture: Do they really exist?. Journal of Retailing and Consumer Services, 2012, 19, 510-518.	5.3	19
349	The kinetic quality of store design: An Exploration of its influence on shopping experience. Journal of Retailing and Consumer Services, 2012, 19, 637-643.	5.3	38
350	Drivers of agglomeration effects in retailing: The shopping mall tenant's perspective. Journal of Marketing Management, 2012, 28, 1043-1061.	1.2	32
351	Information Search and Purchase Patterns in a Multichannel Service Industry. Services Marketing Quarterly, 2012, 33, 292-310.	0.7	16
352	The effects of shopping value on retail outcomes: a comparison between department stores and hypermarkets. Service Industries Journal, 2012, 32, 2249-2263.	5.0	19
353	Retail service quality as a key activator of grocery store loyalty. Service Industries Journal, 2012, 32, 2233-2247.	5.0	54
354	Customer loyalty and the role of relationship length. Managing Service Quality, 2012, 22, 58-74.	2.4	71
355	On Store Design and Consumer Motivation. Environment and Behavior, 2012, 44, 800-820.	2.1	79
356	Identifying the Role of Self-Congruence on Shopping Behavior in the Context of U.S. Shopping Malls. Clothing and Textiles Research Journal, 2012, 30, 87-101.	2.2	27
357	The impact of the servicescape on the desire to stay in convention and exhibition centers: The case of Macao. International Journal of Hospitality Management, 2012, 31, 236-246.	5.3	141
358	What constitutes a â€œgood assortmentâ€? A scale for measuring consumers' perceptions of an assortment offered in a grocery category. Journal of Retailing and Consumer Services, 2012, 19, 11-26.	5.3	55
359	The relevance of shopper logistics for consumers of store-based retail formats. Journal of Retailing and Consumer Services, 2012, 19, 59-66.	5.3	51
360	Retail brand equity: Conceptualization and measurement. Journal of Retailing and Consumer Services, 2012, 19, 140-149.	5.3	100
361	The moderating roles of shopper experience and store type on the relationship between perceived merchandise value and willingness to pay a higher price. Journal of Retailing and Consumer Services, 2012, 19, 249-258.	5.3	38
362	Understanding the older shopper: A behavioural typology. Journal of Retailing and Consumer Services, 2012, 19, 259-269.	5.3	53

#	Article	IF	Citations
363	Steering customers to the online channel: The influence of personal relationships, learning investments, and attitude toward the firm. Journal of Retailing and Consumer Services, 2012, 19, 368-379.	5.3	11
364	Store environment's impact on variety seeking behavior. Journal of Retailing and Consumer Services, 2012, 19, 419-428.	5.3	66
365	Identifying factors affecting consumers purchase incidence at retail trade shows. Journal of Retailing and Consumer Services, 2012, 19, 438-444.	5.3	24
366	Impact of Restaurant Experience on Brand Image and Customer Loyalty: Moderating Role of Dining Motivation. Journal of Travel and Tourism Marketing, 2012, 29, 532-551.	3.1	136
367	The Effects of Green Image of Retailers on Shopping Value and Store Loyalty. Procedia, Social and Behavioral Sciences, 2012, 50, 710-721.	0.5	24
368	Fuzzy Cognitive Map for Optimizing Solutions for Retaining Full-Service Restaurant Customer. Procedia, Social and Behavioral Sciences, 2012, 57, 47-52.	0.5	5
369	Physical and social atmospheric effects in hedonic service consumption: customers' roles at sporting events. Service Industries Journal, 2012, 32, 1741-1757.	5.0	110
370	EXQ: a multiple‐item scale for assessing service experience. Journal of Service Management, 2012, 23, 5-33.	4.4	247
371	Understanding the Influence of Cues from Other Customers in the Service Experience: A Scale Development and Validation. Journal of Retailing, 2012, 88, 384-398.	4.0	253
372	Exploring the Relationship between Social Environment and Customer Experience. Asian Social Science, 2012, 9, .	0.1	4
373	Attractiveness Factors Influencing Shoppers' Satisfaction, Loyalty, and Word of Mouth: An Empirical Investigation of Saudi Arabia Shopping Malls. International Journal of Business Administration, 2012, 3, .	0.1	24
374	Exploratory Analysis of the Shopping Orientation in the Tunisian Context. International Journal of Marketing Studies, 2012, 4, .	0.2	2
375	The effect of customer-to-customer interactions on satisfaction with the firm, loyalty to the firm and firm word-of-mouth: The case of Iran Air Company. African Journal of Business Management, 2012, 6, 10427-10437.	0.4	5
376	When Kiosk Retailing Intimidates Shoppers. Journal of Advertising Research, 2012, 52, 346-363.	1.0	10
377	Brasileiro gosta de "muvuca"?: impacto da densidade humana no comportamento de compra. RAE Revista De Administracao De Empresas, 2012, 52, 613-627.	0.1	6
378	Does Private Label Quality Influence Consumers' Decision on Where to Shop?. Psychology and Marketing, 2012, 29, 279-292.	4.6	29
379	Who Owns the Customer? Disentangling Customer Loyalty in Indirect Distribution Channels. Journal of Supply Chain Management, 2012, 48, 75-92.	7.2	21
380	Effects of Expiration Date-Based Pricing on Brand Image Perceptions. Journal of Retailing, 2012, 88, 72-87.	4.0	98

#	ARTICLE	IF	CITATIONS
381	Studying motivations of store-loyal buyers across alternative measures of behavioural loyalty. European Management Journal, 2013, 31, 348-358.	3.1	28
382	Retailing in a connected world. Journal of Marketing Management, 2013, 29, 263-270.	1.2	34
383	A mediating role of destination image in the relationship between event quality, perceived value, and behavioral intention. Journal of Sport and Tourism, 2013, 18, 49-66.	1.5	80
384	Orchestrating rituals through retailers: An examination of gift registry. Journal of Retailing, 2013, 89, 158-175.	4.0	33
385	Understanding perceived retail crowding: A critical review and research agenda. Journal of Retailing and Consumer Services, 2013, 20, 642-649.	5.3	83
386	Fashion product display. International Journal of Retail and Distribution Management, 2013, 41, 765-789.	2.7	38
387	A cross-sectional examination of hotel consumer experience and relative effects on consumer values. International Journal of Hospitality Management, 2013, 32, 179-192.	5.3	134
388	Customersâ€™ Perceived Experiences of Restaurant Environment. Advances in Hospitality and Leisure, 2013, , 185-205.	0.2	5
389	A model of consumer's retail atmosphere perceptions. Journal of Retailing and Consumer Services, 2013, 20, 400-407.	5.3	88
390	Perceived value of a community supported agriculture (CSA) working share. The construct and its dimensions. Appetite, 2013, 62, 37-49.	1.8	29
391	Segmenting university graduates on the basis of perceived value, image and identification. International Review on Public and Nonprofit Marketing, 2013, 10, 235-252.	1.3	16
392	Conceptualising town centre image and the customer experience. Journal of Marketing Management, 2013, 29, 1753-1781.	1.2	54
393	Value creation processes and value outcomes in marketing theory. Marketing Theory, 2013, 13, 19-46.	1.7	291
394	Servicescape cues and customer behavior: a systematic literature review and research agenda. Service Industries Journal, 2013, 33, 171-199.	5.0	200
395	Impact of store environment on impulse buying behavior. European Journal of Marketing, 2013, 47, 1711-1732.	1.7	248
396	Modelling the relationships among retail atmospherics, service quality, satisfaction and customer behavioural intentions in an emerging economy context. Total Quality Management and Business Excellence, 2013, 24, 1096-1110.	2.4	14
397	The effect of entrepreneurial orientation on the franchise relationship. International Small Business Journal, 2013, 31, 955-977.	2.9	36
398	An empirical study on the impacts of retail agglomeration image on customer citizenship behavior. , 2013, , .		1

#	ARTICLE	IF	CITATIONS
399	Interpersonal service quality, self-service technology (SST) service quality, and retail patronage. Journal of Retailing and Consumer Services, 2013, 20, 51-57.	5.3	89
400	Retailer activity in shaping food choice. Food Quality and Preference, 2013, 28, 339-347.	2.3	68
401	The impact of perceived crowding on consumers' store patronage intentions: Role of optimal stimulation level and shopping motivation. Journal of Marketing Management, 2013, 29, 812-835.	1.2	55
402	Modeling Service Quality in Hospital as a Second Order Factor, Thailand. Procedia, Social and Behavioral Sciences, 2013, 88, 118-133.	0.5	20
403	When atmospherics lead to inferences of manipulative intent: Its effects on trust and attitude. Journal of Business Research, 2013, 66, 823-830.	5.8	65
404	Effects of consumer psychographics and store characteristics in influencing shopping value and store switching. Journal of Consumer Behaviour, 2013, 12, 194-203.	2.6	43
405	Entrepreneurial orientation and the franchise system. European Journal of Marketing, 2013, 47, 790-812.	1.7	74
406	The role of atmospheric cues in online impulse-buying behavior. Electronic Commerce Research and Applications, 2013, 12, 425-439.	2.5	268
407	Get the picture? Visual servicescapes and self-image congruity. Journal of Business Research, 2013, 66, 839-846.	5.8	34
408	The influence of ethnic attributes on ethnic consumer choice of service outlet. European Journal of Marketing, 2013, 47, 877-898.	1.7	30
409	Investigating the Types of Value and Cost of Green Brands: Proposition of a Conceptual Framework. Journal of Business Ethics, 2013, 115, 75-92.	3.7	113
410	Shaping Retail Brand Personality Perceptions by Bodily Experiences. Journal of Retailing, 2013, 89, 438-446.	4.0	70
411	The impact of national brand introductions on hard-discounter image and share-of-wallet. International Journal of Research in Marketing, 2013, 30, 368-382.	2.4	18
412	Narrative online advertising: identification and its effects on attitude toward a product. Internet Research, 2013, 23, 414-438.	2.7	66
413	Food consumption value. British Food Journal, 2013, 115, 1473-1486.	1.6	59
414	The value of knowing what customers really want: The impact of salesperson ability to read non-verbal cues of affect on service quality. Journal of Marketing Management, 2013, 29, 356-373.	1.2	25
415	The effects of service on multichannel retailers ' brand equity. Journal of Services Marketing, 2013, 27, 259-270.	1.7	36
416	Managing inâ€store logistics: a fresh perspective on retail service. Journal of Service Management, 2013, 24, 112-129.	4.4	33

#	Article	IF	Citations
417	Shopping in downtown. International Journal of Retail and Distribution Management, 2013, 41, 654-670.	2.7	37
418	A typology of Indian hypermarket shoppers based on shopping motivation. International Journal of Retail and Distribution Management, 2013, 42, 40-55.	2.7	26
419	Socio–cultural retailing: what can retail marketing learn from this interdisciplinary field?. International Journal of Quality and Service Sciences, 2013, 5, 290-308.	1.4	11
420	Development of a Scale for Measuring Event Attendees' Evaluations of a Sporting Event to Determine Loyalty. Event Management, 2013, 17, 97-110.	0.6	16
421	Measuring retail customer experience. International Journal of Retail and Distribution Management, 2013, 41, 790-804.	2.7	132
422	The servicescape as an antecedent to service quality and behavioral intentions. Journal of Services Marketing, 2013, 27, 271-280.	1.7	115
423	Low Prices are Just the Beginning: Price Image in Retail Management. Journal of Marketing, 2013, 77, 1-20.	7.0	493
424	The impact of physical changes on customer behavior. Management Research Review, 2013, 36, 278-295.	1.5	13
425	The Streetscape: Effects on Shopping Tourists' Product/Service Quality Inferences and Their Approach Behaviors. Journal of Quality Assurance in Hospitality and Tourism, 2013, 14, 101-122.	1.7	14
426	Web-enabled wireless technology: an exploratory study of adoption and continued use intentions. Behaviour and Information Technology, 2013, 32, 1139-1154.	2.5	31
427	Impacts of Store Environmental Cues on Store Love and Loyalty: Single-Brand Apparel Retailers. Journal of International Consumer Marketing, 2013, 25, 94-106.	2.3	56
428	Museum Atmospherics: The Role of the Exhibition Environment in the Visitor Experience. Visitor Studies, 2013, 16, 201-216.	0.6	57
429	Perceived value of retail service and loyalty to the commercial chain: the role of propensity to buy store brands. International Review of Retail, Distribution and Consumer Research, 2013, 23, 493-510.	1.3	6
430	"Brain Drain" or "Brain Gain"? Students' Loyalty to their Student Town: Field Evidence from Norway. European Planning Studies, 2013, 21, 909-943.	1.6	7
431	Environmental factors and satisfaction in a specialty store. International Review of Retail, Distribution and Consumer Research, 2013, 23, 456-474.	1.3	16
432	Simulating in-store lighting and temperature with visual aids: methodological propositions and S–O–R effects. International Review of Retail, Distribution and Consumer Research, 2013, 23, 363-393.	1.3	14
433	Shop until you drop? An exploratory analysis of mall experiences. European Journal of Marketing, 2013, 47, 239-259.	1.7	48
434	Motivation and Involvement as Antecedents of the Perceived Value of the Destination Experience. Journal of Travel Research, 2013, 52, 253-264.	5.8	346

#	ARTICLE	IF	CITATIONS
435	Perceived value in community supported agriculture (CSA). British Food Journal, 2013, 115, 1428-1453.	1.6	20
436	Investigating the green Leadership in Energy and Environmental Design (LEED) servicescape scale in Brazil. Construction Innovation, 2013, 13, 242-265.	1.5	6
437	Staging Natural Environments: A Performance Perspective. Advances in Hospitality and Leisure, 2013, , 163-183.	0.2	29
438	Key Determinants of Service Quality and Self-Service Technologies in Iranian Banking. International Journal of Marketing Studies, 2013, 5, .	0.2	1
439	ACA as E-Atmospherics: Is There an â€œAnimation Predispositionâ€•Effect?. International Business Research, 2013, 6, .	0.2	1
440	Store Image Factors Influencing Store Choice among Sportswear Consumers: Baseline Findings from South Africa. Mediterranean Journal of Social Sciences, 2013, , .	0.1	3
441	Behavioral intention in the luxury fast food restaurant. African Journal of Business Management, 2013, 7, 1845-1853.	0.4	7
442	The Effects of Web Atmospherics on Entertainment Gratification and Web Irritation: Some Empirical Evidence from Online Shopping. Modern Applied Science, 2013, 7, .	0.4	11
443	Investigating the effect of emotional and social stimulants of store atmosphere and prices on the customers' satisfaction and loyalty. Management Science Letters, 2013, 3, 1521-1528.	0.8	3
445	The Impact Salesperson and Dealer on Brand Loyalty. Research Journal of Applied Sciences, Engineering and Technology, 2013, 5, 3306-3311.	0.1	0
446	Store Atmospherics and Experiential Marketing: A Conceptual Framework and Research Propositions for An Extraordinary Customer Experience. International Business Research, 2014, 7, .	0.2	33
447	Store Image and Its Effect on Customer Perception of Retail Stores. Asian Social Science, 2014, 10, .	0.1	12
448	Customer Experience Model: Social Environment, Retail Brand and Positive WOM. Research in Business and Management, 2014, 2, 25.	0.2	3
449	Designing Luxury Experience. SSRN Electronic Journal, 0, , .	0.4	5
450	Exploring Factors that Influence Store Patronage amongst Low-Income Consumers in Cape Town, South Africa. Mediterranean Journal of Social Sciences, 2014, , .	0.1	5
451	Exploring the Three- Path Mediation Model. International Journal of Customer Relationship Marketing and Management, 2014, 5, 1-20.	0.2	2
452	Reexamining the place of servicescape in marketing: a service-dominant logic perspective. Journal of Services Marketing, 2014, 28, 374-379.	1.7	110
453	Shopper Marketing 2.0: Opportunities and Challenges. Review of Marketing Research, 2014, , 189-208.	0.2	17

#	Article	IF	Citations
454	The Moderating Role of Water Park Service Quality, Environment, Image, and Food Quality on Perceived Value and Customer Loyalty: A South Korean Case Study. Journal of Quality Assurance in Hospitality and Tourism, 2014, 15, 19-43.	1.7	24
455	Enhancing Consumersâ€™ Satisfaction and Loyalty of Retailers in Romania through Store Ambiance and Communication. Procedia Economics and Finance, 2014, 15, 371-382.	0.6	12
456	â€œI Love the Value From Shopping at Mass Merchants!â€•Consequences of Multichannel Shopping Value. Journal of Marketing Channels, 2014, 21, 18-30.	0.4	7
457	Mediating effect of store attachment in formation of store emotions and patronage through art and culture sponsorship in retailing. Journal of Global Scholars of Marketing Science, 2014, 24, 441-452.	1.4	5
458	Consumer response to retail performance of organic food retailers. British Food Journal, 2014, 116, 212-227.	1.6	33
459	Measuring Clientsâ€™ Satisfaction toward Shopping Centers â€“ Empirical Evidences from Romania. Procedia Economics and Finance, 2014, 15, 1243-1252.	0.6	9
460	How customers respond to the assistive intent of an E-retailer?. International Journal of Retail and Distribution Management, 2014, 42, 369-389.	2.7	10
461	Multichannel management gets â€œsocialâ€• European Journal of Marketing, 2014, 48, 1274-1295.	1.7	42
462	Customer productivity in technology-based self-service of virtual golf simulators. International Journal of Sports Marketing and Sponsorship, 2014, 16, 19-34.	0.8	4
463	Spatial density and ambient scent: effects on consumer anxiety. American Journal of Business, 2014, 29, 76-94.	0.3	16
464	How retailer coupons increase attitudinal loyalty â€“ the impact of three coupon design elements. European Journal of Marketing, 2014, 48, 699-721.	1.7	22
465	Consumer-small retailer relationships in Indian retail. Facilities, 2014, 32, 533-553.	0.8	17
466	An investigation of service quality assessments across retail formats. International Journal of Quality and Service Sciences, 2014, 6, 221-236.	1.4	21
467	A consumer definition of store convenience (finally). International Journal of Retail and Distribution Management, 2014, 42, 315-333.	2.7	15
468	Motivations of Facebook Places and store atmosphere as moderator. Industrial Management and Data Systems, 2014, 114, 1360-1377.	2.2	9
469	Tracing the Evolution & Projecting the Future of In-Store Marketing. Review of Marketing Research, 2014, , 27-56.	0.2	3
470	Shopper Loyalty to Whom? Chain versus Outlet Loyalty in the Context of Store Acquisitions. Journal of Marketing Research, 2014, 51, 352-370.	3.0	16
471	The mediating impact of stickiness and loyalty on word-of-mouth promotion of retail websites. European Journal of Marketing, 2014, 48, 1828-1849.	1.7	108

#	ARTICLE	IF	CITATIONS
472	Beyond the Credibility of Electronic Word of Mouth: Exploring eWOM Adoption on Social Networking Sites from Affective and Curiosity Perspectives. International Journal of Electronic Commerce, 2014, 18, 67-102.	1.4	158
473	The country of origin effect on retailer buying behavior: a cross-country analysis on Italian footwear. Journal of Global Fashion Marketing, 2014, 5, 122-134.	2.4	7
474	Shopping under the Influence: Nonverbal Appearanceâ€Based Communicator Cues Affect Consumer Judgments. Psychology and Marketing, 2014, 31, 539-548.	4.6	14
475	Does Classical Music Relieve Math Anxiety? Role of Tempo on Price Computation Avoidance. Psychology and Marketing, 2014, 31, 489-499.	4.6	19
476	Determining the Antecedents of Marketing Competencies of SMEs for International Market Performance. Procedia, Social and Behavioral Sciences, 2014, 150, 12-23.	0.5	11
477	Influence of customer experience on loyalty and word-of-mouth in hospitality operations. Anatolia, 2014, 25, 181-194.	1.3	111
478	Managing Revenue across Retail Channels: The Interplay of Service Performance and Direct Marketing. Journal of Marketing, 2014, 78, 99-118.	7.0	35
479	Identifying the Drivers of Shopper Attention, Engagement, and Purchase. Review of Marketing Research, 2014, , 147-187.	0.2	23
480	Investigating the Antecedents and Consequences of an Overall Store Price Image in Retail Settings. Journal of Marketing Theory and Practice, 2014, 22, 299-314.	2.6	21
481	Technology-Based Self-Service and Its Impact on Customer Productivity. Services Marketing Quarterly, 2014, 35, 255-269.	0.7	15
482	Effect of Consumption Emotion on Hotel and Resort Spa Experience. Journal of Travel and Tourism Marketing, 2014, 31, 958-984.	3.1	39
483	Hypermarkets in Oman: a study of consumersâ€™ shopping preferences. International Journal of Retail and Distribution Management, 2014, 42, 717-732.	2.7	9
484	Understanding customers' repeat purchase intentions in B2C eâ€commerce: the roles of utilitarian value, hedonic value and perceived risk. Information Systems Journal, 2014, 24, 85-114.	4.1	788
485	Actual and ideal self-congruity affecting consumersâ€™ emotional and behavioral responses toward an online store. Computers in Human Behavior, 2014, 36, 147-153.	5.1	46
486	Definition and psychometric validation of a measurement index common to website and store images. Journal of Business Research, 2014, 67, 2559-2578.	5.8	20
487	Assessing the value of commonly used methods for measuring customer value: a multi-setting empirical study. Journal of the Academy of Marketing Science, 2014, 42, 430-451.	7.2	164
488	Does retailer CSR enhance behavioral loyalty? A case for benefit segmentation. International Journal of Research in Marketing, 2014, 31, 156-167.	2.4	157
489	The impact of â€œe-atmosphericsâ€ on physical stores. Journal of Retailing and Consumer Services, 2014, 21, 851-859.	5.3	194

#	Article	IF	Citations
490	Applying complexity theory to deepen service dominant logic: Configural analysis of customer experience-and-outcome assessments of professional services for personal transformations. Journal of Business Research, 2014, 67, 1647-1670.	5.8	318
491	Consumer Processing of Interior Service Environments. Journal of Service Research, 2014, 17, 296-309.	7.8	126
492	The determinants of individuals' perceived e-security: Evidence from Malaysia. International Journal of Information Management, 2014, 34, 48-57.	10.5	47
493	Consumers' Cross-Format Shopping Behavior in an Emerging Retail Market: Multiple Discriminant Analysis. Journal of International Consumer Marketing, 2014, 26, 29-57.	2.3	29
494	Store Atmospherics: A Multisensory Perspective. Psychology and Marketing, 2014, 31, 472-488.	4.6	363
495	Quality Antecedents of Brand Trust and Behavioral Intention. Procedia, Social and Behavioral Sciences, 2014, 150, 619-627.	0.5	10
496	Children entertainment in retail stores. International Journal of Retail and Distribution Management, 2014, 42, 1004-1007.	2.7	6
497	Brand-size complementarity in the choice of retail stores. Applied Economics Letters, 2014, 21, 413-416.	1.0	0
498	Cross-format shopping motives and shopper typologies for grocery shopping: a multivariate approach. International Review of Retail, Distribution and Consumer Research, 2014, 24, 79-115.	1.3	42
499	Influencing consumer reactions towards a tidy versus a messy store using pleasant ambient scents. Journal of Environmental Psychology, 2014, 40, 351-358.	2.3	25
500	Innovativeness and Profitability. Cornell Hospitality Quarterly, 2014, 55, 165-185.	2.2	56
501	Photo-elicitation: Using photographs to read retail interiors through consumers' eyes. Journal of Business Research, 2014, 67, 2243-2249.	5.8	23
502	Service characteristics' impact on key service quality relationships: a meta-analysis. Journal of Services Marketing, 2014, 28, 276-291.	1.7	44
503	Wine attributes, perceived risk and online wine repurchase intention: The cross-level interaction effects of website quality. International Journal of Hospitality Management, 2014, 43, 108-120.	5.3	64
504	Apparel Fit and Size Concerns and Intentions to Use Virtual Try-On. Clothing and Textiles Research Journal, 2014, 32, 20-33.	2.2	36
505	Differential effects of atmospheric cues on emotions and loyalty intention with respect to age under online/offline environment. Journal of Retailing and Consumer Services, 2014, 21, 211-219.	5.3	103
506	The mediating effect of mood on in-store behaviour among Muslim shoppers. Journal of Islamic Marketing, 2014, 5, 178-197.	2.3	20
507	Effects of switching costs on customer attitude loyalty to an airport in a multi-airport region. Transportation Research, Part A: Policy and Practice, 2014, 67, 240-253.	2.0	22

#	Article	IF	Citations
508	Influence of Mechanic, Functional, and Humanic Clues on Customers' Experiential Values and Behavioral Intentions in Full-Service Restaurants. Journal of Foodservice Business Research, 2014, 17, 67-84.	1.3	20
509	A better investment in luxury restaurants: Environmental or non-environmental cues?. International Journal of Hospitality Management, 2014, 39, 57-70.	5.3	74
510	Service delivery innovation architecture: An empirical study of antecedents and outcomes. IIMB Management Review, 2014, 26, 105-121.	0.7	23
511	Territoriality revisited: Other customer's perspective. International Journal of Hospitality Management, 2014, 38, 48-56.	5.3	41
512	Shopping value orientation: Conceptualization and measurement. Journal of Business Research, 2014, 67, 2884-2890.	5.8	72
513	Unleashing the Effect of Store Atmospherics on Hedonic Experience and Store Loyalty. Procedia, Social and Behavioral Sciences, 2014, 130, 469-478.	0.5	7
514	The store-as-a-brand strategy: The effect of store environment on customer responses. Journal of Retailing and Consumer Services, 2014, 21, 685-695.	5.3	131
515	Entrepreneurialism in discovering the role of inspiring shopping motivation in Australia and Indonesia. International Journal of Process Management and Benchmarking, 2014, 4, 247.	0.1	1
516	Determinants of Customer Experience and Resulting Satisfaction and Revisit Intentions: PLS-SEM Approach towards Malaysian Resort Hotels. Asia-Pacific Journal of Innovation in Hospitality and Tourism, 2014, 3, .	0.1	12
517	Continued Use of Mobile Technology Mediated Services: A Value Perspective. Journal of Computer Information Systems, 2014, 54, 99-109.	2.0	12
518	Pop-up retailing: Integrating objectives and activity stereotypes. Journal of Global Fashion Marketing, 2015, 6, 303-316.	2.4	39
519	Exteriorscape: Physical surroundings of a service outlet in a shopping mall. Journal of Global Scholars of Marketing Science, 2015, 25, 153-166.	1.4	0
520	Physically scarce (vs. enriched) environments decrease the ability to tell lies successfully.. Journal of Experimental Psychology: General, 2015, 144, 982-992.	1.5	10
521	The Effects of the Service Environment on Perceived Waiting Time and Emotions. Human Factors and Ergonomics in Manufacturing, 2015, 25, 319-328.	1.4	16
523	Effect Symmetry of Benefit Criteria in Postpurchase Evaluations. Psychology and Marketing, 2015, 32, 651-669.	4.6	5
524	Investigating the Antecedents of Customer Behavioral Intentions Using the Service Acceptance Model. Human Factors and Ergonomics in Manufacturing, 2015, 25, 428-438.	1.4	3
525	Service Quality and Innovation in Malaysian Post Offices: An Empirical Study. Global Business and Organizational Excellence, 2015, 35, 55-66.	4.2	4
526	Proposition d'un modèle conceptuel des antécédents du comportement de butinage. Une application dans l'Espace Culturel d'un hypermarché. Management & Avenir, 2015, N° 80, 135-154.	0.0	3

#	Article	IF	Citations
527	PERCEPÃ‡ÃƒO DA PRESENÃ‡A DOS OUTROS CONSUMIDORES E SUA RELAÃ‡ÃƒO COM EMOÃ‡Ã•ES E VALOR HEDÃ"NICO DE COMPRA. RAE Revista De Administracao De Empresas, 2015, 55, 712-723.	0.1	3
528	Social Marketing: A Framework for Paving the Pathway of Legal Assistance Programme. SSRN Electronic Journal, 2015, , .	0.4	0
529	The Impact of Physical Environment and Regional Image on Touristâ€™s Experiential Values and Feelings: An Example of Nanzhuang Area in Taiwan. International Journal of Business and Management, 2015, 10, 94.	0.1	3
530	The Impact of Marketing Mix Elements on Food Buying Behavior: A Study of Supermarket Consumers in Vietnam. International Journal of Business and Management, 2015, 10, .	0.1	12
532	Brand Name, Sales Promotion and Consumersâ€™ Online Purchase Intention for Cell-phone Brands. International Journal of Marketing Studies, 2015, 7, .	0.2	4
533	Exploratory Research on Relationship between Entrepreneurial Orientation Dimensions and Business Performance and Growth of Fast and Slow Growing Small and Medium Enterprises in Bosnia and Herzegovina. International Journal of Business and Management, 2015, 10, .	0.1	11
534	Intelligent Decision Making and Risk Analysis of B2c E-Commerce Customer Satisfaction. International Journal of Fuzzy System Applications, 2015, 4, 60-75.	0.5	4
536	Factors influencing sport touristsâ€™ revisit intentions. Asia Pacific Journal of Marketing and Logistics, 2015, 27, 191-207.	1.8	129
537	Social Store Identity and Adolescent Femalesâ€™ Store Attitudes and Behaviors. Journal of Marketing Theory and Practice, 2015, 23, 38-56.	2.6	9
538	Influence of Drivers for Store Choice on Store Selection and Loyalty. Springer Proceedings in Business and Economics, 2015, , 343-350.	0.3	0
539	Evaluating servicescape designs using a VR-based laboratory experiment: A case of a Duty-free Shop. Journal of Retailing and Consumer Services, 2015, 26, 32-40.	5.3	13
540	Improving pharmacy store performance: the merits of over-the-counter drugs. European Journal of Marketing, 2015, 49, 1276-1299.	1.7	9
541	Use-Adoption Gaps in Food Retailing. Journal of Macromarketing, 2015, 35, 368-386.	1.7	5
542	Assessing the significance of environmentally friendly mall from Malaysian mall visitorsâ€™ perspective. Pacific Rim Property Research Journal, 2015, 21, 275-290.	0.4	2
543	Value in Services â€" A Service Dominant Logic Perspective. Procedia, Social and Behavioral Sciences, 2015, 207, 242-251.	0.5	18
544	Consumer-to-store employee and consumer-to-self-service technology (SST) interactions in a retail setting. International Journal of Retail and Distribution Management, 2015, 43, 676-692.	2.7	46
545	How do wet markets still survive in Taiwan?. British Food Journal, 2015, 117, 234-256.	1.6	20
546	Design variables and constraints in fashion store design processes. International Journal of Retail and Distribution Management, 2015, 43, 831-848.	2.7	18

#	ARTICLE	IF	CITATIONS
547	Social Servicescape: The Impact of Social Factors on Restaurant Image and Behavioral Intentions. International Journal of Hospitality and Tourism Administration, 2015, 16, 290-309.	1.7	71
548	Consumer perceptions of higher and lower-level designed store environments. International Review of Retail, Distribution and Consumer Research, 2015, 25, 473-489.	1.3	5
549	Merchandise sales rank in professional sport. Sport, Business and Management, 2015, 5, 307-324.	0.7	11
550	Why resist? examining the impact of technological Advancement and perceived usefulness on Malaysians' switching intentions: The moderators. Journal of Developing Areas, 2015, 49, 65-80.	0.2	5
551	The Full-Service Dining Experience: An Assessment of the Generation-Specific Determinants of Customer Loyalty. Journal of Foodservice Business Research, 2015, 18, 307-327.	1.3	18
552	Commentary: is cost transparency necessarily good for consumers?. European Journal of Marketing, 2015, 49, 1980-1986.	1.7	8
553	Impulsive buying structure in retailing: An interpretive Structural modeling approach. Journal of Marketing Analytics, 2015, 3, 215-233.	2.2	9
554	Exploring the Shopping Motivations of International Residential Tourists. Tourism Analysis, 2015, 20, 99-109.	0.5	3
555	Retailer corporate social responsibility. International Journal of Retail and Distribution Management, 2015, 43, 403-431.	2.7	44
556	MC 2.0: testing an apparel co-design experience model. Journal of Fashion Marketing and Management, 2015, 19, 69-86.	1.5	14
557	Gender-based differences in understanding the purchasing patterns of eco-friendly cosmetics and beauty care products in Mauritius: a study of female customers. Social Responsibility Journal, 2015, 11, 179-198.	1.6	52
558	Co-design visual merchandising in 3D virtual stores: a facet theory approach. International Journal of Retail and Distribution Management, 2015, 43, 538-560.	2.7	22
559	Effects of store attributes on retail patronage behaviors. Journal of Fashion Marketing and Management, 2015, 19, 136-153.	1.5	31
560	The effect of tangible and intangible service quality on customer satisfaction and customer loyalty: a SEM approach towards a five-star hotel in Thailand. Journal for Global Business Advancement, 2015, 8, 399.	0.3	4
561	Brand experience anatomy in retailing: An interpretive structural modeling approach. Journal of Retailing and Consumer Services, 2015, 24, 60-69.	5.3	106
562	Conceptualizing and measuring consumer perceptions of retailer innovativeness in Taiwan. Journal of Retailing and Consumer Services, 2015, 24, 33-41.	5.3	49
563	Mixed assortments vs. store brand-only assortments: The impact of assortment composition and consumer characteristics on store loyalty. Revista Española De Investigación De Marketing ESIC, 2015, 19, 24-45.	0.7	15
564	The effect of online social value on satisfaction and continued use of social media. European Journal of Information Systems, 2015, 24, 391-410.	5.5	82

#	Article	IF	Citations
565	Fashion orientation, shopping mall environment, and patronage intentions. Journal of Fashion Marketing and Management, 2015, 19, 3-21.	1.5	42
566	Consumer Value perceptions of food products from emerging processing technologies: A cross-cultural exploration. Food Quality and Preference, 2015, 39, 95-108.	2.3	71
567	Shopping Benefits of Multichannel Assortment Integration and the Moderating Role of Retailer Type. Journal of Retailing, 2015, 91, 326-342.	4.0	120
568	The role of listening in e-contact center customer relationship management. Journal of Services Marketing, 2015, 29, 49-58.	1.7	15
569	The Impact of Category Prices on Store Price Image Formation: An Empirical Analysis. Journal of Marketing Research, 2015, 52, 200-216.	3.0	37
570	The effect of age, gender and education level on customer evaluations of retail furniture store atmospheric attributes. International Journal of Retail and Distribution Management, 2015, 43, 712-726.	2.7	27
571	Influence of Chopstick Size on Taste Evaluations. Psychological Reports, 2015, 116, 381-387.	0.9	3
572	Moderating Role of Relationship Quality on the Link between Restaurant Experiences and Customer Loyalty for the Market of Mature Customers. Journal of Quality Assurance in Hospitality and Tourism, 2015, 16, 259-282.	1.7	16
573	A conceptual model of the holistic effects of atmospheric cues in fashion retailing. International Journal of Retail and Distribution Management, 2015, 43, 503-517.	2.7	62
574	Integrating Bricks with Clicks: Retailer-Level and Channel-Level Outcomes of Online–Offline Channel Integration. Journal of Retailing, 2015, 91, 309-325.	4.0	459
575	The Impact of Consumer Confidence on Store Satisfaction and Share of Wallet Formation. Journal of Retailing, 2015, 91, 516-532.	4.0	49
576	Consumer store choice in Asian markets. Marketing Letters, 2015, 26, 293-308.	1.9	2
577	Building, measuring, and profiting from customer loyalty. Journal of the Academy of Marketing Science, 2015, 43, 790-825.	7.2	217
578	How do customers' SNS participation activities impact on customer equity drivers and customer loyalty? Focus on the SNS services of a global SPA brand. Journal of Global Scholars of Marketing Science, 2015, 25, 122-141.	1.4	49
579	Seeing the Big Picture: The Effect of Height on the Level of Construal. Journal of Marketing Research, 2015, 52, 120-133.	3.0	57
580	F-Commerce platform for apparel online social shopping: Testing a Mowen's 3M model. International Journal of Information Management, 2015, 35, 691-701.	10.5	46
581	The Effect of Basic, Performance and Excitement Service Factors of a Convention Center on Attendees' Experiential Value and Satisfaction: A Case Study of the Phoenix Convention Center. Journal of Convention and Event Tourism, 2015, 16, 175-199.	1.8	18
582	How store attributes impact shoppers' loyalty: do different national cultures follow the same loyalty building process?. International Review of Retail, Distribution and Consumer Research, 2015, 25, 503-515.	1.3	5

#	Article	IF	Citations
583	The Role of Physical Environment in Leisure Service Consumption: Evidence From a Ski Resort Setting. International Journal of Hospitality and Tourism Administration, 2015, 16, 375-407.	1.7	17
584	Trade show boothscapes. Journal of Marketing Management, 2015, 31, 1878-1898.	1.2	21
585	Development of a Scale for Tourism Facilitators. Journal of Travel and Tourism Marketing, 2015, 32, 595-607.	3.1	6
586	Drivers of sales force equity in the service industry. Journal of Retailing and Consumer Services, 2015, 27, 140-153.	5.3	14
587	The impact of a homogenous versus a prototypical Web design on online retail patronage for multichannel providers. International Journal of Research in Marketing, 2015, 32, 363-374.	2.4	36
588	Environmental and quality practices: using a video method to explore their relationship with customer satisfaction in the hotel industry. Operations Management Research, 2015, 8, 142-156.	5.0	23
589	The Acceptance and Use of Innovative Technology. Data Base for Advances in Information Systems, 2015, 46, 48-67.	1.1	14
590	Measuring Customer Experience. , 2015, , .		24
591	Consumer perceptions of product creativity, coolness, value and attitude. Journal of Business Research, 2015, 68, 166-172.	5.8	114
592	Managing heritage brands: A study of the sacralization of heritage stores in the luxury industry. Journal of Retailing and Consumer Services, 2015, 22, 77-84.	5.3	83
593	The direct and moderating influences of individual-level cultural values within web engagement: A multi-country analysis of a public information website. Journal of Business Research, 2015, 68, 534-541.	5.8	30
594	Impacts of cruise service quality and price on vacationers' cruise experience: Moderating role of price sensitivity. International Journal of Hospitality Management, 2015, 44, 131-145.	5.3	169
595	Retail atmospherics: The impact of a brand dictated theme. Journal of Retailing and Consumer Services, 2015, 22, 195-205.	5.3	95
596	How Much Compensation Should a Firm Offer for a Flawed Service? An Examination of the Nonlinear Effects of Compensation on Satisfaction. Journal of Service Research, 2015, 18, 107-123.	7.8	77
597	Cross-national differences in price–role orientation and their impact on retail markets. Journal of the Academy of Marketing Science, 2015, 43, 159-180.	7.2	43
598	Leisure-service quality and hedonic experiences:Singing at a Karaoke House as a Form of Theatre. Total Quality Management and Business Excellence, 2015, 26, 298-311.	2.4	18
599	Tourism experience and quality of life among elderly tourists. Tourism Management, 2015, 46, 465-476.	5.8	284
600	Customer Value Perceptions. International Journal of Food and Beverage Manufacturing and Business Models, 2016, 1, 1-11.	0.3	1

#	ARTICLE	IF	CITATIONS
601	Adoption of Technology-Based Product by Consumers: A Review. Environmental Management and Sustainable Development, 2016, 5, 1.	0.1	2
602	Environmental Psychology and Product Design. International Journal of Psychological Studies, 2016, 8, 1.	0.1	0
603	Complexity Theory, Configural Analysis, and Deepening the Service Dominant Logic. , 2016, , 181-243.		1
604	Competing Model of Event Marketing Activities. International Journal of Marketing Studies, 2016, 8, 52.	0.2	2
605	The Correlation between Factors in Festival Marketing Activities, Visitorsâ€™ Value Perception and Post-Purchase Feelings. Journal of Management and Sustainability, 2016, 6, 9.	0.2	2
606	Innovation for Creating Sustainable Lifestyle Brands: A Case Study. SSRN Electronic Journal, 2016, , .	0.4	0
607	Consumer Behavior in Shopping Streets: The Importance of the Salesperson's Professional Personal Attention. Frontiers in Psychology, 2016, 7, 125.	1.1	17
608	Shopping Behavioral Intentions Contributed by Store Layout and Perceived Crowding: An Exploratory Study Using Computer Walkâ€"Through Simulation. Journal of Interior Design, 2016, 41, 29-46.	0.4	19
609	Using mixed integer optimisation to select variables for a store choice model. International Journal of Knowledge Engineering and Soft Data Paradigms, 2016, 5, 123.	0.0	2
610	Opportunities and risks of combining shopping experience and artistic elements in the same store: a contribution to the magical functions of the point of sale. Journal of Marketing Management, 2016, 32, 944-964.	1.2	32
611	The Role of Product Meeting Form in Product Experience. Design Journal, 2016, 19, 383-403.	0.5	3
612	The moderating role of consumer entitlement on the relationship of value with customer satisfaction. Journal of Consumer Behaviour, 2016, 15, 216-224.	2.6	26
613	Employee Mere Presence and Its Impact on Customer Satisfaction. Psychology and Marketing, 2016, 33, 449-464.	4.6	37
614	The impact of customer value types on customer outcomes for different retail formats. Journal of Service Management, 2016, 27, 591-618.	4.4	32
615	Innovative marketing in professional baseball teams. Service Industries Journal, 2016, 36, 576-594.	5.0	6
616	Waiting in Exit-Stage Operations: Expectation for Self-Checkout Systems and Overall Satisfaction. Journal of Marketing Channels, 2016, 23, 241-254.	0.4	8
617	The moderating effects of in-store marketing on the relationships between shopping motivations and loyalty intentions. International Review of Retail, Distribution and Consumer Research, 2016, 26, 566-588.	1.3	3
618	Relational, Functional Benefits and Customer Value in Large Retailing: A Cross-Format Comparative Analysis. Journal of International Food and Agribusiness Marketing, 2016, 28, 132-148.	1.0	5

#	Article	IF	Citations
619	Psychological underpinnings of luxury brand goods repurchase intentions: Brand–self congruity, emotional attachment, and perceived level of investment made. Journal of Global Scholars of Marketing Science, 2016, 26, 284-299.	1.4	25
620	Perceived convenience retailer innovativeness: how does it affect consumers?. Management Decision, 2016, 54, 946-964.	2.2	31
621	Online purchase determinants of loyalty: The mediating effect of satisfaction in tourism. Journal of Retailing and Consumer Services, 2016, 30, 279-291.	5.3	71
622	Shoppers' acceptance and perceptions of electronic shelf labels. Journal of Business Research, 2016, 69, 3687-3692.	5.8	30
623	Drivers of E-store Patronage Intentions: Choice Overload, Internet Shopping Anxiety, and Impulse Purchase Tendency. Journal of Internet Commerce, 2016, 15, 97-124.	3.5	31
624	Stretching the value-satisfaction-loyalty chain by adding value dimensions and cognitive and affective satisfactions. Management Decision, 2016, 54, 981-1003.	2.2	44
625	A critical incident technique investigation of customers' waiting experiences in service encounters. Journal of Service Theory and Practice, 2016, 26, .	1.9	9
626	The role of self-esteem, negative affect and normative influence in impulse buying. Marketing Intelligence and Planning, 2016, 34, 523-539.	2.1	35
627	An empirical study of the relationship between shopping environment, customer perceived value, satisfaction, and loyalty in the UAE malls context. Journal of Retailing and Consumer Services, 2016, 31, 217-227.	5.3	142
628	The influence of peer characteristics and technical features of a social shopping website on a consumer's purchase intention. International Journal of Information Management, 2016, 36, 1218-1230.	10.5	178
629	Entertainment marketing, experiential consumption and consumer behavior: the determinant of choice of wine in the store. Wine Economics and Policy, 2016, 5, 87-95.	1.3	31
630	Factors affecting smart working: evidence from Australia. International Journal of Manpower, 2016, 37, 1042-1066.	2.5	38
631	Congruency as a mediator in an IKEA retail setting. International Journal of Retail and Distribution Management, 2016, 44, 956-972.	2.7	19
632	Managing shopping experience through mall attractiveness dimensions. Asia Pacific Journal of Marketing and Logistics, 2016, 28, 634-649.	1.8	37
633	Capturing the multiple facets of mall experience: Developing and validating a scale. Journal of Consumer Behaviour, 2016, 15, 48-59.	2.6	28
634	Narcissistic consumers in retail settings. Journal of Consumer Marketing, 2016, 33, 376-386.	1.2	16
635	When do franchisors select entrepreneurial franchisees? An organizational identity perspective. Journal of Business Research, 2016, 69, 5934-5945.	5.8	34
636	Web-surfers' conative reactions to the website's dominant hue: mental imagery's role. Internet Research, 2016, 26, 1249-1268.	2.7	4

#	ARTICLE	IF	CITATIONS
637	Exploring Choice Overload, Internet Shopping Anxiety, Variety Seeking and Online Shopping Adoption Relationship: Evidence from Online Fashion Stores. Global Business Review, 2016, 17, 851-869.	1.6	29
638	VISUALSCAPE: A Scale to Measure Visual Experience in Retailing. Services Marketing Quarterly, 2016, 37, 272-287.	0.7	7
639	Specialty food retailing. British Food Journal, 2016, 118, 2798-2814.	1.6	17
640	Identifying the determinants of online retail patronage: A perceived-risk perspective. Journal of Retailing and Consumer Services, 2016, 33, 186-193.	5.3	24
641	Creating a compelling brand meaning by orchestrating stories: The case of Scandinavia's largest department store. Journal of Retailing and Consumer Services, 2016, 32, 210-217.	5.3	6
642	Investigating the effects of retail agglomeration choice behavior on store attractiveness. Journal of Marketing Analytics, 2016, 4, 108-124.	2.2	5
643	A Framework for the Experience of Product Aesthetics. Design Journal, 2016, 19, 809-826.	0.5	8
644	Understanding the town centre customer experience (TCCE). Journal of Marketing Management, 2016, 32, 1562-1587.	1.2	13
645	Healthscape role towards customer satisfaction in private healthcare. International Journal of Health Care Quality Assurance, 2016, 29, 600-613.	0.2	34
646	A Wine Tourist Behavior Model for Australian Winery Cellar Doors. Tourism Analysis, 2016, 21, 77-91.	0.5	20
647	Effect of the fitting room environment on older clothing shoppers. Journal of Retailing and Consumer Services, 2016, 32, 15-22.	5.3	8
648	The hotel of tomorrow. Journal of Vacation Marketing, 2016, 22, 279-292.	2.5	25
649	Understanding Customer Experience Throughout the Customer Journey. Journal of Marketing, 2016, 80, 69-96.	7.0	2,631
650	Consumer response to exterior atmospherics at a university-branded merchandise store. Fashion and Textiles, 2016, 3, .	1.3	6
651	Life could be so easy: the convenience effect of round price endings. Journal of the Academy of Marketing Science, 2016, 44, 474-494.	7.2	32
652	The impact of perceived similarity to other customers on shopping mall satisfaction. Journal of Retailing and Consumer Services, 2016, 28, 304-309.	5.3	62
653	Co-creation of service recovery: Utilitarian and hedonic value and post-recovery responses. Journal of Retailing and Consumer Services, 2016, 28, 310-316.	5.3	111
654	Beyond Better Wine: The Impact of Experiential and Monetary Value on Wine Touristsâ€™ Loyalty Intentions. Asia Pacific Journal of Tourism Research, 2016, 21, 172-192.	1.8	35

#	ARTICLE	IF	CITATIONS
655	Attributes, theme, and value of a visit to Zhouzhuang, China. Journal of Destination Marketing & Management, 2016, 5, 239-248.	3.4	10
656	The Space-to-Product Ratio Effect: How Interstitial Space Influences Product Aesthetic Appeal, Store Perceptions, and Product Preference. Journal of Marketing Research, 2016, 53, 665-681.	3.0	62
657	Main-format dominance in consumersâ€™ FMCG cross-format shopping patterns. Journal of Retailing and Consumer Services, 2016, 30, 105-115.	5.3	13
658	Debunking legendary beliefs about student samples in marketing research. Journal of Business Research, 2016, 69, 3149-3158.	5.8	26
659	Why male and female shoppers do not see mall loyalty through the same lens? The mediating role of self-congruity. Journal of Business Research, 2016, 69, 1219-1227.	5.8	47
660	Exploring the relationship between nature sounds, connectedness to nature, mood and willingness to buy sustainable food: A retail field experiment. Appetite, 2016, 100, 133-141.	1.8	28
661	Effective Communication Strategies for Store Remodeling. Cornell Hospitality Quarterly, 2016, 57, 411-420.	2.2	4
662	The Impact of Restaurant Experiences on Mature and Nonmature Customers: Exploring Similarities and Differences. International Journal of Hospitality and Tourism Administration, 2016, 17, 1-26.	1.7	7
663	Determination of Success Factors of the Shop-in-Shop and the Concession Model in the Fashion Industry: An Empirical Ananlysis of Consumer Perception in the Case of Hugo Boss Benelux in Spain. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2016, , 590-599.	0.1	1
664	Cognitive, affective and behavioural responses in mall experience. International Journal of Retail and Distribution Management, 2016, 44, 4-21.	2.7	67
665	Message framing and individual traits in adopting innovative, sustainable products (ISPs): Evidence from biofuel adoption. Journal of Business Research, 2016, 69, 3553-3560.	5.8	37
666	Intrinsic value dimensions and the value-satisfaction-loyalty chain: a causal model for services. Journal of Services Marketing, 2016, 30, 165-185.	1.7	46
667	Permission email marketing and its influence on online shopping. Asia Pacific Journal of Marketing and Logistics, 2016, 28, .	1.8	30
668	Towards the identification of customer experience touch point elements. Journal of Retailing and Consumer Services, 2016, 30, 8-19.	5.3	196
669	The Effects of Other Customersâ€™ Dress Style on Customersâ€™ Approach Behaviors. Cornell Hospitality Quarterly, 2016, 57, 211-218.	2.2	27
670	Temporary brandâ€"retailer alliance model: the routes to purchase intentions for selective brands and mass retailers. Journal of Marketing Management, 2016, 32, 595-627.	1.2	7
672	Understanding multi-channel research shoppers: an analysis of Internet and physical channels. Information Systems and E-Business Management, 2016, 14, 389-413.	2.2	27
673	Store-window creativity's impact on shopper behavior. Journal of Business Research, 2016, 69, 1014-1021.	5.8	35

#	Article	IF	Citations
674	The missing path to gain customers loyalty in pharmacy retail: The role of the store in developing satisfaction and trust. Research in Social and Administrative Pharmacy, 2016, 12, 699-712.	1.5	40
675	Evaluating Loyalty Intention Through the Influence of Servicescapes and Shoppersâ€™ Experiential Values. , 2016, , 343-354.		0
676	Appraisal of literature on customer experience in tourism sector: review and framework. Current Issues in Tourism, 2016, 19, 296-321.	4.6	63
677	Roles of retailer tactics and customer-specific factors in shopper marketing: Substantive, methodological, and conceptual issues. Journal of Business Research, 2016, 69, 1009-1013.	5.8	42
678	Relationship between sales force reputation and customer behavior: Role of experiential value added by sales force. Journal of Retailing and Consumer Services, 2016, 28, 54-66.	5.3	31
679	Effects of demotion in loyalty programs on brand-switching intentions. Service Business, 2016, 10, 489-505.	2.2	12
680	Does the presence of a mannequin head change shopping behavior?. Journal of Business Research, 2016, 69, 517-524.	5.8	24
681	Cognitive and affective constituents of the consumption experience in retail service settings: effects on store loyalty. Service Business, 2016, 10, 715-735.	2.2	28
682	The importance of atmospherics in the choice of hypermarkets and supermarkets. International Review of Retail, Distribution and Consumer Research, 2016, 26, 17-34.	1.3	14
683	Different Effects of Utilitarian and Hedonic Benefits of Retail Food Packaging on Perceived Product Quality and Purchase Intention. Journal of Food Products Marketing, 2017, 23, 239-250.	1.4	27
684	Online determinants of e-customer satisfaction: application to website purchases in tourism. Service Business, 2017, 11, 375-403.	2.2	33
685	Shining Light on Atmospherics: How Ambient Light Influences Food Choices. Journal of Marketing Research, 2017, 54, 111-123.	3.0	114
686	Fitting room or selling room? Millennial female consumersâ€™ dressing room experiences. International Journal of Consumer Studies, 2017, 41, 11-18.	7.2	7
687	Store within a store: Matched versus mismatched image perceptions. Journal of Retailing and Consumer Services, 2017, 36, 53-61.	5.3	8
688	Enhancing Customer Engagement Through Consciousness. Journal of Retailing, 2017, 93, 55-64.	4.0	96
689	How to create a profitable boothscape?. International Journal of Contemporary Hospitality Management, 2017, 29, 966-985.	5.3	15
690	Betting exclusively for private labels: Could it have negative consequences for retailers?. Spanish Journal of Marketing - ESIC, 2017, , .	2.7	3
691	The construction of online shopping experience: A repertory grid approach. Computers in Human Behavior, 2017, 72, 222-232.	5.1	66

#	Article	IF	Citations
692	Management of constraint generators in fashion store design processes. International Journal of Retail and Distribution Management, 2017, 45, 122-142.	2.7	5
693	Understanding consumerâ€™s showrooming behaviour. Asia Pacific Journal of Marketing and Logistics, 2017, 29, 409-431.	1.8	71
694	Is Background Music Effective On Retail Websites?. Journal of Promotion Management, 2017, 23, 1-23.	2.4	16
695	The influence of service employeesâ€™ nonverbal communication on customer-employee rapport in the service encounter. Journal of Service Management, 2017, 28, 107-132.	4.4	37
696	The mediating role of ambidextrous capability in learning orientation and new product performance. Journal of Business and Industrial Marketing, 2017, 32, 613-624.	1.8	27
697	Effects of time pressure, type of shopping, and store attributes on consumersâ€™ satisfaction with grocery shopping. International Review of Retail, Distribution and Consumer Research, 2017, 27, 334-351.	1.3	16
698	International residential tourist shopping styles. Tourism Economics, 2017, 23, 485-505.	2.6	5
699	An exploration of consumersâ€™ experiences in physical stores: comparing consumersâ€™ and retailersâ€™ perspectives in past and present time. International Review of Retail, Distribution and Consumer Research, 2017, 27, 241-259.	1.3	29
700	Specialty food retailing: examining the role of productsâ€™ perceived quality. British Food Journal, 2017, 119, 1511-1524.	1.6	9
701	Store attributes leading customer satisfaction with unplanned purchases. Service Industries Journal, 2017, 37, 277-295.	5.0	8
702	The effect of digital design in retail banking on customersâ€™ commitment and loyalty: The mediating role of positive affect. Journal of Retailing and Consumer Services, 2017, 37, 132-138.	5.3	33
703	Online Consumersâ€™ Responses to Deal Popularity as an Extrinsic Cue. Journal of Computer Information Systems, 2017, 57, 374-384.	2.0	11
704	The moderating role of shopping trip type in store satisfaction formation. Journal of Business Research, 2017, 78, 133-142.	5.8	38
705	Perceived value of advanced mobile messaging services. Information Technology and People, 2017, 30, 324-355.	1.9	37
706	Iâ€™ll Be Watching You: Shoppersâ€™ Reactions to Perceptions of Being Watched by Employees. Journal of Retailing, 2017, 93, 336-349.	4.0	39
707	An integrated retailer image and brand equity framework: Re-examining, extending, and restructuring retailer brand equity. Journal of Retailing and Consumer Services, 2017, 38, 194-203.	5.3	43
708	Service Satisfactionâ€"Market Share Relationships in Partnered Hybrid Offerings. Journal of Marketing, 2017, 81, 86-103.	7.0	10
709	Examining the role of store design on consumersâ€™ cross-sectional perceptions of retail brand loyalty. Journal of Retailing and Consumer Services, 2017, 38, 147-156.	5.3	34

#	ARTICLE	IF	CITATIONS
710	Theme factors that drive the tourist customer experience. International Journal of Culture, Tourism and Hospitality Research, 2017, 11, 125-141.	1.6	18
711	Experiential tourist shopping value: Adding causality to value dimensions and testing their subjectivity. Journal of Consumer Behaviour, 2017, 16, e76.	2.6	18
712	Managing Status: How Luxury Brands Shape Class Subjectivities in the Service Encounter. Journal of Marketing, 2017, 81, 67-85.	7.0	156
713	The effects of store environment elements on customer-to-customer interactions involving older shoppers. Journal of Services Marketing, 2017, 31, 339-350.	1.7	28
714	Jingle bells or 'green' bells? The impact of socially responsible consumption principles upon consumer behaviour at Christmas time. International Journal of Consumer Studies, 2017, 41, 605-617.	7.2	19
715	Consumer experience quality: A review and extension of the sport management literature. Sport Management Review, 2017, 20, 427-442.	1.9	84
716	Customer experience â€" a review and research agenda. Journal of Service Theory and Practice, 2017, 27, 642-662.	1.9	185
717	Factors affecting Taiwanese consumersâ€™ responses toward pop-up retail. Asia Pacific Journal of Marketing and Logistics, 2017, 29, 370-392.	1.8	17
718	A cultural comparison study of smartphone adoption in Uzbekistan, South Korea and Turkey. International Journal of Mobile Communications, 2017, 15, 85.	0.2	12
719	Escape, entitlement, and experience: liminoid motivators within commercial hospitality. International Journal of Contemporary Hospitality Management, 2017, 29, 1148-1166.	5.3	24
720	ORGANIZATIONAL INNOVATION, DESIGN AND NPD PERFORMANCE: THE ROLE OF CO-CREATION STRATEGY. International Journal of Innovation Management, 2017, 21, 1750033.	0.7	1
721	The role of benefits and transparency in shaping consumersâ€™ green perceived value, self-brand connection and brand loyalty. Journal of Retailing and Consumer Services, 2017, 35, 133-141.	5.3	146
722	Future of Retailer Profitability: An Organizing Framework. Journal of Retailing, 2017, 93, 96-119.	4.0	139
723	Chewing increases consumers' thought-engagement during retail shopping. Journal of Retailing and Consumer Services, 2017, 35, 127-132.	5.3	4
724	Happy grocery shopper: The creation of positive emotions through affective digital signage content. Technological Forecasting and Social Change, 2017, 124, 295-305.	6.2	25
725	The effects of retail store characteristics on in-store leisure shopping experience. International Journal of Retail and Distribution Management, 2017, 45, 1034-1060.	2.7	40
726	Visual service scape aesthetics and consumer response: a holistic model. Journal of Services Marketing, 2017, 31, 556-573.	1.7	22
727	Exploring booth design as a determinant of trade show success. Journal of Business-to-Business Marketing, 2017, 24, 237-256.	0.8	16

#	ARTICLE	IF	CITATIONS
728	Mall image, shopping well-being and mall loyalty. International Journal of Retail and Distribution Management, 2017, 45, 1114-1134.	2.7	35
729	Image transfer from malls to stores and its influence on shopping values and mall patronage: The role of self-congruity. Journal of Retailing and Consumer Services, 2017, 39, 208-218.	5.3	26
730	Understanding omni-channel shopping value: A mixed-method study. Journal of Retailing and Consumer Services, 2017, 39, 314-330.	5.3	181
731	Measuring the experience of hospitality: Scale development and validation. International Journal of Hospitality Management, 2017, 67, 125-133.	5.3	72
732	The Magnitude of Change Effect in Store Remodeling. Journal of Retailing, 2017, 93, 440-457.	4.0	11
733	Exploring the origin of retail stores in Europe: Evidence from Southern Italy from the 6th century BCE to the 3rd century BCE. Journal of Retailing and Consumer Services, 2017, 39, 243-249.	5.3	2
734	Don't ignore the floor: Exploring multisensory atmospheric congruence between music and flooring in a retail environment. Psychology and Marketing, 2017, 34, 931-945.	4.6	39
735	Gender effects on impulse buying behavior. Emerald Emerging Markets Case Studies, 2017, 7, 1-12.	0.1	2
736	A multidimensional service-value scale based on Holbrook's typology of customer value. Journal of Service Management, 2017, 28, 724-762.	4.4	96
737	Much too new to eat it? Customer value and its impact on consumer-product relationship in the context of novel food products. Journal of Product and Brand Management, 2017, 26, 616-630.	2.6	15
738	Increasing customer purchase intention through product return policies: The pivotal impacts of retailer brand familiarity and product categories. Journal of Retailing and Consumer Services, 2017, 39, 182-189.	5.3	50
739	Smartphones and the reconfiguration of retailscapes: Stores, shopping, and digitalization. Journal of Retailing and Consumer Services, 2017, 39, 270-278.	5.3	76
740	The effects of multi-channel assortment integration on customer confusion. International Review of Retail, Distribution and Consumer Research, 2017, 27, 437-449.	1.3	11
741	No Man is an Island: the Effect of Social Presence on Negative Word of Mouth Intention in Service Failures. Customer Needs and Solutions, 2017, 4, 56-67.	0.5	7
742	Understanding nature of store ambiance and individual impulse buying tendency on impulsive purchasing behaviour: an emerging market perspective. Decision, 2017, 44, 297-311.	0.8	14
743	A decision support framework for evaluating revenue performance in sequential purchase contexts. European Journal of Operational Research, 2017, 263, 922-934.	3.5	4
744	Personality determinants of need for interaction with a retail employee and its impact on self-service technology (SST) usage intentions. Journal of Research in Interactive Marketing, 2017, 11, 214-231.	7.2	30
745	The role of consumers' attitudes in estimating consumer response to assortment composition. International Journal of Retail and Distribution Management, 2017, 45, 782-807.	2.7	9

#	ARTICLE	IF	CITATIONS
746	Does brand orientation contribute to retailers' success? An empirical study in the South African market. Journal of Retailing and Consumer Services, 2017, 38, 210-222.	5.3	13
747	Segmenting Young Indian Impulsive Shoppers. Journal of International Consumer Marketing, 2017, 29, 35-47.	2.3	11
748	Exploring the elements of consumer nostalgia in retailing: Evidence from a content analysis of retailer collages. Journal of Retailing and Consumer Services, 2017, 35, 1-11.	5.3	22
749	Customer perceived value, satisfaction, and loyalty: the role of willingness to share information. International Review of Retail, Distribution and Consumer Research, 2017, 27, 164-188.	1.3	42
750	Creation of consumer loyalty and trust in the retailer through store brands: The moderating effect of choice of store brand name. Journal of Retailing and Consumer Services, 2017, 34, 358-368.	5.3	71
751	You can't buy what you can't see: Retailer practices to increase the green premium. Journal of Retailing and Consumer Services, 2017, 34, 319-325.	5.3	75
752	Atmospherics and the Touristic Experience. Tourism on the Verge, 2017, , 151-160.	1.2	6
753	Domo Arigato Mr. Roboto. Journal of Service Research, 2017, 20, 43-58.	7.8	708
754	Comfort in brick and mortar shopping experiences: Examining antecedents and consequences of comfortable retail experiences. Journal of Retailing and Consumer Services, 2017, 35, 27-35.	5.3	45
755	The role of emotions in utilitarian service settings: The effects of emotional satisfaction on product perception and behavioral intentions. Journal of Retailing and Consumer Services, 2017, 34, 10-18.	5.3	156
756	In Search of Apprehending Customers' Value Perception. International Journal of Management and Economics, 2017, 53, 99-117.	0.2	4
757	A Study on Store Patronage Mechanism of Indian Consumer. Journal of Marketing & Distribution, 2017, 20, 69-91.	0.2	0
758	Understanding the Role of Store Image in Influencing Customer-based Brand Equity and Its Dimensions in Indian Sportswear Industry. Management and Labour Studies, 2017, 42, 167-189.	0.9	2
759	How Perceived Factors of Review Contents Influence Consumers' Purchase Decision. , 2017, , .		2
760	Using servicescape to manage student commitment towards a higher education institution. South African Journal of Higher Education, 2017, 31, .	0.2	1
761	Product Catalog Density of Online Stores: How Space Influences Store Price Perception and Consumer Preference. SSRN Electronic Journal, 2017, , .	0.4	0
762	Mall Image, Shopping Well-Being and Mall Loyalty. SSRN Electronic Journal, 0, , .	0.4	0
763	Tourism Management of Russian Behavior Intention to Thailand. SSRN Electronic Journal, 0, , .	0.4	0

#	ARTICLE	IF	CITATIONS
764	The Art of Branded Luxury Indian Consumers Buying Behaviour. SSRN Electronic Journal, 0, , .	0.4	2
765	Predicting e-commerce sales of hedonic information goods via artificial intelligence imagery analysis of thumbnails. , 2017, , .		0
766	Tourist Shoppersâ€™ Evaluation of Retail Service: A Study of Cross-Border Versus International Outshoppers. Journal of Hospitality and Tourism Research, 2018, 42, 392-419.	1.8	28
767	Store layout effects on consumer behavior in 3D online stores. European Journal of Marketing, 2018, 52, 1223-1256.	1.7	59
768	Influences of price, service convenience, and social servicescape on post-purchase process of capsule hotels. Asia Pacific Journal of Tourism Research, 2018, 23, 373-384.	1.8	28
769	Showrooming, Webrooming, and User-Generated Content Creation in the Omnichannel Era. Journal of Internet Commerce, 2018, 17, 145-169.	3.5	106
770	Testing Retail Marketing-Mix Effects on Patronage: A Meta-Analysis. Journal of Retailing, 2018, 94, 113-135.	4.0	129
771	Online reviews and impulse buying behavior: the role of browsing and impulsiveness. Internet Research, 2018, 28, 522-543.	2.7	122
772	When art meets mall: impact on shopper responses. Journal of Product and Brand Management, 2018, 27, 277-293.	2.6	26
773	An examination of the factors affecting consumerâ€™s purchase decision in the Malaysian retail market. PSU Research Review, 2018, 2, 7-23.	1.3	62
774	Pull factors of the shopping malls: an empirical study. International Journal of Retail and Distribution Management, 2018, 46, 110-124.	2.7	38
775	Store Brand Management: Gestaltung des Ausdruckssystems. , 2018, , 195-450.		0
776	â€œWhat is beautiful we bookâ€ hotel visual appeal and expected service quality. International Journal of Contemporary Hospitality Management, 2018, 30, 1788-1807.	5.3	57
777	The influence of experiential augmentation on product evaluation. European Journal of Marketing, 2018, 52, 925-945.	1.7	12
778	Analysing and Prioritizing the Antecedents of Customer Shopping Experience Using Analytical Hierarchy Process (AHP) Modelling. IIM Kozhikode Society & Management Review, 2018, 7, 59-74.	1.8	5
779	A study of experiential quality, experiential value, trust, corporate reputation, experiential satisfaction and behavioral intentions for cruise tourists: The case of Hong Kong. Tourism Management, 2018, 66, 200-220.	5.8	175
780	From â€œfoodiesâ€ to â€œcherry-pickersâ€ A clustered-based segmentation of specialty food retail customers. Journal of Retailing and Consumer Services, 2018, 43, 278-284.	5.3	21
781	Developing a service quality scale in context of organized grocery retail of India. Management Decision, 2018, 56, 1969-1990.	2.2	11

#	Article	IF	Citations
782	The effect of service quality on customer satisfaction, loyalty, and happiness in five Asian countries. Psychology and Marketing, 2018, 35, 427-442.	4.6	101
783	Exploring consumers' skincare retail patronage. Journal of Retailing and Consumer Services, 2018, 43, 269-277.	5.3	11
784	Beyond window signs: Understanding the affect-based effects of window signs on store patronage intentions. Psychology and Marketing, 2018, 35, 542-552.	4.6	8
785	Exploring restorative potential of biophilic servicescapes. Journal of Services Marketing, 2018, 32, 414-429.	1.7	40
786	School Competence among Adolescents in Low-Income Families: Does Parenting Style Matter?. Journal of Child and Family Studies, 2018, 27, 2285-2294.	0.7	4
787	A framework for studying the impact of outdoor atmospherics in retailing. AMS Review, 2018, 8, 195-213.	1.1	12
788	Using warmth as the visual design of a store: Intimacy, relational needs, and approach intentions. Journal of Business Research, 2018, 88, 91-101.	5.8	47
789	Retail space invaders: when employees' invasion of customer space increases purchase intentions. Journal of the Academy of Marketing Science, 2018, 46, 477-496.	7.2	29
790	Mental Health Service Use Among Young Adults: A Communication Framework for Program Development. Administration and Policy in Mental Health and Mental Health Services Research, 2018, 45, 62-80.	1.2	18
791	I virtually try it … I want it ! Virtual Fitting Room: A tool to increase on-line and off-line exploratory behavior, patronage and purchase intentions. Journal of Retailing and Consumer Services, 2018, 40, 279-286.	5.3	179
792	How a Retailer's Website Quality Fosters Relationship Quality: The Mediating Effects of Parasocial Interaction and Psychological Distance. International Journal of Human-Computer Interaction, 2018, 34, 73-83.	3.3	20
793	Genuine brands or high quality counterfeits: An investigation of luxury consumption in China. Canadian Journal of Administrative Sciences, 2018, 35, 183-197.	0.9	16
794	Investigating the antecedents of African fast food customers' loyalty: A self-congruity perspective. Journal of Business Research, 2018, 86, 446-456.	5.8	46
795	Understanding the Role of Gratitude in Building Quality Relationships. Journal of Hospitality Marketing and Management, 2018, 27, 465-485.	5.1	16
796	Critical success factors of temporary retail activations: A multi-actor perspective. Journal of Retailing and Consumer Services, 2018, 40, 74-81.	5.3	23
797	How store attributes impact shoppers' loyalty in emerging countries: An investigation in the Indian retail sector. Journal of Retailing and Consumer Services, 2018, 40, 117-124.	5.3	34
798	Consumer perception and preference for suboptimal food under the emerging practice of expiration date based pricing in supermarkets. Food Quality and Preference, 2018, 63, 119-128.	2.3	81
799	Mobile IT in health – the case of short messaging service in an HIV awareness program. Information Technology for Development, 2018, 24, 359-397.	2.7	8

#	ARTICLE	IF	CITATIONS
800	Revisiting the supermarket in-store customer shopping experience. Journal of Retailing and Consumer Services, 2018, 40, 48-59.	5.3	131
801	For Indian online shoppers, have saying and doing parted ways?. Psychology and Marketing, 2018, 35, 5-19.	4.6	10
802	Do Colors Change Realities in Online Shopping?. Journal of Interactive Marketing, 2018, 41, 14-27.	4.3	33
803	Art infusion in retailing: The effect of art genres. Journal of Business Research, 2018, 85, 514-522.	5.8	34
804	Types of value and cost in consumerâ€"green brands relationship and loyalty behaviour. Journal of Consumer Behaviour, 2018, 17, e101.	2.6	52
805	Environmental considerations in the purchase decisions of Ghanaian consumers. Social Responsibility Journal, 2018, 16, 129-143.	1.6	6
806	In-Store Stimuli and Impulsive Buying Behaviour. International Journal of Strategic Decision Sciences, 2018, 9, 95-112.	0.0	5
807	What determines firmsâ€™ intention to postpone product differentiation?. Journal of Marketing Channels, 2018, 25, 198-210.	0.4	2
808	A review of value drivers in service settings. Journal of Services Marketing, 2018, 32, 850-867.	1.7	8
809	Remodelling the retail store for better sales performance. International Journal of Retail and Distribution Management, 2018, 46, 1041-1055.	2.7	11
810	The impact of atmospherics on WOM about short life-cycle products: the case of motion pictures. Journal of Product and Brand Management, 2018, 27, 471-483.	2.6	9
811	Search effort and retail outcomes: the mediating role of search disconfirmation. Journal of Consumer Marketing, 2018, 35, 698-708.	1.2	5
812	Patientsâ€™ perception of the information security management in health centers: the role of organizational and human factors. BMC Medical Informatics and Decision Making, 2018, 18, 102.	1.5	13
813	Consumer Perceptions of Green Marketing Claims: An Examination of the Relationships with Type of Claim and Corporate Credibility. Services Marketing Quarterly, 2018, 39, 277-292.	0.7	21
814	Modelling the strengthening factors for competitive position of apparel retailing in India. Journal of Modelling in Management, 2018, 13, 884-907.	1.1	6
815	Do emotions bring customers to an environment: Evidence from Pakistani shoppers?. Cogent Business and Management, 2018, 5, 1536305.	1.3	5
816	The Effects of Regulatory Focus on Channel Choice and Recommendation:. Japan Marketing Journal, 2018, 38, 52-67.	0.1	0
817	I See Myself in Service and Product Consumptions: Measuring Self-transformative Consumption Vision (SCV) Evoked by Static and Rich Media. Journal of Interactive Marketing, 2018, 44, 122-139.	4.3	24

#	Article	IF	Citations
818	Evaluation of Factors Influencing Exclusive Brand Store Choice: An Investigation in the Indian Retail Sector. Vision, 2018, 22, 416-424.	1.5	3
819	Iâ€™ll have the usual: how restaurant brand image, loyalty, and satisfaction keep customers coming back. Journal of Product and Brand Management, 2018, 27, 599-614.	2.6	30
820	The influence of interactive window displays on expected shopping experience. International Journal of Retail and Distribution Management, 2018, 46, 802-819.	2.7	23
821	Affect transfer from national brands to store brands in multi-brand stores. Journal of Retailing and Consumer Services, 2018, 45, 103-110.	5.3	13
822	Female users of unisex fitness centres and of fitness centres exclusive for women: satisfaction. International Journal of Sports Marketing and Sponsorship, 2018, 19, 384-395.	0.8	16
823	Retailerâ€"Consumer Sustainable Business Environment: How Consumersâ€™ Perceived Benefits Are Translated by the Addition of New Retail Channels. Sustainability, 2018, 10, 2959.	1.6	16
824	Servicescape and shopping value: the role of negotiation intention, social orientation, and recreational identity at the Istanbul Grand Bazaar, Turkey. Journal of Travel and Tourism Marketing, 2018, 35, 1132-1144.	3.1	18
825	Betting exclusively by private labels: could it have negative consequences for retailers?. Spanish Journal of Marketing - ESIC, 2018, 22, 183-202.	2.7	8
826	Store satisfaction and store loyalty: The moderating role of store atmosphere. Journal of Retailing and Consumer Services, 2018, 43, 333-341.	5.3	34
827	Pour un renouvellement du concept de situation: le cas de la situation de shopping en ligne Ã domicile. Recherche Et Applications En Marketing, 2018, 33, 27-49.	0.2	10
828	Touristsâ€™ happiness: are there smart tourism technology effects?. Asia Pacific Journal of Tourism Research, 2018, 23, 486-501.	1.8	94
829	Le temps des consommateursâ€°: Ã©tat des recherches et perspectives. Recherche Et Applications En Marketing, 2018, 33, 98-131.	0.2	12
830	Selling the Extraordinary in Experiential Retail Stores. Journal of the Association for Consumer Research, 2018, 3, 412-424.	1.0	27
831	Shopping as a â€œnetworked experienceâ€ an emerging framework in the retail industry. International Journal of Retail and Distribution Management, 2018, 46, 690-704.	2.7	51
832	For a renewal of the situation concept: The situation of home online shopping. Recherche Et Applications En Marketing, 2018, 33, 24-45.	0.3	4
833	Investigating the customerâ€™s intention in the â€œClicks-and-Mortarâ€business model. Journal of Ambient Intelligence and Humanized Computing, 2018, , 1.	3.3	4
834	The Effect of Quality Attributes on Visiting Consumersâ€™ Patronage Intentions of Green Restaurants. Sustainability, 2018, 10, 1187.	1.6	39
835	Understanding Consumersâ€™ Sustainable Consumption Intention at Chinaâ€™s Double-11 Online Shopping Festival: An Extended Theory of Planned Behavior Model. Sustainability, 2018, 10, 1801.	1.6	59

#	ARTICLE	IF	CITATIONS
836	Consumer sensitivity to delivery lead time: a furniture retail case. International Journal of Physical Distribution and Logistics Management, 2018, 48, 610-629.	4.4	35
837	Consumers' reactions to variety reduction in grocery stores: a freedom of choice perspective. European Journal of Marketing, 2018, 52, 1931-1955.	1.7	17
838	The time of consumers: A review of researches and perspectives. Recherche Et Applications En Marketing, 2018, 33, 92-126.	0.3	5
839	A discussion framework of store image and patronage: a literature review. International Journal of Retail and Distribution Management, 2018, 46, 705-724.	2.7	26
840	Self-service technologies (SSTs) streamlining consumer experience in the fashion retail stores: The role of perceived interactivity. Journal of Global Fashion Marketing, 2018, 9, 287-304.	2.4	22
841	Shopping destination competitiveness: scale development and validation. Journal of Travel and Tourism Marketing, 2018, 35, 1087-1103.	3.1	12
842	From retail innovation and image to loyalty: moderating effects of product type. Service Business, 2019, 13, 199-224.	2.2	17
843	The role of brand personality, self-congruity, and sensory experience in elucidating sky lounge users' behavior. Journal of Travel and Tourism Marketing, 2019, 36, 29-42.	3.1	59
844	Investigating consumers' store-choice behavior via hierarchical variable selection. Advances in Data Analysis and Classification, 2019, 13, 621-639.	0.9	2
845	All that glitters is not green: Creating trustworthy ecofriendly services at green hotels. Tourism Management, 2019, 70, 155-169.	5.8	102
846	Shoppers' attachment with retail stores: Antecedents and impact on patronage intentions. Journal of Retailing and Consumer Services, 2019, 50, 371-378.	5.3	40
847	The influence and evaluation of commercial building indoor environment on customer satisfaction: Cases from supermarket of northeast China. IOP Conference Series: Earth and Environmental Science, 2019, 233, 022028.	0.2	0
848	The Aesthetics We Wear: How Attire Influences What We Buy. Journal of the Association for Consumer Research, 2019, 4, 387-397.	1.0	5
849	The role of residents' apathy in tourism: a tourist perspective. Anatolia, 2019, 30, 572-585.	1.3	2
850	Servicescape irritants and customer satisfaction: The moderating role of shopping motives and involvement. Journal of Business Research, 2019, 104, 295-306.	5.8	36
851	One Vs. Many: who wins? An empirical investigation of online product display. International Review of Retail, Distribution and Consumer Research, 2019, 29, 285-305.	1.3	5
852	When social intrusiveness depletes customer value: A balanced perspective on the agency of simultaneous sharers in a commercial sharing experience. Psychology and Marketing, 2019, 36, 1082-1097.	4.6	8
853	Shopping with the resale value in mind: A study on second-hand luxury consumers. International Journal of Consumer Studies, 2019, 43, 549-556.	7.2	55

#	Article	IF	Citations
854	Lost in the Store: Assessing the Confusion Potential of Store Environments. Schmalenbach Business Review, 2019, 71, 413-441.	0.9	4
855	Exploring the Features of Sustainable Urban Form and the Factors that Provoke Shoppers towards Shopping Malls. Sustainability, 2019, 11, 4798.	1.6	30
856	Antecedents and consequences of shoppers' attitude toward branded store-within-stores: An exploratory framework. Journal of Business Research, 2019, 105, 189-200.	5.8	1
857	Large Online Product Catalog Space Indicates High Store Price: Understanding Customersâ€™ Overgeneralization and Illogical Inference. Information Systems Research, 2019, 30, 963-979.	2.2	5
858	Investigating the Effects of Airport Servicescape on Airport Usersâ€™ Behavioral Intentions: A Case Study of Incheon International Airport Terminal 2 (T2). Sustainability, 2019, 11, 4171.	1.6	13
859	Enhancing Apparel Store Patronage through Retailersâ€™ Attributes and Sustainability. A Generational Approach. Sustainability, 2019, 11, 4532.	1.6	41
860	Facilitating Green Supply Chain in Dental Care through Kansei Healthscape of Positive Emotions. International Journal of Environmental Research and Public Health, 2019, 16, 3507.	1.2	6
861	Towards customer satisfaction and loyalty: What cuts it in a hair salon?. Southern African Journal of Entrepreneurship and Small Business Management, 2019, 11, .	0.1	3
862	Do the different store formats of the same brand matter to Chinese customers? An International study on a Japanese fashion brand. Journal of Global Fashion Marketing, 2019, 10, 18-34.	2.4	3
863	Examining store atmosphere appraisals using parallel approaches from the aesthetics literature. Journal of Marketing Management, 2019, 35, 916-939.	1.2	10
864	Human crowding and store messiness: Drivers of retail shopper confusion and behavioral intentions. Journal of Consumer Behaviour, 2019, 18, 313-331.	2.6	25
865	Store flyer design and the intentions to visit the store and buy: The moderating role of perceived variety and perceived store image. Journal of Retailing and Consumer Services, 2019, 51, 202-211.	5.3	17
866	Customer value in tourism and hospitality: Broadening dimensions and stretching the value-satisfaction-loyalty chain. Tourism Management Perspectives, 2019, 31, 254-268.	3.2	40
867	Investigating repatronage intention in stores carrying halal products through store personalities. Journal of Islamic Marketing, 2019, 11, 423-439.	2.3	0
868	Understanding the Adventure Sportscape's Impact on Consumers' Destination Image and Event Conative Loyalty. Event Management, 2019, 23, 329-346.	0.6	6
869	Definition, conceptualization and measurement of consumer-based retailer brand equity. Journal of Retailing and Consumer Services, 2019, 50, 73-84.	5.3	33
870	Customerâ€™s loyalty and trial intentions within the retailer: the moderating role of variety-seeking tendency. Journal of Consumer Marketing, 2019, 36, 620-632.	1.2	5
871	The congruity between social factors and theme of ethnic restaurant: Its impact on customer's perceived authenticity and behavioural intentions. Journal of Hospitality and Tourism Management, 2019, 40, 11-20.	3.5	32

#	ARTICLE	IF	CITATIONS
872	Exploring international atmospherics. International Journal of Retail and Distribution Management, 2019, 47, 368-383.	2.7	13
873	Influencing Shopping Engagement Across Channels: The Role of Store Environment. Springer Proceedings in Business and Economics, 2019, , 106-113.	0.3	2
874	How location-based advertising elicits in-store purchase. Journal of Services Marketing, 2019, 33, 380-395.	1.7	12
875	Short- and Long-Term Effects of Nonconsciously Processed Ambient Scents in a Servicescape: Findings From Two Field Experiments. Journal of Service Research, 2019, 22, 440-455.	7.8	24
876	Exploring inside the box: a cross-cultural examination of stimuli affecting fast food addiction. British Food Journal, 2019, 121, 6-21.	1.6	7
877	Seeking authenticity in diverse contexts: How identities and environments constrain â€œfreeâ€•choice. Social and Personality Psychology Compass, 2019, 13, e12450.	2.0	13
878	Retail format selection in on-the-go shopping situations. Journal of Business Research, 2019, 100, 268-278.	5.8	23
879	Shopping streets vs malls: preferences of low-income consumers. Marketing Intelligence and Planning, 2019, 37, 140-153.	2.1	3
880	Store love in single brand retailing: the roles of relevant moderators. Marketing Intelligence and Planning, 2019, 37, 168-181.	2.1	18
881	Store artification and retail performance. Journal of Marketing Management, 2019, 35, 634-661.	1.2	18
882	Here today, gone tomorrow: The organization of temporary retailscapes and the creation of frenzy shopping. Journal of Retailing and Consumer Services, 2019, 49, 198-207.	5.3	9
883	Chatbot advertising effectiveness: When does the message get through?. Computers in Human Behavior, 2019, 98, 150-157.	5.1	133
884	Measuring perceived cleanliness in service environments: Scale development and validation. International Journal of Hospitality Management, 2019, 83, 11-18.	5.3	25
885	Customer behavior analysis using real-time data processing. Asia Pacific Journal of Marketing and Logistics, 2019, 31, 265-290.	1.8	28
886	U.S. Consumersâ€™ Perception of Asian Brandsâ€™ Cultural Authenticity and Its Impact on Perceived Quality, Trust, and Patronage Intention. Journal of International Consumer Marketing, 2019, 31, 287-301.	2.3	8
887	Effect of Store Location, Product Variety and Quality on Customer Loyalty Towards Fruits &amp; Vegetables Stores. SSRN Electronic Journal, 0, , .	0.4	1
888	Enhancing consumer satisfaction and retail patronage through brand experience, cognitive pleasure, and shopping enjoyment: A comparison between lifestyle and product-centric displays. Journal of Global Fashion Marketing, 2019, 10, 129-144.	2.4	13
889	Does online shopping make consumers feel better? Exploring online retail therapy effects on consumersâ€™ attitudes towards online shopping malls. Asia Pacific Journal of Marketing and Logistics, 2019, 31, 464-479.	1.8	29

#	Article	IF	Citations
890	Effects of Singlesâ€™ Day atmosphere stimuli and Confucian values on consumer purchase intention. Asia Pacific Journal of Marketing and Logistics, 2019, 32, 1387-1405.	1.8	9
891	Store atmosphere and impulse: a cross-cultural study. International Journal of Retail and Distribution Management, 2019, 47, 817-835.	2.7	38
892	Do mall events affect mall traffic and image? A qualitative study of Indian mall retailers. Asia Pacific Journal of Marketing and Logistics, 2019, 32, 343-365.	1.8	7
893	Dual effect of sensory experience: engagement vs diversive exploration. International Journal of Retail and Distribution Management, 2019, 48, 128-151.	2.7	9
894	User willingness to purchase applications on mobile intelligent devices: evidence from app store. Asia Pacific Journal of Marketing and Logistics, 2019, 32, 1629-1649.	1.8	19
895	The customer experience â€“ loyalty link: moderating role of motivation orientation. Journal of Service Management, 2019, 31, 51-78.	4.4	24
896	Impulse behavior in economic crisis: a data driven market segmentation. International Journal of Retail and Distribution Management, 2019, 47, 974-996.	2.7	24
897	Effects of 3D vs 2D interfaces and product-coordination methods. International Journal of Retail and Distribution Management, 2019, 47, 855-871.	2.7	8
898	Mobile shopping platform characteristics as consumer behavior determinants. Asia Pacific Journal of Marketing and Logistics, 2019, 32, 1565-1587.	1.8	21
899	Exploring the Application of Both Internet of Things and Artificial Intelligence under the Omni Channel from the Perspective of Drama Theory. , 2019, , .		2
900	The Way the Wind Blows: Direction of Airflow Energizes Consumers and Fuels Creative Engagement. Journal of Retailing, 2019, 95, 143-157.	4.0	12
901	Social Acceptability of More Sustainable Alternatives in Clothing Consumption. Sustainability, 2019, 11, 6194.	1.6	18
902	Examining customer channel selection intention in the omni-channel retail environment. International Journal of Production Economics, 2019, 208, 434-445.	5.1	101
903	What drives omnichannel shopping behaviors?. Journal of Fashion Marketing and Management, 2019, 23, 224-238.	1.5	45
904	Understanding the use of Virtual Reality in Marketing: A text mining-based review. Journal of Business Research, 2019, 100, 514-530.	5.8	188
905	Into the light: effects of the presence of cleaning staff on customer experience. Facilities, 2019, 37, 91-102.	0.8	9
906	Destination foodscape: A stage for travelers' food experience. Tourism Management, 2019, 71, 466-475.	5.8	83
907	Why Museological Merchandise Displays Enhance Luxury Product Evaluations: An Extended Art Infusion Effect. Journal of Retailing, 2019, 95, 67-82.	4.0	29

#	Article	IF	Citations
908	Marketing analytics using anonymized and fragmented tracking data. International Journal of Research in Marketing, 2019, 36, 117-136.	2.4	34
909	Combining virtual reality and mobile eye tracking to provide a naturalistic experimental environment for shopper research. Journal of Business Research, 2019, 100, 445-458.	5.8	146
910	Ambient scent as a mood inducer in supermarkets: The role of scent intensity and time-pressure of shoppers. Journal of Retailing and Consumer Services, 2019, 48, 270-280.	5.3	60
911	How digital platforms influence luxury purchase behavior in India?. Journal of Marketing Communications, 2019, 25, 41-64.	2.7	20
912	Does a Satisfied Customer Care about Price? The Link between Customer Satisfaction and Price Sensitivity in the Commercial Martial Arts Industry. Journal of Global Sport Management, 2019, 4, 291-311.	1.2	2
913	The role of live streaming in building consumer trust and engagement with social commerce sellers. Journal of Business Research, 2020, 117, 543-556.	5.8	476
914	The effect of place attachment on visitors' revisit intentions: evidence from Batam. Tourism Geographies, 2020, 22, 51-82.	2.2	47
915	Sportscape, emotion, and behavioral intention: a case of the big four US-based major sport leagues. European Sport Management Quarterly, 2020, 20, 321-343.	2.3	23
916	Making the Wait Worthwhile: Experiments on the Effect of Queueing on Consumption. Management Science, 2020, 66, 1149-1171.	2.4	34
917	Examining experience quality as the determinant of tourist behavior in niche tourism: an analytical approach. Journal of Heritage Tourism, 2020, 15, 76-92.	1.6	28
918	Examining the Asymmetric Effect of Multi-Shopping Tourism Attributes on Overall Shopping Destination Satisfaction. Journal of Travel Research, 2020, 59, 295-314.	5.8	53
919	Corporate Social Responsibility and Firm Value: The Mediating Role of Investor Recognition. Emerging Markets Finance and Trade, 2020, 56, 1043-1054.	1.7	9
920	Similarity over difference: How congruency in customer characteristics drives service experiences. Journal of Business Research, 2020, 121, 592-603.	5.8	16
921	Retailer selection compulsion in the subsistence markets. Journal of Retailing and Consumer Services, 2020, 52, 101904.	5.3	15
922	Voicing out or switching away? A psychological climate perspective on customers' intentional responses to service failure. International Journal of Hospitality Management, 2020, 85, 102361.	5.3	14
923	If I touch it, I will like it! The role of tactile inputs on gustatory perceptions of food items. Journal of Retailing and Consumer Services, 2020, 53, 101958.	5.3	11
924	Store equity: reformulation of store equity dimensions. International Review of Retail, Distribution and Consumer Research, 2020, 30, 213-232.	1.3	2
925	Assessing Impacts of Store and Salesperson Dimensions of Retail Service Quality on Consumer Returns. Production and Operations Management, 2020, 29, 1232-1255.	2.1	30

#	Article	IF	Citations
926	An investigation into the link between consumer's product involvement and store loyalty: The roles of shopping value goals and information search as the mediating factors. Journal of Retailing and Consumer Services, 2020, 52, 101933.	5.3	47
927	Category Captainship in the Presence of Retail Competition. Production and Operations Management, 2020, 29, 263-280.	2.1	8
928	Acculturation of Expatriate Consumers: Conditional Effects of Mental Attachments to Home Country. Journal of Global Marketing, 2020, 33, 193-206.	2.0	8
929	Customer Participation in Virtual Communities for Local High Streets. Journal of Retailing and Consumer Services, 2020, 54, 102025.	5.3	22
930	The cross†modal interaction between sound frequency and color saturation on consumer's product size perception, preference, and purchase. Psychology and Marketing, 2020, 37, 876-899.	4.6	21
931	Motives and barriers affecting consumers' co-creation in the physical store. International Review of Retail, Distribution and Consumer Research, 2020, 30, 289-310.	1.3	12
932	Consumer response to marketing channels: A demand-based approach. Journal of Marketing Channels, 2020, 26, 43-59.	0.4	10
933	Effects of the design of mobile security notifications and mobile app usability on users' security perceptions and continued use intention. Information and Management, 2020, 57, 103235.	3.6	22
934	What drives competitive webrooming? The roles of channel and retailer aspects. International Review of Retail, Distribution and Consumer Research, 2020, 30, 233-265.	1.3	9
935	Branding in the time of virtual reality: Are virtual store brand perceptions real?. Journal of Business Research, 2020, 119, 502-510.	5.8	46
936	Consequences of Perceived Crowding: A Meta-Analytical Perspective. Journal of Retailing, 2020, 96, 362-382.	4.0	50
937	Identifying antecedents and consequences of well-being: The case of cruise passengers. Tourism Management Perspectives, 2020, 33, 100609.	3.2	17
938	The DAST Framework for Retail Atmospherics: The Impact of In- and Out-of-Store Retail Journey Touchpoints on the Customer Experience. Journal of Retailing, 2020, 96, 128-137.	4.0	147
939	Evaluation of Store Environment Changes of an In-Store Intervention to Promote Fruits and Vegetables in Latino/Hispanic-Focused Food Stores. International Journal of Environmental Research and Public Health, 2020, 17, 65.	1.2	9
940	Impact of social media posts on travelers' attitudes and behaviors towards a destination after a natural disaster: moderating role of the source of the post. Journal of Sustainable Tourism, 2020, , 1-19.	5.7	5
941	Service integration in omnichannel retailing and its impact on customer experience. Journal of Retailing and Consumer Services, 2022, 65, 102267.	5.3	58
942	Expatriate Consumers' Adaptations and Food Brand Choices: A Compensatory Control Perspective. Journal of International Marketing, 2020, 28, 75-89.	2.5	9
943	Does virtual discussion of a retail space affect the economic outcomes of the retail stores? The dynamics among retail environment, economic performances, and the perceived characteristics of the traditional retail markets by bloggers in Seoul. Growth and Change, 2020, 51, 1921-1953.	1.3	2

#	Article	IF	Citations
944	Industrial tourism: moderating effects of commitment and readiness on the relationship between tourist experiences and perceived souvenir value. International Journal of Culture, Tourism and Hospitality Research, 2020, 14, 545-564.	1.6	10
945	Moderating effect of hedonism on store environment-impulse buying nexus. International Journal of Retail and Distribution Management, 2020, 48, 465-483.	2.7	36
946	The revenue and logistics costs of convenience store chains in Taiwan. International Journal of Retail and Distribution Management, 2020, 48, 1255-1273.	2.7	5
947	Twenty-seven years of service research: a literature review and research agenda. Journal of Services Marketing, 2020, 34, 299-316.	1.7	61
948	Event impacts associated with residents' satisfaction and behavioral intentions: a pre-post study of the Nanjing Youth Olympic Games. International Journal of Sports Marketing and Sponsorship, 2020, 21, 487-511.	0.8	19
949	Search, purchase, and satisfaction in a multiple-channel environment: How have mobile devices changed consumer behaviors?. Journal of Retailing and Consumer Services, 2022, 65, 102200.	5.3	21
950	Antecedents of Webrooming in Omnichannel Retailing. Frontiers in Psychology, 2020, 11, 606798.	1.1	12
951	Eco-Design of Airport Buildings and Customer Responses and Behaviors: Uncovering the Role of Biospheric Value, Reputation, and Subjective Well-Being. Sustainability, 2020, 12, 10059.	1.6	9
952	The impact of personal, market- and product-relevant factors on patronage behaviour in the automobile tyre replacement market. Journal of Retailing and Consumer Services, 2020, 57, 102206.	5.3	4
953	Beyond good and bad: Challenging the suggested role of emotions in customer experience (CX) research. Journal of Retailing and Consumer Services, 2020, 57, 102218.	5.3	57
954	Consumer cross-channel behaviour: is it always planned?. International Journal of Retail and Distribution Management, 2020, 48, 1357-1375.	2.7	20
955	Gender-based differences in consumer decision-making styles: implications for marketers. Decision, 2020, 47, 319-329.	0.8	11
956	Store disorderliness effect: shoppers' competitive behaviours in a fast-fashion retail store. International Journal of Retail and Distribution Management, 2020, 48, 763-779.	2.7	17
957	Attractive and facilitating store atmospheric stimuli. International Journal of Retail and Distribution Management, 2020, 48, 363-379.	2.7	22
958	The impact of the quality of intelligent experience on smart retail engagement. Marketing Intelligence and Planning, 2020, 38, 877-891.	2.1	36
959	Impact of store-attributes on food and grocery shopping behavior: insights from an emerging market context. EuroMed Journal of Business, 2021, 16, 324-343.	1.7	6
960	Designing a Customer Feedback Service Channel Through AI to Improve Customer Satisfaction in the Supermarket Industry. Journal of Information and Knowledge Management, 2020, 19, 2050015.	0.8	6
961	The effect of online shopping festival promotion strategies on consumer participation intention. Industrial Management and Data Systems, 2020, 120, 2375-2395.	2.2	24

#	ARTICLE	IF	CITATIONS
962	An Integrated Randomized Pricing Strategy for Omni-Channel Retailing. International Journal of Electronic Commerce, 2020, 24, 391-418.	1.4	20
963	Service environment research opportunities. Journal of Services Marketing, 2020, 34, 335-346.	1.7	16
964	How do personality traits affect visitorâ€™s experience, emotional stimulation and behaviour? The case of wine tourism. Tourism Review, 2021, 76, 1013-1049.	3.8	26
965	The impact of augmented reality on overall service satisfaction in elaborate servicescapes. Journal of Service Management, 2020, 31, 227-246.	4.4	21
966	Mobile contextual marketing in a museum setting. Journal of Services Marketing, 2021, 35, 559-571.	1.7	10
967	Liminality and contemporary engagement: Knockando Wool Mill â€" a cultural heritage case study. Journal of Heritage Tourism, 2022, 17, 107-123.	1.6	5
968	In-store marketing of private labels: applying cue utilisation theory. International Journal of Retail and Distribution Management, 2020, 49, 145-163.	2.7	14
969	Experiential Marketing of an Underground Tourist Attraction. Tourism and Hospitality, 2020, 1, 1-19.	0.7	7
970	PERCEIVED BARRIERS TO ENTREPRENEURIAL INTENTION: THE MEDIATING ROLE OF SELF-EFFICACY. Journal of Developmental Entrepreneurship, 2020, 25, 2050016.	0.4	6
971	Premium private label: how product value, trust and category involvement influence consumers willingness to buy. Italian Journal of Marketing, 2020, 2020, 143-161.	1.5	3
972	Does Gender Moderate the Relationship among Festival Attendeesâ€™ Motivation, Perceived Value, Visitor Satisfaction, and Electronic Word-of-Mouth?. Information (Switzerland), 2020, 11, 412.	1.7	10
973	Consumer Experience and Omnichannel Behavior in Various Sales Atmospheres. Frontiers in Psychology, 2020, 11, 1972.	1.1	17
974	Stock market reactions to store-in-store agreements. Industrial Marketing Management, 2020, 91, 455-467.	3.7	5
975	Exploring customersâ€™ likeliness to use e-service touchpoints in brick and mortar retail. Electronic Markets, 2022, 32, 523-545.	4.4	9
976	The influence of entrepreneurial personality on franchisee performance: A cross-cultural analysis. International Small Business Journal, 2020, 38, 605-628.	2.9	19
977	The Role of Religiosity on Fashion Store Patronage Intention of Muslim Consumers in Indonesia. SAGE Open, 2020, 10, 215824402092703.	0.8	12
978	Effects of perceived retail crowding: a meta-analytic study. International Review of Retail, Distribution and Consumer Research, 2020, 30, 411-436.	1.3	12
979	Help Me Help You! Employing the Marketing Mix to Alleviate Experiences of Donor Sacrifice. Journal of Marketing, 2020, 84, 68-85.	7.0	22

#	Article	IF	Citations
980	Understanding Retail Experiences and Customer Journey Management. Journal of Retailing, 2020, 96, 3-8.	4.0	145
981	As loyal as migratory birds: analyzing event revisit intention with dramaturgy and environmental psychology theories. Asia Pacific Journal of Tourism Research, 2020, 25, 841-857.	1.8	8
982	â€œTouchingâ€•services: tangible objects create an emotional connection to services even before their first use. Business Research, 2020, 13, 741-766.	4.0	3
983	Perceived Risk Reduction Strategies for Organic Food Customers. Journal of Food Products Marketing, 2020, 26, 344-357.	1.4	7
984	All at once or one at a time? The effect of simultaneous versus sequential discount presentation on store patronage intentions. Psychology and Marketing, 2020, 37, 773-781.	4.6	4
985	Multichannel customer journeys and their determinants: Evidence from motor insurance. Journal of Retailing and Consumer Services, 2020, 54, 102022.	5.3	28
986	Marketing Mix Elements and Corporate Social Responsibility: Do they Really Matter to Store Image?. Jindal Journal of Business Research, 2020, 9, 56-71.	0.8	3
987	Mediated-moderated effects: High and low store image, brand awareness, perceived value from mini and supermarkets retail stores. Journal of Retailing and Consumer Services, 2020, 55, 102117.	5.3	46
988	Does effective cost transparency increase price fairness? An analysis of apparel brand strategies. Journal of Brand Management, 2020, 27, 495-507.	2.0	5
989	A personalized point-of-interest recommendation system for O2O commerce. Electronic Markets, 2021, 31, 253.	4.4	13
990	Spatial Color Efficacy in Perceived Luxury and Preference to Stay: An Eye-Tracking Study of Retail Interior Environment. Frontiers in Psychology, 2020, 11, 296.	1.1	11
991	International retail format transfer: A comparison study of Australian and U.S. warehouse club members. Journal of Retailing and Consumer Services, 2021, 59, 102358.	5.3	2
992	The Effects of Consumersâ€™ In-Store Technology Experience on Perceived Interactivity, Retail Brand Commitment, and Revisit Intention in a Korean Beauty Store. International Journal of Human-Computer Interaction, 2021, 37, 534-546.	3.3	8
993	Impact of website design features on experiential value and patronage intention toward online mass customization sites. Journal of Fashion Marketing and Management, 2021, 25, 205-223.	1.5	11
994	Consumer responses to shopper solutions in service settings. Journal of Services Marketing, 2021, 35, 237-247.	1.7	6
995	Examining customer willingness to pay more for banking services: the role of employee commitment, customer involvement and customer value. International Journal of Emerging Markets, 2021, 16, 1176-1201.	1.3	8
996	Engaging Gen Y Customers in Online Brand Communities: A Cross-National Assessment. International Journal of Information Management, 2021, 56, 102252.	10.5	36
997	Omnichannel battle between Amazon and Walmart: Is the focus on delivery the best strategy?. Journal of Business Research, 2021, 122, 270-280.	5.8	39

#	Article	IF	Citations
998	Airport Servicescape, Approach Intentions, and the Mediating Role of Perceived Merchandise Value and Shopping Value[1]. Japanese Psychological Research, 2021, 63, 164-176.	0.4	0
999	Going with the flow: smart shopping malls and omnichannel retailing. Journal of Services Marketing, 2021, 35, 325-348.	1.7	35
1000	Evolution of retail formats: Past, present, and future. Journal of Retailing, 2021, 97, 42-61.	4.0	83
1001	Forging meaningful consumer-brand relationships through creative merchandise offerings and innovative merchandising strategies. Journal of Retailing, 2021, 97, 81-98.	4.0	46
1002	The enhancement of appetite through the use of colored light in case of a cake: Preliminary evidence from event‐related potentials. Color Research and Application, 2021, 46, 456-466.	0.8	3
1003	Social servicescape's impact on customer perceptions of the hospitality brand – The role of branded social cues. International Journal of Hospitality Management, 2021, 93, 102774.	5.3	9
1004	Mass customization in food services. International Journal of Hospitality Management, 2021, 93, 102750.	5.3	7
1005	The impact of hard discounter presence on store satisfaction and store loyalty. Journal of Retailing and Consumer Services, 2021, 59, 102405.	5.3	6
1006	A matter of value? Predicting channel preference and multichannel behaviors in retail. Technological Forecasting and Social Change, 2021, 162, 120401.	6.2	22
1007	Consumption logistics and the ordering of market systems. Marketing Theory, 2021, 21, 93-112.	1.7	4
1008	Perceived Impact of Promotional Support: Issues and Scale. Journal of Promotion Management, 2021, 27, 77-102.	2.4	2
1009	Examining the Influence of Store Environment in Hedonic and Utilitarian Shopping. Administrative Sciences, 2021, 11, 6.	1.5	9
1010	How Store Environment and Sales Promotion Influence Positive Emotions and Unplanned Purchases. , 0, , .		1
1011	Product Strategy for Store Branding. , 2021, , 15-100.		0
1012	Determinant Attributes of Store Choice in Organized Retail. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2021, , 33-50.	0.7	0
1013	Click & Collect als mögliches Bindeglied zwischen stationärem Einzelhandel und E- und M-Commerce. Schwerpunkt Business Model Innovation, 2021, , 623-654.	0.2	0
1014	First Insights on Brand Attitude Towards a Retailer's Individual Private Labels. Springer Proceedings in Business and Economics, 2021, , 20-23.	0.3	1
1015	Construction of Leisure Consumer Loyalty from Cultural Identity—A Case of Cantonese Opera. Sustainability, 2021, 13, 1980.	1.6	5

#	ARTICLE	IF	CITATIONS
1016	Architectural design and consumer experience: an investigation of shopping malls throughout the design process. Asia Pacific Journal of Marketing and Logistics, 2021, 33, 1934-1951.	1.8	9
1017	Assessment of physical enablers of retail store environment using fuzzy logic approach. Materials Today: Proceedings, 2021, , .	0.9	2
1018	How do customers respond to external store environment? Analyzing the new luxury segment. Journal of Global Scholars of Marketing Science, 2023, 33, 332-348.	1.4	6
1019	ISLAMIC MODERN RETAIL ATTRIBUTES FOR MUSLIM CONSUMERS PATRONAGE INTENTION. J@ti Undip: Jurnal Teknik Industri, 2021, 16, 21-28.	0.1	0
1020	Consumer recognition of department store business category in Japan: Comparing consideration of store image to the shopping center. Journal of Global Scholars of Marketing Science, 2021, 31, 526-542.	1.4	0
1021	Effect of Store Environmental and Individual Factors on Impulse Buying Behaviour of Pakistani Consumers. Sir Syed Journal of Education & Social Research (SJESR), 2021, 4, 416-430.	0.1	0
1022	Artificial intelligence-driven music biometrics influencing customersâ€™ retail buying behavior. Journal of Business Research, 2021, 126, 401-414.	5.8	41
1023	Multichannel search patterns and webrooming behaviours in the service industries: the case of motor insurance. Italian Journal of Marketing, 2021, 2021, 57-81.	1.5	1
1024	Saving money or losing face? An international study on social stigmatization in discount stores. Psychology and Marketing, 2021, 38, 908-932.	4.6	4
1025	Wellness tourism: customer-perceived value on customer engagement. Tourism Review, 2022, 77, 859-876.	3.8	23
1026	Retail store environment, store attachment and customer citizenship behaviour. International Journal of Retail and Distribution Management, 2021, 49, 1330-1347.	2.7	16
1027	Novo Constructo de Gerenciamento da ExperiÃªncia Ampliada do Cliente: IntegraÃ§Ã£o dos Ambientes Off-Line e On-Line. Future Studies Research Journal: Trends and Strategies, 2021, 13, 203-229.	0.2	1
1028	CABS SERVICE QUALITY INFLUENCE ON CUSTOMER SATISFACTION â€" A STUDY CONDUCTED ON MAJOR CAB AGGREGATORS IN BENGALURU, INDIA. Information Technology in Industry, 2021, 9, 338-344.	0.2	0
1029	Effects of employeesâ€™ opportunities to influence in-store music on sales: Evidence from a field experiment. Journal of Retailing and Consumer Services, 2021, 59, 102417.	5.3	5
1030	Impact of Self-Service Factors on Customer Value: How Customer Behavioral Intentions are Formed?. International Journal of Management Economics and Social Sciences, 2021, 10, .	0.5	0
1031	Experiences in consumer flow in online supermarkets. Electronic Commerce Research, 2022, 22, 1195-1226.	3.0	1
1032	Investigating the employeeâ€"customer relationship in a utilitarian context. Journal of Marketing Management, 2021, 37, 1287-1312.	1.2	3
1033	The influence of mobile application design features on users' stickiness intentions as mediated by emotional response. International Journal of Retail and Distribution Management, 2021, 49, 1497-1511.	2.7	17

#	ARTICLE	IF	CITATIONS
1034	The Roar of the Crowd: How Interaction Ritual Chains Create Social Atmospheres. Journal of Marketing, 2022, 86, 121-139.	7.0	38
1035	Green Experiential Marketing, Experiential Value, Relationship Quality, and Customer Loyalty in Environmental Leisure Farm. Frontiers in Environmental Science, 2021, 9, .	1.5	8
1036	Are you a tech-savvy person? Exploring factors influencing customers using self-service technology. Technology in Society, 2021, 65, 101564.	4.8	28
1037	Welcoming host, cozy house? The impact of service attitude on sensory experience. International Journal of Hospitality Management, 2021, 95, 102949.	5.3	28
1038	MÃ¼ÅŸteri MaÄŸaza SeÃ§im Kriterlerinin MÃ¼ÅŸteri Tatmini Ã¼zerindeki Etkileri. Fiscaoeconomia, 2021, 5, 769-792.		1
1039	The Study of Factors Impact on Customer Perceived Value as A Driver for Online Delivery Restaurant Selection: A Case of Young Adults and Senior Consumers. , 2021, , .		3
1040	The Effect of Store Environment on Shoppers Urge to Buy Impulsively: An Application of Stimulus-Organism-Response Paradigm. , 2021, 51, 211-246.	0.0	0
1041	Building chain loyalty in grocery retailing by means of loyalty programs â€" A study of â€˜the Norwegian caseâ€™. Journal of Retailing and Consumer Services, 2021, 60, 102450.	5.3	15
1042	Environmental Simulation Techniques in Retailing: A Review from a Store Atmospheric and Customer Experience Perspective. , 2021, , 209-219.		0
1043	The Influence of Economic Theories on the Value of Retail Design: A Designerâ€™s Perspective. , 2021, , 67-84.		0
1044	How customer experience management reconciles strategy differences between East and West. Journal of Global Scholars of Marketing Science, 2021, 31, 273-295.	1.4	1
1045	Creative Atmosphere in Creative Tourism Destinations: Conceptualizing and Scale Development. Journal of Hospitality and Tourism Research, 2023, 47, 590-615.	1.8	9
1046	Ambient Temperature and Food Behavior of Consumer: A Case Study of China. Weather, Climate, and Society, 2021, , .	0.5	0
1047	Fight or flight: Can marketing tools help consumers cope with selfâ€discrepancies and social identity threat?. Journal of Consumer Behaviour, 0, , .	2.6	2
1048	The Study on the Store Image of Hypermarkets. International Journal of Asian Business and Information Management, 2021, 12, 205-221.	0.7	0
1049	Green hotel patronage intention through biospheric values. Sustainable Production and Consumption, 2021, 27, 602-612.	5.7	6
1050	Toward holistic frontline employee management: An investigation of the interplay of positive emotion displays and dress color. Psychology and Marketing, 2021, 38, 2089-2101.	4.6	7
1051	Omni-Channel Customer Experience (In)Consistency and Service Success: A Study Based on Polynomial Regression Analysis. Journal of Theoretical and Applied Electronic Commerce Research, 2021, 16, 1997-2013.	3.1	23

#	ARTICLE	IF	CITATIONS
1052	The neglected unity-in-variety principle: A holistic rather than a single-factor approach in conceptualising a visual merchandise display. Journal of Global Fashion Marketing, 2021, 12, 309-326.	2.4	5
1053	Understanding vegetarian customers: the effects of restaurant attributes on customer satisfaction and behavioral intentions. Journal of Foodservice Business Research, 2022, 25, 353-376.	1.3	17
1054	A self-congruence and impulse buying effect on user's shopping behaviour over social networking sites: an empirical study. International Journal of Pervasive Computing and Communications, 2021, 17, 404-425.	1.1	16
1055	The influence of human crowding and store messiness on consumer purchase intention– the role of contamination and scarcity perceptions. Journal of Retailing and Consumer Services, 2021, 61, 102511.	5.3	16
1056	Analysis on Marketing Strategies and Consumer Behavior during Online Shopping Carnival in China. Proceedings of Business and Economic Studies, 2021, 4, 60-64.	0.1	1
1057	Influence of Trust on Social Commercial Behavior – Taking WeChat as an Example. Proceedings of Business and Economic Studies, 2021, 4, 208-212.	0.1	0
1058	Analysis of consumers' negative perceptions of health tracking in insurance – a value sacrifice approach. Journal of Information Communication and Ethics in Society, 2021, 19, 463-479.	1.0	5
1059	Measurement and evaluation the impact of perceived healthcare service quality on guest loyalty during COVID-19. International Journal of Human Rights in Healthcare, 2021, , .	0.6	16
1060	Place attachment and brand loyalty: the moderating role of customer experience in the restaurant setting. International Hospitality Review, 2023, 37, 48-70.	1.8	12
1061	The adoption of biometric point-of-sale terminal for payments. Journal of Science and Technology Policy Management, 2022, 13, 585-609.	1.7	7
1062	How does shopping duration evolve and influence buying behavior? The role of marketing and shopping environment. Journal of Retailing and Consumer Services, 2021, 62, 102607.	5.3	30
1063	Designing satisfying service encounters: website versus store touchpoints. Journal of the Academy of Marketing Science, 2022, 50, 85-107.	7.2	24
1064	Hofstede's individual-level indulgence dimension: Scale development and validation. Journal of Retailing and Consumer Services, 2021, 62, 102640.	5.3	20
1065	Consumer Job Journeys. Journal of Service Research, 2022, 25, 347-370.	7.8	9
1066	Mobile Screen-based User Interface Design Guideline for Panoramic VR in Shopping Scene. , 2021, , .		0
1067	Tourist Satisfaction, Willingness to Revisit and Recommend, and Mountain Kangyang Tourism Spots Sustainability: A Structural Equation Modelling Approach. Sustainability, 2021, 13, 10620.	1.6	28
1068	Ä°ndirim DuyarlÄ±lÄ±ÄŸÄ±nÄ±n Ä°mpulsif SatÄ±n Alma DavranÄ±ÅŸÄ±na Etkisinde MaÄŸazaya Ait UyarÄ±cÄ±larÄ±n DÃ¼zenleyici RolÄ. Akademik AraÅŸtÄ±rmalar Ve Ã§alÄ±ÅŸmalar Dergisi, 0, , .	0.2	0
1069	Developing a model to identify the factors contributing to user loyalty of university libraries. Journal of Academic Librarianship, 2021, 47, 102386.	1.3	4

#	Article	IF	Citations
1070	How Physical Stores Enhance Customer Value: The Importance of Product Inspection Depth. Journal of Marketing, 2022, 86, 166-185.	7.0	26
1071	What factors moderate the effect of assortment reduction on store switching? Insights and implications for grocery brands. Journal of Business Research, 2021, 133, 98-115.	5.8	3
1072	Impacto de la imagen de tienda en la percepciÃ³n del consumidor. Una aplicaciÃ³n en supermercados. 593 Digital Publisher CEIT, 2021, 6, 25-39.	0.0	1
1073	How do restaurant atmospherics influence restaurant authenticity? An integrative framework and empirical evidence. Journal of Retailing and Consumer Services, 2021, 63, 102729.	5.3	14
1074	Exploring the involvement-patronage link in the phygital retail experiences. Journal of Retailing and Consumer Services, 2021, 63, 102739.	5.3	21
1075	Background music tempo effects on food evaluations and purchase intentions. Journal of Retailing and Consumer Services, 2021, 63, 102730.	5.3	13
1076	Tell me a story about yourself: The words of shopping experience and self-satisfaction. Journal of Retailing and Consumer Services, 2021, 63, 102703.	5.3	4
1077	Exploring an in-store customer journey for customers shopping for outdoor apparel. Journal of Retailing and Consumer Services, 2021, 63, 102722.	5.3	5
1078	Enhancing store layout decision with agent-based simulations of consumersâ€™ density. Expert Systems With Applications, 2021, 182, 115231.	4.4	8
1079	Purchasing veg private labels? A comparison between occasional and regular buyers. Journal of Retailing and Consumer Services, 2021, 63, 102748.	5.3	13
1080	Positive gender congruency effects on shopper responses: Field evidence from a gender egalitarian culture. Journal of Retailing and Consumer Services, 2021, 63, 102738.	5.3	14
1081	More than a mere cup of coffee: When perceived luxuriousness triggers Chinese customersâ€™ perceptions of quality and self-congruity. Journal of Retailing and Consumer Services, 2022, 64, 102759.	5.3	11
1082	M-atmospherics: From the physical to the digital. Journal of Retailing and Consumer Services, 2022, 64, 102782.	5.3	5
1083	Linking atmospherics to shopping outcomes: The role of the desire to stay. Journal of Retailing and Consumer Services, 2022, 64, 102744.	5.3	17
1084	Crowding in the time of COVID: Effects on rapport and shopping satisfaction. Journal of Retailing and Consumer Services, 2022, 64, 102760.	5.3	23
1085	Designing Indulgent Interaction. , 2021, , 580-600.		0
1086	Sport Atmospherics' Influence on the Event Experience. , 2021, , 37-74.		0
1087	The role of customer familiarity in evaluating green servicescape: an investigation in the coffee shop context. International Journal of Contemporary Hospitality Management, 2021, 33, 693-716.	5.3	23

#	ARTICLE	IF	CITATIONS
1088	Retail Success and Key Drivers. , 2006, , 13-25.		5
1089	The Influence of Lighting Settings on Museumâ€™s Brand Image and Human Satisfaction in Exhibition Halls Using Virtual Reality. Advances in Intelligent Systems and Computing, 2021, , 103-108.	0.5	3
1090	Mobile Eye-Tracking in Retail Research. , 2014, , 183-199.		10
1091	Reading Emotion of Color Environments: Computer Simulations with Self-Reports and Physiological Signals. , 2014, , 219-232.		2
1093	Consumer Perceptions of Green Marketing Claims: An Examination of the Relationships with Type of Claim and Credibility. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2016, , 971-976.	0.1	1
1094	Insights from Coworking Spaces as Unique Service Organizations: The Role of Physical and Social Elements. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2016, , 837-848.	0.1	10
1095	The Adaptive Fitting Room. Lecture Notes in Electrical Engineering, 2017, , 79-88.	0.3	3
1096	The Sequence of Service: An Affect Perspective to Service Scheduling. Service Science: Research and Innovations in the Service Economy, 2019, , 49-76.	1.1	5
1098	Store Brand und Store Brand Management. , 2018, , 23-78.		1
1099	Retail Branding â€“ Strategischer Rahmen fÃ¼r das Handelsmarketing. , 2012, , 441-461.		8
1100	The Classic Conceptualisation and Classification of Distribution Service Outputs â€“ Time for a Revision?. , 2011, , 1-32.		2
1101	Does Architecture Influence the Price Image and Intention to Shop in a Retail Store?. European Retail Research, 2009, , 83-100.	0.1	7
1102	The In-Store Antecedents and Consequences of Perceived Shopping Value for Regularly Purchased Products. European Retail Research, 2010, , 121-148.	0.1	4
1103	Retail-Branding â€” Strategischer Rahmen fÃ¼r das Handelsmarketing. , 2006, , 525-546.		6
1104	How determinant attributes of service quality influence customer-perceived value: An empirical investigation of the Australian coffee outlet industry. International Journal of Contemporary Hospitality Management, 2010, 22, 535-551.	5.3	10
1105	Examining the influence of satisfaction and regret on online shoppers' post-purchase behaviour. Benchmarking, 2021, 28, 1987-2007.	2.9	14
1107	The Impact of Visual Merchandising on Impulse Buying Behavior of Consumer: A Case from Central Mall of Ahmedabad India. Universal Journal of Management, 2013, 1, 76-82.	0.2	41
1108	The impact of airport shopping environments and dwell time on consumer spending. VezetÃ©studomÃ¡ny / Budapest Management Review, 2014, , 11-24.	0.1	11

#	Article	IF	Citations
1109	An Empirical Study on Perceived Value and Continuous Intention to Use of Smart Phone, and the Moderating Effect of Personal Innovativeness. Asia Pacific Journal of Information Systems, 2013, 23, 53-84.	0.2	17
1110	3D Servicescape Model: Atmospheric Qualities of Virtual Reality Retailing. International Journal of Advanced Computer Science and Applications, 2016, 7, .	0.5	6
1111	Relative importance of retail store image and consumers characteristics on the perception of value and willingness to pay a premium price. Regional Formation and Development Studies, 2014, 9, .	0.0	4
1112	The Effects of Environmentally-friendly Agricultural Product Brand Value on Brand Satisfaction, Trust and Loyalty. Journal of Distribution Science, 2016, 14, 59-70.	0.4	2
1113	A Study on the Effect of Social Value of Traditional Market on Satisfaction, Loyalty and Local Attachment. Journal of Distribution Science, 2017, 15, 59-68.	0.4	4
1114	Main street retail districts or shopping centers? comparing the preferences of low-income consumers. Brazilian Business Review, 2012, sp.ed, 154-179.	0.4	3
1115	Papel Moderador da Marca e Mediação do Valor Percebido na Intenção de Recompra. RAC: Revista De Administração Contemporânea, 2017, 21, 347-372.	0.1	1
1116	The Influence of Determinant Factors for Shopping Mall Selection on Traditional Market Attractiveness(Image and Appraisal) and Revisit Intention. Asia-Pacific Journal of Business Venturing and Entrepreneurship, 2012, 7, 9-20.	0.1	1
1117	How to Engage Children into the World of Traditional Car Brands? Exploration of Specific Touchpoints between Future Buyers in the Car Industry and Established Brands. Central European Business Review, 2017, 6, 27-40.	0.9	1
1118	O EFEITO DO FORMATO DE APRESENTAÇÃO DE DESCONTO EM AMBIENTE CROWDING: UM ESTUDO EXPERIMENTAL. RACE: Revista De Administração, Contabilidade E Economia, 2015, 14, 653.	0.1	3
1119	Atmospheric Music Fit As A Driver Of Shopper Store Evaluations And Their Behavioral Responses. Journal of Applied Business Research, 2011, 24, .	0.3	2
1120	Drivers Of Customer Loyalty In South African Retail Stores. Journal of Applied Business Research, 2015, 31, 1295.	0.3	12
1121	Does Consumer Gender Influence The Relationship Between Consumer Loyalty And Its Antecedents?. Journal of Applied Business Research, 2015, 31, 1593.	0.3	4
1122	The Impact Of Price Perception On Customer Loyalty In The Airline Context. Journal of Business and Economics Research, 2011, 9, 37.	1.0	21
1123	The Effects of Customer Satisfaction Based on User Experience on Commitment, Loyalty and Repeated Use in Franchise and Chain Coffee Shops. Culinary Science & Hospitality Research, 2013, 19, 206-224.	0.1	4
1124	Algılanan Fayda ve Fedakarlık Bileşenlerinin Algılanan Müşteri Değeri Üzerindeki Etkisi. Ege Akademik Bakis (Ege Academic Review), 2015, 15, 379-379.	0.2	1
1125	Identificar-se com os outros Consumidores Minimiza o Efeito Crowding? O papel da similaridade percebida. Revista Eletrônica De Ciência Administrativa, 2020, 19, 83-103.	0.1	3
1126	A study of small, medium, and micro-sized enterprise (SMME) business owner and stakeholder perceptions of barriers and enablers in the South African retail sector. Journal of Governance and Regulation, 2015, 4, 620-630.	0.4	5

#	Article	IF	Citations
1127	A framework for the evaluation of winery servicescapes: A New Zealand case. Pasos, 2008, 6, 231-247.	0.1	22
1128	The Effects of Hotel Environmental Factors on Consumersâ€™ Emotions and Attitudes - The Moderating Effect of Lifestyle. Athens Journal of Tourism, 2015, 2, 9-17.	0.2	3
1130	Effects of Two Types of Service Quality on Brand Equity in China: The Moderating Roles of Satisfaction, Brand Associations, and Brand Loyalty. Seoul Journal of Business, 2009, 15, 59-83.	0.1	6
1131	A Study on the Influencing Factors on the Activation of Traditional Market. Journal of Policy Development, 2017, 17, 1-28.	0.1	1
1132	Ã‰valuation en ligne et rÃ©cits d'expÃ©riences au restaurantÂ: quels effets de l'Ã¢ge de l'e-Ã©valuateurÂ?. Gestion 2000, 2014, Volume 30, 75-91.	0.1	3
1134	Sport Environment/Atmospherics. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2014, , 104-132.	0.7	2
1135	Shopping Well-Being and Ill-Being. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2014, , 27-44.	0.7	10
1136	The Coffee Shop and Customer Experience. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2014, , 173-196.	0.7	8
1137	A Dilemma for Retailers. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2014, , 297-317.	0.7	6
1138	Retail Innovativeness. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2014, , 384-403.	0.7	10
1139	Tweeting for Service. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2015, , 111-129.	0.7	1
1140	Customer-Perceived Value of Medical Tourism. Advances in Hospitality, Tourism and the Services Industry, 2015, , 58-78.	0.2	1
1141	Experiential Tourist Products. Advances in Hospitality, Tourism and the Services Industry, 2015, , 211-230.	0.2	3
1142	Exploring the Three- Path Mediation Model. , 2016, , 1328-1349.		3
1143	Mastering Consumer Attitude and Sustainable Consumption in the Digital Age. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2017, , 16-41.	0.7	13
1144	Designing Indulgent Interaction. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 0, , 1-21.	0.7	5
1145	Multisensory Brand Experiences and Brand Love. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2018, , 1-21.	0.7	10
1146	Modeling Shopper Responses to Retail Digital Signage. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 0, , 41-69.	0.7	2

#	Article	IF	Citations
1147	Are Retailers' Perceptions of Their Innovativeness and Technology Similar to Those of Consumers?. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 310-337.	0.7	1
1148	Predicting Impulsive Buyers. International Journal of Strategic Decision Sciences, 2016, 7, 40-56.	0.0	6
1149	The Research for Exploring Product Design Characteristics by SEM via Correlated Innovation and Design Strategy. American Journal of Industrial and Business Management, 2013, 03, 8-16.	0.4	3
1150	Research on the Effect of 4C + 2S to Customer Perceived Value in Scene Marketing of Clothing Industry in China. Open Journal of Business and Management, 2020, 08, 628-638.	0.3	2
1151	Applying the Triangulation Approach in IT â€" Business Strategic Alignment and Sustainable Competitive Advantage. IBIMA Business Review, 0, , 1-13.	0.2	3
1152	A Cross-Validation Study of the Other Customers Perceptions Scale in the Context of Sport and Fitness Centres. [Un estudio de validaciÃ³n cruzada sobre la escala de percepciÃ³n de otros consumidores en el contexto de centros deportivos y de fitness].. RICYDE Revista Internacional De Ciencias Del Deporte, 2014, 10, 63-74.	0.1	2
1153	In fl uence of Retail Atmospherics as Nonverbal Communication on Purchase Behaviour in the Nigerian Retail Environment. Journal of Marketing and Consumer Behaviour in Emerging Markets, 2017, 2017, 45-62.	0.1	4
1154	Store Attributes as Determinants of Store Loyalty - Moderating Effect of Rural versus Urban Apparel Shoppers -. The Research Journal of the Costume Culture, 2012, 20, 99-110.	0.3	2
1155	Building Consumer Loyalty through Servicescape in Shopping Malls. IOSR Journal of Business and Management, 2013, 10, 11-17.	0.1	12
1156	Factors Affecting Consumer Experience and Repurchase Intention: An Empirical Study. SSRN Electronic Journal, 0, , .	0.4	0
1157	Determinants of Store Loyalty â€"Empirical Evidence from United Arab Emirates. Journal of Promotion Management, 2022, 28, 309-331.	2.4	0
1158	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.	2.2	8
1159	The friluftsliv response: Connection, drive, and contentment reactions to biophilic design in consumer environments. International Journal of Research in Marketing, 2022, 39, 364-379.	2.4	3
1160	Retail atmospherics in times of disruption: a PLS modeling approach of the role of emotions in a pharmacy environment. International Journal of Retail and Distribution Management, 2022, 50, 158-182.	2.7	5
1161	Whether, when, and why functional company characteristics engender customer satisfaction and customer-company identification: The role of self-definitional needs. International Journal of Research in Marketing, 2022, 39, 699-723.	2.4	8
1162	In-Store Marketing and Consumer Value: Developing an Interactionist Approach to Investigate Consumer Buying Behavior (In-Store Marketing E Valore Per Il Cliente: Un Modello Interazionista Per) Tj ETQq1 1 0.784314 rgBT /Overlock		
1163	Konzeptualisierung eines Modells zur ErklÃ¤rung der Wirkung der Gestaltungselemente im Verkaufsraum auf den Konsumenten. , 2004, , 83-130.		0
1165	A study on the servicescape and image positioning map in the family restaurant industry. Culinary Science & Hospitality Research, 2007, 13, 275-291.	0.1	0

#	ARTICLE	IF	CITATIONS
1166	A study on the servicescape and image positioning map in the family restaurant industry. Culinary Science & Hospitality Research, 2007, 13, 275-291.	0.1	0
1167	The Influence of Family Restaurantâ€™s Physical Environment on Customer Value. Journal of Korea Service Management Society, 2008, 9, 89-108.	0.0	2
1168	The Influence of Restaurant Atmosphere on Its Image and Customer Emotions and Behavior. Culinary Science & Hospitality Research, 2008, 14, 398-414.	0.1	0
1169	The Influence of Restaurant Atmosphere on Its Image and Customer Emotions and Behavior. Culinary Science & Hospitality Research, 2008, 14, 398-414.	0.1	0
1170	Modelling and Simulating Retail Management Practices: A First Approach. SSRN Electronic Journal, 0, , .	0.4	0
1171	Ethical Sourcing als Option der beschaffungsseitigen Internationalisierung von Handelsunternehmen. , 2009, , 265-287.		3
1172	Ladengestaltung. , 2009, , 315-336.		0
1173	Modelling and simulating retail management practices: a first approach. International Journal of Simulation and Process Modelling, 2009, 5, 109.	0.1	1
1174	The Effect of Store Attribute of Sports Goods on Store Emotion, Store Image, Brand Image and Brand Loyalty. Korean Journal of Sport Science, 2009, 20, 531-540.	0.0	2
1175	Impact of Perceived Environmental Cues on Festival Satisfaction and Behavior Intention - Focused on Gwangju Chungjang Festival in 2008 -. The Journal of the Korea Contents Association, 2009, 9, 380-392.	0.0	0
1176	Estudo do comportamento de compra do frequentador de shopping centers na cidade de SÃ£o Paulo. Revista De AdministraÃ§Ã£o Da UFSM, 2009, 2, 130-146.	0.1	1
1177	A Study on the Importance of Physical Environment and Customer Satisfaction by Fine Dining Restaurant Use Behavior. Culinary Science & Hospitality Research, 2009, 15, 172-186.	0.1	0
1178	Analysis of Competitive Effects of Attitudes toward Private Brand and National Brand on Purchase Intentions. Journal of Product Research, 2009, 27, 69-80.	0.0	1
1179	A Study on the Importance of Physical Environment and Customer Satisfaction by Fine Dining Restaurant Use Behavior. Culinary Science & Hospitality Research, 2009, 15, 172-186.	0.1	0
1180	The Effects of Webpage Background and Store Brand on Consumers' Responses in Online Shopping. Korean Journal of Human Ecology, 2009, 18, 1289-1302.	0.0	0
1181	4010 â€" Ein Point-of-Sales-Konzept fÃ¼r die junge Zielgruppe am Beispiel der Deutschen Telekom AG. , 2010, , 71-87.		0
1182	Determinanten der Kundenbindung. , 2010, , 81-109.		0
1183	Consumersâ€™ first impressions of consumption environments: a cultural perspective. Pecunia: Revista De La Facultad De Ciencias EconÃ³micas Y Empresariales, 2010, , 69.	0.0	0

#	ARTICLE	IF	CITATIONS
1184	The Effects of Physical Environment of Local Health Clubs in the Revisit Intention. Journal of Korea Service Management Society, 2010, 11, 1-23.	0.0	1
1185	The Influence of Customer Value on Customer Satisfaction and Post-purchase Behavioral Intention in Hotel Service. Journal of Korea Service Management Society, 2010, 11, 199-216.	0.0	0
1187	Consumer Responses to Product Related Online Blogs Characterized by Information Sources. The E-Business Studies, 2011, 12, 207-227.	0.0	1
1188	The Role of Empathy in Online Boycotting : Focused on Consumerâ€™s Affective Approach. Journal of Consumption Culture, 2011, 14, 25-43.	0.1	2
1189	Differences in the Evaluation of Clothing Products according to Self-Efficacy in Purchasing Clothes. Journal of the Korean Society of Clothing and Textiles, 2011, 35, 775-786.	0.0	0
1190	The influence of the Physical Environment of a Coffee Shop on Customer Evaluation and Satisfaction. Culinary Science & Hospitality Research, 2011, 17, 42-56.	0.1	0
1191	The influence of the Physical Environment of a Coffee Shop on Customer Evaluation and Satisfaction. Culinary Science & Hospitality Research, 2011, 17, 42-56.	0.1	2
1192	A pesquisa na Ã¡rea do varejo: reflexÃµes e provocaÃ§Ãµes. RAE Revista De Administracao De Empresas, 2011, 51, 522-527.	0.1	8
1193	ConveniÃªncia de serviÃ§os: apropriaÃ§Ã£o e adaptaÃ§Ã£o de uma escala de medida. RAE Revista De Administracao De Empresas, 2011, 51, 585-600.	0.1	0
1194	The Empirical Study on Impact of Consumer Experience to Consumer Loyalty of Coffee Chain in Guangzhou. , 2012, , .		1
1195	Kauf- und WarenhÃ¤user â€“ Historie, Status quo und kÃ¼nftige Entwicklungen. , 2012, , 309-328.		2
1196	Handelsmarketing. , 2012, , 987-1022.		0
1197	Store Attributes as Determinants of Store Loyalty - Moderating Effect of Rural versus Urban Apparel Shoppers -. The Research Journal of the Costume Culture, 2012, 20, 99-110.	0.3	0
1198	Modelo integrado de antecedentes y consecuencias del valor percibido por el egresado. Revista Venezolana De Gerencia, 2012, 16, .	0.5	2
1199	PENGARUH ATRIBUT SUPERMARKET TERHADAP MOTIF BELANJA HEDONIK MOTIF BELANJA UTILITARIAN DAN LOYALITAS KONSUMEN. Jurnal Manajemen Pemasaran, 2012, 6, .	0.0	3
1200	The Effects of Service Encounters in a Family Restaurant on Customer Value and Behavioral Intent. Korean Journal of Food and Cookery Science, 2012, 28, 285-298.	0.2	0
1201	The Impacts of Physical Environment on Trust, Customer Satisfaction, and Revisit Intention. Journal of Product Research, 2012, 30, 47-57.	0.0	1
1202	The Influence of the servicescape of cosmetic brandshop on store image. Journal of Korea Design Forum, 2012, null, 127-138.	0.0	0

#	Article	IF	Citations
1203	Do Small Format Supermarkets Improve the Shopping Experience?. International Journal of Applied Behavioral Economics, 2012, 1, 1-8.	0.1	0
1204	Comparison of Customers' Perception with Regard to Service Quality in Public and Private Insurance Companies using Servqual. Delhi Business Review, 2012, 13, 55-66.	0.1	0
1205	How Experience Changes the Importance of Website Criteria: The Moderating Influence of Online and Website-Specific Experience. SSRN Electronic Journal, 0, , .	0.4	0
1206	Waiting as a Signal of Quality When Multiple Extrinsic Cues are Presented. , 2013, , 205-210.		0
1207	An Empirical Study of Store Environment Influence on Consumer Multi-Perceived Values toward Patronage Intentions. , 2013, , 19-46.		1
1208	Visual merchandising an impulsive reinforcer of purchases leading to social imbalance: a case study on middle class families in Hyderabad.. IOSR Journal of Business and Management, 2013, 9, 111-122.	0.1	1
1209	Shopping Experience and Their Influence on Satisfaction in Australia and Indonesia. , 2013, , 583-589.		0
1210	The Impact of Service Quality on Customer Satisfaction, Service Value, and Store Loyalty in a University-Based Convenience Store. Journal of Distribution Science, 2013, 11, 5-15.	0.4	1
1211	A Study on the Effects of Perceived Value on Customer Satisfaction and Revisit Intention - Focused on the Differences of Involvement Level -. Culinary Science & Hospitality Research, 2013, 19, 18-32.	0.1	4
1212	The Impact of Retail Store Global-Mindedness on Jordanian Consumers' Patronage Intention. International Journal of Marketing Studies, 2013, 5, .	0.2	2
1213	A Study on the Effects of Perceived Value on Customer Satisfaction and Revisit Intention - Focused on the Differences of Involvement Level -. Culinary Science & Hospitality Research, 2013, 19, 18-32.	0.1	1
1214	The Roles of Economic Benefits and Identity Salience: Inducing Factors in the Behavioral Intent to Use Outlet Shopping Centers. Journal of Distribution Science, 2013, 11, 41-50.	0.4	2
1215	How Value Perception Affects Buying Intentions of Online Consumers?. Bogazici Journal, 2013, 27, 11-29.	0.2	3
1216	A Comparative Study on foreign tourist's shopping emotion –using the Critical Incident Technique–. Ilbon Geundaehag Yeon'gu, 2013, null, 467-482.	0.0	0
1217	SHOPPER TYPOLOGY ON THE RELATIONSHIP BETWEEN SHOPPING MALL ATTRACTIVENESS AND SHOPPER PATRONAGE. ASEAN Journal on Hospitality and Tourism, 2013, 12, 141.	0.1	1
1218	The Effects of Customer Satisfaction Based on User Experience on Commitment, Loyalty and Repeated Use in Franchise and Chain Coffee Shops. Culinary Science & Hospitality Research, 2013, 19, 206-224.	0.1	1
1219	Connecting Factory to Theatre: Lessons from a Case Study. , 2014, , 45-67.		0
1220	Atmosphere as a Store Communication Tool. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2014, , 239-257.	0.7	0

#	ARTICLE	IF	CITATIONS
1221	Zahlungsbereitschaften im Service Encounter: Eine am wahrgenommenen Akquisitions- und Transaktionswert orientierte Analyse. , 2014, , 63-81.		0
1222	Bedeutung der Ladengestaltung fÃ¼r die Marketingkommunikation. , 2014, , 1-16.		0
1223	The Effect of Salesperson and Store Environment on Satisfaction with Cosmetic Purchasing -Comparison of Korean and Chinese Consumers-. Journal of Product Research, 2014, 32, 1-18.	0.0	0
1224	The effects of consumersâ€™ regulatory focus on the relationship between visiting intention and VMD benefits. Management & Information Systems Review, 2014, 33, 263-278.	0.1	0
1225	Method for Selecting a Smart Television Product Model Using AHP. Journal of Digital Convergence, 2014, 12, 69-77.	0.1	0
1226	æ¶ˆè²»è€…è¦ç¹ã®ãƒªãƒ†ãƒ¼ãƒ«ãƒ»ãƒ–ãƒ©ãƒ³ãƒ‰ãƒ³ã¸ã¯ã®åƒ†ã£. Japan Marketing Journal, 2014, 33, 57-74.	0.1	0
1227	The Influences of DINESERV on Customer Satisfaction and Engagement in Chinese Restaurants. FoodService Industry Journal, 2014, 10, 7-21.	0.1	0
1231	A Study on Consumersâ€™ regulatory focus as a determinant of perceived value of online shopping mall VMD. Management & Information Systems Review, 2014, 33, 213-232.	0.1	0
1232	Building Store Satisfaction Centred on Customer Retention in Clothing Retailing. International Journal of Research in Business and Social Science, 2014, 3, 89-105.	0.1	5
1233	A Study on the Effects of factor of Service Quality, Service Guarantee and Service Value in General Super Market. Journal of Distribution Science, 2015, 13, 93-103.	0.4	3
1234	Kunden-Anbieter-Interaktionen in der Spezifizierungsphase bei Dienstleistungen. , 2015, , 261-286.		0
1235	Social marketing: A framework for paving the pathway of legal assistance programme. , 2015, , 415-420.		0
1236	Consumer Satisfaction to Hospitality: A Case Study of Public Planning for Good Servicescapes in Taiwan. J of Tourism and Hospitality Management, 2015, 3, .	0.2	0
1237	The Relation among Consumer Values in Service, Product Evaluation and Self-Construal. Journal of Distribution and Management Research, 2015, 18, 17-29.	0.0	0
1238	Collaborative Environmental Management. SpringerBriefs in Applied Sciences and Technology, 2016, , 73-107.	0.2	0
1239	City Slogan Modifiers and Slogan Attitudes from the Perspective of Outsiders'. Korean Management Science Review, 2015, 32, 105-118.	0.2	0
1240	â€œServicescapeâ€•Differentiation in a Hair Salon. Journal of Distribution Science, 2015, 13, 71-79.	0.4	2
1241	A Study on The Effects of Choice Attributes of The Housing on The Loyalty. Asia-Pacific Journal of Business Venturing and Entrepreneurship, 2015, 10, 93-103.	0.1	0

#	ARTICLE	IF	CITATIONS
1242	The Impact of Online and Offline Wine Purchase Channels on Consumer Perceptions of Wine Attributes and Repurchase Intention. Journal of Distribution Science, 2015, 13, 57-63.	0.4	0
1243	The Impact of Service Quality on Service Satisfaction and Store Loyalty: Service Value as a Moderator. Journal of Distribution Science, 2015, 13, 101-108.	0.4	0
1244	O Efeito da Imagem de Loja, do Valor Percebido e do Conhecimento de Marca sobre a Intenção de Compra nos Supermercados. , 2015, , .		0
1245	The Effects of Self Congruity and Functional Congruity on Brand Attachment and Relationship Continuance Intention - Focused on the Moderation Effect of Perceived Reciprocity in Franchise Dessert Cafe -. Journal of Distribution and Management Research, 2015, 18, 79-92.	0.0	3
1246	Reviewing the Role of Store Brands in the Global Retail Industry. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2016, , 28-53.	0.7	3
1247	Building Customers' Re-Patronage Intention through Service Quality of Community Mall in Bangkok. Entrepreneurial Business and Economics Review, 2016, 4, 9-25.	1.2	3
1248	Optimum Stimulation Level and Shopping Experience: A Case of Australia. Managing the Asian Century, 2016, , 97-112.	0.2	1
1249	Bedeutung der Ladengestaltung für die Marketingkommunikation. , 2016, , 165-183.		0
1250	Shopper marketing strategy in food retailing. Ekonomika Poljoprivrede (1979), 2016, 63, 189-204.	0.2	2
1251	Assortment Size and PL Penetration in Grocery Retailers' Portfolios during Economic Crisis. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2016, , 244-274.	0.7	1
1252	The Characteristics of Fast Food Restaurants Product and Stores to Affect Attractiveness: Comparison of One-Person Households and Many Persons Households. Journal of Product Research, 2016, 34, 17-29.	0.0	1
1253	How Do Consumers Respond to Shopping Environments?:Proposing the Theory of Shopping Congruence. The Korean Journal of Consumer and Advertising Psychology, 2016, 17, 57-79.	0.2	0
1254	The Effects of In-Store's Visual Cues on Mall Image and Emotion and Purchase Intention and Mediating Role of Mall Image in Department stores. Journal of Distribution and Management Research, 2016, 19, 5-20.	0.0	3
1255	L'influence du comportement de butinage sur une conséquence transactionnelle au point de vente: une application à l'achat non planifié en supermarché au Cameroun. Management & Avenir, 2016, N° 84, 15-29.	0.0	0
1256	CONEXÃƒO VISUAL E EMOCIONAL E A INTENÇÃƒO DE COMPRAR LINGERIE PARA MULHERES E A MODERAÇÃƒO DO SEU ESTADO CIVIL. RACE: Revista De Administração, Contabilidade E Economia, 2016, 15, 251.	0.1	0
1257	RELAÇÃƒO CLIENTE E AMBIENTE CONSTRUÃ�O: ESTUDO DE CASO EM PANIFICADORA. , 0, , .		0
1258	Effects of Spatial Crowding on Store Loyalty: Roles of Store Size. Universal Journal of Psychology, 2016, 4, 123-131.	0.3	1
1259	The Effect of Cognitive Response on Behavioral Response of Consumers to Sold Out Products On-line Shopping Malls. The Korean Society of Costume, 2016, 66, 32-44.	0.1	0

#	ARTICLE	IF	CITATIONS
1260	The Effects of Value of Reward Program on Loyalty Strengthening and Transference -Focusing on Reward Program of Performance Art/Exhibition-. The Journal of the Korea Contents Association, 2016, 16, 760-770.	0.0	0
1261	The Effects of Store Attributes on Customer Equity of Dongdaemun Shopping Malls - Focusing on Dongdaemun Shopping Mall Types -. Fashion & Textile Research Journal, 2016, 18, 438-449.	0.1	0
1262	Effect of Visual Merchandising in Fast Fashion Retailing. Journal of the Korean Society of Clothing and Textiles, 2016, 40, 716-732.	0.0	1
1263	Luxuriousness of Prestige Brands and Effects of Marketing Mix. The Journal of Eurasian Studies, 2016, 13, 157-176.	0.1	0
1264	A Study on the Influence of Coffee Shopâ€™s Service-Scape on the Perceived Values, and Brand Attitude of Customers. Culinary Science & Hospitality Research, 2016, 22, 203-221.	0.1	2
1265	A Study on the Influence of Coffee Shopâ€™s Service-Scape on the Perceived Values, and Brand Attitude of Customers. Culinary Science & Hospitality Research, 2016, 22, 203-221.	0.1	1
1267	The issues of risk, trust, and customer intention: A search for the relationship. Risk Governance & Control: Financial Markets & Institutions, 2017, 7, 82-90.	0.2	4
1268	AN EXAMINATION OF THE ANTECEDENTS OF CUSTOMER SATISFACTION, BEHAVIORAL RESPONSE AND INTENTIONS AMONG RETAIL STORE FORMATS. International Journal of Research -GRANTHAALAYAH, 2017, 5, 239-257.	0.1	2
1269	IWS in der Innovation: Open Innovation. , 2017, , 49-84.		0
1270	Store Loyalty in PL-Only Assortment: A Comparative Analysis Between Spain and the U.S.. Springer Proceedings in Business and Economics, 2017, , 139-147.	0.3	0
1271	Effective Surveillance Management during Service Encounters. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2017, , 118-139.	0.7	0
1272	A Pilot Study of Technology Adoption: An Analysis of Consumersâ€™ Preference on Future Online Grocery Service. Asian Journal of Technology Management, 2017, 10, 74-89.	0.1	1
1273	Corporate Governance System and Entrepreneurial Orientation in the Banking Sector: Evidence from a Developing Country. International Journal of Innovation and Economic Development, 2017, 2, 29-48.	1.3	2
1276	Effect of Price Image on Post-purchase Satisfaction and Repatronage Intention: Mediating Role of Price Fairness. Journal of Distribution Science, 2017, 15, 71-81.	0.4	1
1277	Introduction: Luxury Brand Management Insights and Opportunities. , 2017, , 1-24.		6
1278	The Aural Nature of Atmosphere in a Retail Setting. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2017, , 290-311.	0.7	1
1279	Intelligent Decision Making and Risk Analysis of B2c E-Commerce Customer Satisfaction. , 2017, , 969-986.		0
1280	The effect of Jaycustomer misbehaviour on the Mehrabian-Russell Model. , 2017, , .		0

#	Article	IF	Citations
1281	A Study on Performance of Retail Store: Focused on Convenience Store. Journal of Distribution Science, 2017, 15, 47-51.	0.4	1
1282	The Effects of In-Store's Visual Design Elements on Image and Purchase Intention by Mediating of Emotion in Department Stores. Journal of Korea Design Forum, 2017, null, 107-118.	0.0	0
1283	Do Good Company Images Affect Purchase?: Focusing on Company-Consumer Identification Mediating the Relationship Between Good Company Images and Purchase-Intentions. Journal of Consumption Culture, 2017, 20, 23-47.	0.1	2
1284	Comparative Study of Store Image, Patronage Intention, and Retail Mix Elements between Alfamart and Indomaret in Jakarta. Binus Business Review, 2017, 8, 91.	0.3	0
1285	Delays in Services and Customer Service Evaluation: A Study of Family Dining Restaurants of Pakistan. Journal of Investment and Management, 2018, 7, 108.	0.3	0
1286	The effect of the structure of management and employees on guest's satisfaction of restaurant products and services. Ekonomika Poljoprivrede (1979), 2018, 65, 1193-1210.	0.2	0
1287	Can Retailer Really Retain? The Nexus Between Brand Image, Customer Retention and Retailer Behavior. Does Value Co-creation Impacts Customer Loyalty and Repurchase Intention?, 2018, 14, 90-104.	0.2	0
1288	QR code advertising: a cross-country comparison of Turkish and German consumers. International Journal of Internet Marketing and Advertising, 2018, 12, 40.	0.1	0
1289	Les dimensions créatrices de valeur pour le distributeur. , 2018, , 41-60.		0
1290	The Store Image of Department Stores Depending on Whether They Offer Luxury Overseas Brands and Shopping Value. The Korean Society of Costume, 2018, 68, 40-60.	0.1	1
1291	Dual attitudes in retail, its predictive capacity and interaction with empathy in mitigating negative responses of dissociated consumers. Revista Eletrônica De Ciência Administrativa, 2018, 17, 114-140.	0.1	0
1292	Exploring the Antecedents and Consequents of Student Experience in Higher Education Settings. Journal of Intercultural Management, 2018, 10, 63-82.	0.8	1
1293	Factors differentiating between concentric and sprinkled multiple-patronage shoppers in Kuwait. Management and Marketing, 2018, 13, 730-747.	0.8	1
1294	The Effects of Family Restaurant's Social Servicescape on Positive Emotion and Voluntary Behavior. International Journal of Industrial Distribution and Business, 2018, 9, 65-76.	0.1	0
1295	Using Choice-Based Conjoint Analysis in the China Market of Imported Beer. International Journal of Industrial Distribution and Business, 2018, 9, 57-64.	0.1	0
1296	An analysis on Effect of Use Intention of Mean automated Store Customer : focused on franchisee. Journal of Digital Contents Society, 2018, 19, 1313-1322.	0.1	3
1297	A Framework Defining Customer Experience Construct and Measurement. International Journal of Management Studies, 2018, V, 35.	0.0	0
1298	A study of the factors influencing customers' impulse buying behavior in restaurants. Advances in Hospitality and Tourism Research, 2018, 6, 47-67.	1.2	13

#	ARTICLE	IF	CITATIONS
1299	Lotação espacial e percepção de valor dos consumidores no varejo. Suma De Negocios, 2018, 9, 102-110.	0.4	0
1300	A Study on Impulse Buying Behavior of Females towards Cosmetics with Reference to in- Store Environment. International Journal of Management Studies, 2018, V, 09.	0.0	1
1301	How to Turn Your Customers into an Enthusiastic Fan? The Effect of Experiential Quality on Customer Behavior towards the Brand. Journal of Distribution and Management Research, 2018, 21, 89-103.	0.0	0
1302	The Researches on the Impact of Community Q&A Information Quality on Consumers' Purchase Intention. Journal of Mathematics and Informatics, 2018, 14, 45-52.	0.1	0
1304	An Effects of the Perceived Values and Emotional Response by the Cafe's Service Scape on a Customer's Behavioral Intention -A Comparative Study of Cafeteria and Dessert Cafe through the Role of Emotional Responses-. FoodService Industry Journal, 2018, 14, 191-206.	0.1	0
1305	Study on Korean SMEs' Brand Luxuriousness Building. Asia-Pacific Journal of Business Venturing and Entrepreneurship, 2018, 13, 1-14.	0.1	0
1306	Tourists' Intention to Revisit Tourism of Heritage Buildings in Bandung. , 0, , .		0
1308	Effective Surveillance Management During Service Encounters. , 2019, , 243-264.		0
1309	Questioning the Link between Self-Expressed Attitudes and Repurchasing Behavior. International Journal of Research in Business and Social Science, 2015, 4, 133-149.	0.1	3
1310	Die Gestaltungsfaktoren des Einkaufserlebnisses. , 2019, , 39-78.		0
1311	How Consumers Value Retailer's Return Policy Leniency Levers: An Empirical Investigation. SSRN Electronic Journal, 0, , .	0.4	2
1312	Sport Atmospherics' Influence on the Event Experience. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2019, , 172-222.	0.7	0
1313	Ergebnisse einer empirischen Studie zur Wirkung der Treiber des Einkaufserlebnisses. , 2019, , 79-96.		0
1314	Research on Defamiliarization Stimulus Strategy in the Context of Advertising Marketing. , 0, , .		0
1315	Die Gestaltung des Einkaufserlebnisses. , 2019, , 7-38.		0
1316	Relationship between Attributes of Utilitarian and Hedonic Shopping Values and Customer Satisfaction from Travelers on Duty Free Shop of Incheon International Airport: Focused on Foreign Students in Jeonbuk Province. The Korean Journal of Community Living Science, 2019, 30, 265-276.	0.0	0
1317	E-Atmosferin Plansız Satın Alma Davranışı Üzerindeki Etkisinde Alışverişi Keyfinin Aracılık Rolü: Tüketicilerin Atmosfer Duyarlılıklarına Göre Bir Karşılaştırma. Anadolu Üniversitesi Sosyal Bilimler Dergisi, 2019, 19, 347-368.	0.1	5
1318	The Future of Fashion Films in Augmented Reality and Virtual Reality. Springer Series in Fashion Business, 2020, , 281-301.	0.3	1

#	Article	IF	Citations
1319	THE EFFECT OF THE STORE SERVICESCAPE ON THE CUSTOMERS REGARDING THE TELECOMMUNICATION SECTOR. Akademik AraÅŸtÄ±rmalar Ve Ã§alÄ±ÅŸmalar Dergisi, 2019, 11, 577-590.	0.2	1
1320	The Role of Country of Origin in Foreign Retailersâ€™ Strategies. International Series in Advanced Management Studies, 2020, , 119-148.	0.1	0
1321	The antecedents influencing shoppersâ€™ frequencies of visit and purchase intention in the shopping mall: A study on the pull factors. Holistica, 2019, 10, 53-74.	0.3	3
1323	Understanding Research Online Purchase Offline (ROPO) Behaviour of Indian Consumers. International Journal of Online Marketing, 2020, 10, 1-14.	0.9	6
1324	Emotional, Sensory, and Social Dimensions of Consumer Buying Behavior. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , .	0.7	3
1325	Kunst gegen Leerstand und Tristesse â€“ Urban Art Infusion-Effekt im Kontext der Einkaufscenter-Marke. , 2020, , 195-212.		0
1326	Perceived Atmospherics and Store Patronage Intentions by Digital Signage in the Fashion Retail Stores. Korean Journal of Human Ecology, 2020, 29, 93-103.	0.0	1
1327	AVM ATMOSFERÄ° UNSURLARININ ALIÅŸVERÄ°ÅŸ DEÄžERÄ° VE TÃœKETÄ°CÄ°LERÄ°N ALIÅŸVERÄ°ÅŸ DAVRANIÅŸ BÄ°Ã‡Ä°MLERÄ° ÃœZ ALIÅŸVERÄ°ÅŸ DEÄžERÄ°NÄ°N ARACI ROLÃœNÃœN Ä°NCELENMESÄ°. Akademik AraÅŸtÄ±rmalar Ve Ã§alÄ±ÅŸmalar Dergisi, 0, , 298-3		
1328	Examining the impact of external reference prices on seller price image dimensions and purchase intentions in pay what you want (PWYW). Asia Pacific Journal of Marketing and Logistics, 2022, 34, 1778-1806.	1.8	3
1329	AnÃ¡lisis de la relaciÃ³n entre la comunicaciÃ³n integrada de marketing y la satisfacciÃ³n del cliente. El caso Mcdonaldâ€™s.. Revista De Estudios Empresariales, 2020, , 32-52.	0.3	2
1330	The Mediating Role of Golden Square of Marketing between Effective Product Packaging Elements and Customer Patronage: An Empirical Study on Cosmetics and Beauty Care Products in Egypt. Ø§Ù„Ù…Ø¬Ù„Ø© Ø§Ù„Ø¹Ù„Ù…ÙŒØ© Ù„, 716-775.		
1331	The Influence of Visual Merchandising on Store Patronage in the Fast-Fashion Stores in Indonesia: The Role of Shopping Value and Self-Congruity. Gadjah Mada International Journal of Business, 2020, 22, 232.	0.4	2
1332	M-coupon's sharing behaviour on social media: intrinsic vs extrinsic motivation. South Asian Journal of Business Studies, 2021, 10, 278-304.	0.5	1
1333	An Empirical Investigation of the Relationship between Store Attributes and Customer Satisfaction: A Retail Operations Perspective. Operations and Supply Chain Management, 0, , 100-110.	0.0	3
1334	The positioning of green brands in enhancing their image: the mediating roles of green brand innovativeness and green perceived value. International Journal of Emerging Markets, 2022, 17, 1404-1424.	1.3	22
1335	Brand Experiences, Retail Scenarios, and Brand Images in the Fashion Industry. , 2020, , 1085-1107.		0
1336	Predicting Customer Satisfaction and Customer-Company Identification in Enhancing Halal Restaurant Loyalty: Service Encounters Perspective. , 0, , .		0
1337	The Importance of Retail Atmosphere in Online and Offline Environments. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 87-109.	0.7	0

#	Article	IF	Citations
1338	Multisensory Brand Experiences and Brand Love. , 2020, , 615-635.		0
1339	Direct Marketing Issues in Emerging Marketsâ€"Review and Proposition. , 2020, , 59-73.		0
1340	Brand Experiences, Retail Scenarios, and Brand Images in the Fashion Industry. , 2020, , 291-313.		0
1341	Handelsmarketing. , 2020, , 1095-1139.		0
1342	The Sensory Dimension of Sustainable Retailing. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 50-83.	0.7	0
1343	Ambient Encounters in Retail â€œDiscountersâ€. Advances in Marketing, Customer Relationship Management, and E-services Book Series, 2020, , 1-22.	0.7	0
1344	TÃœKETÄ°CÄ°LERÄ°N PERAKENDECÄ° MAÄžAZALARDA MÃœÅžTERÄ° OLMA DAVRANIÅžINA Ä°LÄ°ÅžKÄ°N KAVRAMSAL BÄ°R MODEL Ã–Ã—neri, 0, , 189-197.	0.1	2
1345	The Effects of Self and Functional Congruity, and Alternative Attractiveness on Brand Value Evaluation and Brand Attachment for the Ethical Fashion Brand : Focusing on Gender Differences. The Korean Society of Costume, 2020, 70, 121-140.	0.1	1
1346	The Impact of Hotel Room Colors on Affective Responses, Attitude, and Booking Intention. International Journal of Hospitality and Tourism Administration, 2023, 24, 314-334.	1.7	1
1347	Getting a Handle on Sales: Shopping Carts Affect Purchasing by Activating Arm Muscles. Journal of Marketing, 2022, 86, 135-154.	7.0	2
1348	Brand Experiences, Retail Scenarios, and Brand Images in the Fashion Industry. Advances in Logistics, Operations, and Management Science Book Series, 0, , 444-466.	0.3	0
1349	CRM in Fashion Retail. Advances in Logistics, Operations, and Management Science Book Series, 0, , 509-531.	0.3	2
1350	Customer-Perceived Value of Medical Tourism. , 0, , 32-51.		0
1351	Handel und Medien. , 2009, , 451-472.		1
1352	Erlebnisorientierte EinkaufsstÃ¤ttengestaltung im stationÃ¤ren und virtuellen Einzelhandel. , 2006, , 245-273.		2
1357	Does â€œGood Cospaâ€ Encourage Consumer Reviews and Purchases?. Japan Marketing Journal, 2020, 40, 18-28.	0.1	0
1358	å°—è²—å†…ã«åŠå‚ã‹é¦™ã‚Šã®åŠ¹æžœ. Japan Marketing Journal, 2006, 26, 66-79.	0.1	0
1359	Impact of Visual Merchandising, Premium Pricing and Ethnocentrism Marketing Strategies Towards Consumer Behavior in Different Industries: Special Reference to Apparel Industry and Luxury Brands. SSRN Electronic Journal, 0, , .	0.4	0

#	Article	IF	Citations
1360	An investigation into online atmospherics: The effect of animated images on emotions, cognition, and purchase intentions. Journal of Retailing and Consumer Services, 2022, 64, 102845.	5.3	17
1361	Consumer Behavior and Sustainable Performance: Perceived of E-Service Quality on Online Shopping. , 2021, , .		2
1362	The effects of circular format on store patronage: An Italian perspective. Journal of Business Research, 2022, 140, 430-438.	5.8	5
1363	User perceptions of 3D online store designs: an experimental investigation. Information Systems and E-Business Management, 2021, 19, 1321-1354.	2.2	2
1364	Predicting mobile government service continuance: A two-stage structural equation modeling-artificial neural network approach. Government Information Quarterly, 2022, 39, 101654.	4.0	13
1365	Internal reference price response across store formats. Journal of Retailing, 2021, , .	4.0	1
1366	â€œThat's not true!â€•paired interviews as a method for contemporaneous moderation of self-reporting on a shared service experience. Journal of Hospitality and Tourism Management, 2021, 49, 580-591.	3.5	3
1367	Managing Crowding and Consumers' Perceived Store Density. , 2022, , 43-56.		1
1368	Local food consumption values and attitude formation: the moderating effect of food neophilia and neophobia. Journal of Hospitality and Tourism Insights, 2023, 6, 464-491.	2.2	23
1369	How consumers value retailer's return policy leniency levers: An empirical investigation. Production and Operations Management, 2022, 31, 1719-1733.	2.1	17
1370	THE ROLE OF DINING ATMOSPHERE IN SHAPING CONSUMER TRUST AND LOYALTY TO IMPROVE THE COMPETITIVENESS OF LOCAL COFFEE SHOPS. Jurnal Aplikasi Manajemen, 2020, 18, 437-448.	0.2	0
1371	Do shoppers choose the same brand on the next trip when facing the same context? An empirical investigation in FMCG retailing. Journal of Retailing, 2022, 98, 576-592.	4.0	3
1372	Moderating effect of customer's retail format perception on customer satisfaction formation: An empirical study of mini-supermarkets in an urban retail market setting. Journal of Retailing and Consumer Services, 2022, 66, 102935.	5.3	8
1373	Is suggestive selling effective in increasing sales? Investigating its role in store promotion strategy using retail chain data from the U.S.. Journal of Marketing Analytics, 2023, 11, 32-40.	2.2	1
1374	Marketing comes to its senses: a bibliometric review and integrated framework of sensory experience in marketing. European Journal of Marketing, 2022, 56, 704-737.	1.7	20
1375	Exploring advertising strategy for restaurants sourcing locally: The interplay of benefit appeal and regulatory focus. Journal of Hospitality and Tourism Management, 2022, 50, 127-138.	3.5	11
1376	Exploring the Social and Systemic Influencing Factors of Mobile Short Video Applications on the Consumer Urge to Buy Impulsively. Journal of Global Information Management, 2022, 30, 1-23.	1.4	8
1377	Does Scarcity Add Value in Influencing Consumers in the Try-Before-You-Buy Model?. International Journal of Electronic Commerce, 2022, 26, 25-48.	1.4	3

#	ARTICLE	IF	CITATIONS
1378	The intellectual structure of customer experience research in service scholarship: a bibliometric analysis. Service Industries Journal, 2022, 42, 514-550.	5.0	24
1379	The Effects of the In-Flight Safety Information Characteristics on the Safety Behavioral Intention of Airline Passengers. Sustainability, 2022, 14, 2819.	1.6	3
1380	A netnography approach on the daily local-guided shopping tour experiences of travellers: An unexplored facet of the sharing economy. Journal of Vacation Marketing, 2023, 29, 103-118.	2.5	7
1381	Within sniffing distance: impact of ambient scent and physical distancing on consumer comfort with frontline employees. Journal of Personal Selling and Sales Management, 2022, 42, 265-278.	1.7	0
1382	The Effect of Hedonic Presentation on Consumersâ€™ Willingness to Pay and Purchase Intention for Minimally Branded Products Online. Journal of Promotion Management, 2022, 28, 1077-1106.	2.4	3
1383	The effects of retail environmental design elements in virtual reality (VR) fashion stores. International Review of Retail, Distribution and Consumer Research, 2023, 33, 1-22.	1.3	11
1384	Do employees' tattoos leave a mark on customers' reactions to products and organizations?. Journal of Organizational Behavior, 0, , .	2.9	2
1385	The Impact of Social Media Websites on Customersâ€™ Purchase Intention in New Zealand. Journal of Administrative Sciences, 2022, 20, 299-328.	0.4	1
1386	Situational variables that affect consumers' suboptimal food purchasing behavior in China. British Food Journal, 2023, 125, 145-166.	1.6	4
1387	The role of motivations in the construction of patronage intention of innovative green products. Academia Revista Latinoamericana De Administracion, 2022, ahead-of-print, .	0.6	1
1388	Effects of Storesâ€™ Environmental Components on Chinese Consumersâ€™ Emotions and Intentions to Purchase Luxury Brands: Integrating Partial Least Squares-Structural Equation Modeling and Fuzzy-Set Qualitative Comparative Analysis Approaches. Frontiers in Psychology, 2022, 13, 840413.	1.1	6
1389	Moving Consumers from Free to Fee in Platform-Based Markets: An Empirical Study of Multiplayer Online Battle Arena Games. Information Systems Research, 2023, 34, 275-296.	2.2	12
1390	A Study on Customer Preference and Problems on Retailing with Special Reference to Chennai City. International Journal of Scientific Research and Management, 2022, 10, 3243-3247.	0.0	0
1391	Coordinated inventory control and pricing policies for online retailers with perishable products in the presence of social learning. Computers and Industrial Engineering, 2022, 168, 108093.	3.4	9
1392	â€œConsumer-to-Brand Impolitenessâ€•in luxury stores. Journal of Business Research, 2022, 146, 409-425.	5.8	1
1393	Does shape in backgrounds matter? Effects of Shapeâ€"Taste congruence on product evaluations. Journal of Retailing and Consumer Services, 2022, 67, 102990.	5.3	6
1394	A Conceptual Framework for Post Lockdown Digital Marketing Strategy for Malls for developing Loyalty and e-Word of Mouth. , 2021, , .		1
1395	The role of sustainable visual merchandising practices in predicting retail store loyalty. International Journal of Fashion Design, Technology and Education, 2022, 15, 257-266.	0.9	2

#	Article	IF	Citations
1396	A Customer Preference-centered Method of Exhibition Design Trend Forecasting. , 2021, , .		0
1397	The Effect of the Virtual Store Atmosphere on E-Satisfaction, E-Stickiness and E-Loyalty: An Application in the Clothing Industry. Erciyes Akademi:, 2021, 35, 1643-1668.	0.1	1
1398	Introducing a sensemaking perspective to the service experience. Journal of Service Theory and Practice, 2022, 32, 283-301.	1.9	2
1400	An integrative model of the impact of the store environment in supermarkets and hypermarkets. Recherches En Sciences De Gestion, 2020, NÂ° 138, 183-212.	0.0	1
1407	Bed and Breakfast (B&B) social servicescape and customer satisfaction: Positive emotion mediation and sex moderation. Journal of Psychology in Africa, 2022, 32, 152-158.	0.3	1
1408	Thatâ€™s So Instagrammable! Understanding How Environments Generate Indirect Advertising by Cueing Consumer-Generated Content. Journal of Advertising, 2022, 51, 411-429.	4.1	6
1409	Enhancing Patronage Intention on Online Fashion Industry in Indonesia: The Role of Value Co-Creation, Brand Image, and E-Service Quality. Cogent Business and Management, 2022, 9, .	1.3	3
1410	Consumer Buying Behaviour Towards Khadi Fashion Wear. SEDME (Small Enterprises Development) Tj ETQq1 1 0.784314 rgBT /Overl	0.2	1
1411	Double Consciousness of Black Millennial Consumers: Their Experiences in the Retail Space. Clothing and Textiles Research Journal, 0, , 0887302X2211001.	2.2	1
1412	Influence Mechanism of Implementation Intentions from the Perspective of Time and Space in Mobile Shopping. International Journal of Human-Computer Interaction, 2023, 39, 1675-1689.	3.3	1
1413	Convenience stores in the digital age: A focus on the customer experience and revisit intentions. Journal of Retailing and Consumer Services, 2022, 68, 103014.	5.3	17
1414	商業è™³å——ã‚¹ãƒšãƒ¼ã‚¹ã®åŠ¹æžœçš„ãƒžãƒã‚¸ãƒ¡ãƒ³ãƒˆ. Japan Marketing Journal, 2005, 25, 80-92.	0.1	1
1415	The effects of utilitarian value onÂomnichannel continuance intention: the moderating role ofÂproduct involvement. Baltic Journal of Management, 2022, 17, 484-500.	1.2	8
1416	How does customer engagement value occur in restaurants?A stimulus-organism-response(S-O-R) perspective. Service Industries Journal, 2023, 43, 497-524.	5.0	6
1417	Understanding customer-perceived values forÂapparel retailing in India. International Journal of Retail and Distribution Management, 2022, 50, 1337-1357.	2.7	3
1418	Omniâ€channel retailing on platforms: Disentangling the effects of channel integration and interâ€platform function usage difference. Journal of Operations Management, 2023, 69, 197-216.	3.3	5
1420	Impact of In-Store Atmosphere and Personal Factors on Consumer Impulse Buying Behavior in Supermarket. SSRN Electronic Journal, 0, , .	0.4	0
1421	Mais Tecnologia em Lojas FÃsicas Aumenta a IntenÃ§Ã£o de Compra? O Efeito Indireto do Ambiente TecnolÃ³gico. , 2021, 1, e4.		0

#	ARTICLE	IF	CITATIONS
1423	The Relationship between Color Preferences and Consumption Behaviors: Investigation of Afternoon Tea Consumers. Journal of Quality Assurance in Hospitality and Tourism, 2023, 24, 909-929.	1.7	0
1424	Impact of Store Ambience on Impulse Purchasing of Apparel Consumers. Tekstilec, 2022, 65, 147-156.	0.3	0
1425	Restaurants' outdoor signs say more than you think: An enquiry from a linguistic landscape perspective. Journal of Retailing and Consumer Services, 2022, 68, 103054.	5.3	5
1427	Defining online to offline (O2O): a systematic approach to defining an emerging business model. Internet Research, 2022, 32, 1453-1495.	2.7	10
1428	A synthesized retail brand personality framework: a cross-cultural study of Taiwan and the United States. Cross Cultural and Strategic Management, 2022, 29, 919-937.	1.0	1
1429	Nudge with interface designs of online product review systems – Effects of online product review system designs on purchase behavior. Information Technology and People, 2023, 36, 1555-1579.	1.9	3
1430	When a clean scent soothes the soul: Developing a positive attitude toward sharing service space with strangers. Journal of Retailing and Consumer Services, 2022, 68, 103051.	5.3	2
1431	Rethinking the impact of interactive technologies on the retailing experience: Synthesis, conceptual approach, and research agenda. Recherche Et Applications En Marketing, 0, , 205157072211026.	0.3	0
1432	Exploring store atmospherics of FMCG brands flagship stores with an immersive 180-degree dome-shaped display. Journal of Global Scholars of Marketing Science, 2022, 32, 554-578.	1.4	0
1433	Planned or unplanned purchases? The effects of perceived values on omnichannel continuance intention. International Journal of Retail and Distribution Management, 2022, 50, 1535-1551.	2.7	9
1434	Restaurant Dining Environment, Restaurant Formality and Dining Involvement in the Context of Memorable Dining Experiences (Mdes). Journal of Quality Assurance in Hospitality and Tourism, 2023, 24, 957-984.	1.7	3
1435	The Asymmetric Role of Perceived Quality and Perceived Risk in Consumers' Try-Before-You-Buy Model Acceptance Intention. Journal of Internet Commerce, 0, , 1-25.	3.5	1
1436	The influence of a destination's red cultural atmospherics on tourists' confidence in Chinese culture. Frontiers in Psychology, 0, 13, .	1.1	1
1437	Influence of Non-Standard Tourist Accommodation's Environmental Stimuli on Customer Loyalty: The Mediating Effect of Emotional Experience and the Moderating Effect of Personality Traits. International Journal of Environmental Research and Public Health, 2022, 19, 9671.	1.2	2
1438	Music to the individual consumer's ears: how and why does personalizing music in advertising enhance viewing duration and ad effectiveness?. International Journal of Advertising, 2023, 42, 682-712.	4.2	4
1439	Colours and price offers: How different price communications can affect sales and customers' perceptions. Journal of Retailing and Consumer Services, 2022, 68, 103073.	5.3	4
1440	Effects of the in-store crowd and employee perceptions on intentions to revisit and word-of-mouth via transactional satisfaction: A SOR approach. Journal of Retailing and Consumer Services, 2022, 68, 103087.	5.3	13
1441	Using Marketing Mix Elasticities to Demonstrate Consumer and Producer Perspectives in Marketing Management Class. International Journal of Management Education, 2022, 20, 100689.	2.2	3

#	Article	IF	Citations
1442	Bargain effectiveness in differentiated store environments: The role of store affect, processing fluency, and store familiarity. Journal of Retailing and Consumer Services, 2022, 69, 103085.	5.3	6
1443	Understanding customer satisfaction via deep learning and natural language processing. Expert Systems With Applications, 2022, 209, 118309.	4.4	19
1444	A systematic literature review of store atmosphere in alternative retail commerce channels. Journal of Business Research, 2022, 153, 412-427.	5.8	8
1445	Analyzing the impact of three-dimensional visibility value on shopping center retail unit rental prices. Environment and Planning B: Urban Analytics and City Science, 2023, 50, 621-641.	1.0	1
1446	Making customers more likely to come back: the role of background colour in triggering arousal to influence memory, attitude, and patronage intention. Electronic Commerce Research, 0, , .	3.0	2
1447	Repenser l'impact des technologies interactives sur l'expérience de distribution. Synthèse, approche conceptuelle et agenda de recherche. Recherche Et Applications En Marketing, 0, , 076737012211248.	0.2	0
1448	Generating loyalty towards fast fashion stores: a cross-generational approach based on store attributes and socio-environmental responsibility. Oeconomia Copernicana, 2022, 13, 891-934.	2.4	15
1449	Factors affecting repurchase intentions in retail shopping: An empirical study. Heliyon, 2022, 8, e10619.	1.4	6
1450	Conceptualizing, Measuring, and Managing Marketing Assets: Developing the Marketing Assets, Communication Focus, and Capability Nexus. Corporate Reputation Review, 2023, 26, 203-222.	1.1	2
1451	Change of tourism organizations: Implications from a review of cultural tourism research. Frontiers in Psychology, 0, 13, .	1.1	0
1452	Simultanes Dynamic Pricing und Placement im Omni-Channel-Handel. , 2022, , 209-234.		0
1453	Modulating your speech rate: The effect of speech rate on crowdfunding performance. Electronic Commerce Research and Applications, 2022, 56, 101211.	2.5	0
1454	A Study on the Effect of Salesperson's Adaptive Selling Behavior on Customer Equity and Customer Loyalty in the Distribution Channel of Industrial Goods - Focused on the Moderating Effects of Consultative Selling Competency. Journal of Channel and Retailing, 2022, 27, 39-61.	0.2	1
1455	Hate the wait? How social inferences can cause customers who wait longer to buy more. Frontiers in Psychology, 0, 13, .	1.1	0
1456	To Study the Influence of Antecedents, Consumer Lifestyles and Consumer Involvement: Determining the Mediating Role of Visual Merchandising. Palgrave Studies in Democracy, Innovation, and Entrepreneurship for Growth, 2022, , 359-379.	0.3	0
1457	All That Glitters is Not Green: Impact of Biophilic Designs on Customer Experiential Values. Journal of Hospitality and Tourism Research, 2023, 47, NP18-NP32.	1.8	4
1458	Impact of Live Chat Service Quality on Behavioral Intentions and Relationship Quality: A Meta-Analysis. International Journal of Human-Computer Interaction, 2024, 40, 1558-1585.	3.3	2
1459	NFC m-payment as a driver for customer loyalty towards retailers amongst Generation Z. International Journal of Retail and Distribution Management, 2022, ahead-of-print, .	2.7	3

#	ARTICLE	IF	CITATIONS
1460	Disorder in secondhand retail spaces: The countervailing forces of hidden treasure and risk. Journal of Retailing, 2023, 99, 136-148.	4.0	5
1461	Travelers' Subjective Well-Being as an Environmental Practice: Do Airport Buildings' Eco-Design, Brand Engagement, and Brand Experience Matter?. International Journal of Environmental Research and Public Health, 2023, 20, 938.	1.2	2
1462	Online or offline? Spillover effect of customer-to-customer interaction in a multichannel background. Internet Research, 2023, 33, 1519-1543.	2.7	2
1463	Utilitarian and/or hedonic shopping â€" consumer motivation to purchase in smart stores. Industrial Management and Data Systems, 2023, 123, 821-842.	2.2	13
1464	The Impact of Clothing E-Store Image on Intention Based on Search and Purchase Phases: From the Perspective of Sustainable Marketing. Sustainability, 2023, 15, 871.	1.6	4
1465	Physical Environment. , 2023, , 145-162.		0
1466	The Role of Customer Loyalty to the Salesperson in Generating Premium Revenue for Retailers. , 2012, 3, .		0
1467	The Effect of Perceived Control on Behavioral Intention to Apply for Credit Cards Online. , 2021, , .		0
1468	Understanding How Music Influences Shopping on Weekdays and Weekends. Journal of Marketing Research, 2023, 60, 987-1007.	3.0	4
1469	The Impact Mechanism of Consumers' Online Channel Transfer Intention in Omni-channel Retail. , 2023, , 214-226.		0
1470	Cognitive, emotional and inferential paths from price perception to buying intention in an integrated brand price image model. SN Business & Economics, 2023, 3, .	0.6	0
1471	Enhancing Shoppers' Loyalty by Prioritizing Customer-Centricity Drivers in the Retail Industry. Advanced Technologies and Societal Change, 2023, , 227-246.	0.8	1
1472	Aglomeração, distanciamento social e uso de máscara: efeitos na percepção de risco e comportamento de afastamento no varejo. Revista Eletrônica De Ciência Administrativa, 2023, 22, 91-111.	0.1	0
1473	Not just the motives â€" The mediating role of perceived health-related value when predicting likelihood of buying plant-based drinkable snacks. Future Foods, 2023, 7, 100227.	2.4	1
1474	Moving toward sustainable development: Social, economic and environmental value as antecedents of purchase intention in the sustainable crafts sector. Sustainable Development, 2023, 31, 3024-3037.	6.9	2
1475	WHY do YOU care about me? The impact of retailers' customer care activities on customer orientation perceptions and store patronage intentions. Journal of Retailing and Consumer Services, 2023, 73, 103305.	5.3	7
1477	Stimulating the visit of a physical museum through a virtual one. Anatolia, 0, , 1-13.	1.3	1
1478	The Purchase Behaviour Towards Consumer Goods During Economic Crisis â€" A Middle Eastern Perspective. Economics (Bijeljina), 2023, 11, 85-106.	0.9	2

#	ARTICLE	IF	CITATIONS
1479	Color at the point of sale: Psychological and communicative implications. Journal of Consumer Behaviour, 2023, 22, 1000-1015.	2.6	1
1480	The effects of perceived value dimensions on customer satisfaction and loyalty: aÂcomparison between traditional banks and fintechs. International Journal of Bank Marketing, 2023, 41, 641-662.	3.6	7
1481	Will Social Distancing in Service Encounters Affect Consumersâ€™ Value Perception During the COVID-19 Pandemic? The Role of Servicescape, Self-Efficacy, and Technological Intervention. Journal of Interactive Marketing, 2023, 58, 167-184.	4.3	1
1482	Perceived Quality of Asian Brands by U.S. Consumers: Case of Cosmetic Brand Using Age as a Moderator. Advances in International Marketing, 2015, 26, 235-253.	0.3	2
1483	Webrooming as the new retail experience: a smart-shopping perspective. International Journal of Retail and Distribution Management, 2023, 51, 736-754.	2.7	5
1484	Customer values and patronage intention in social media networks: mediating role of perceived usefulness. VINE Journal of Information and Knowledge Management Systems, 2023, ahead-of-print, .	1.2	2
1485	Investigating the Generation Zâ€™s Online Purchase Intention of the Palace Museum Cultural and Creative Industry. , 0, 41, 32-40.		0
1486	Lâ€™effet de lâ€™atmosphÃ¨re dâ€™un site marchand sur lâ€™immersion, la valeur perÃ§ue et les intentions comportementales des internautes. Systemes D'Information Et Management, 2023, Volume 27, 75-115.	0.3	1
1487	Mind the game you set for better website patronage. European Journal of Marketing, 2023, 57, 1560-1590.	1.7	2
1488	Leisure or work? Shopping behavior in neighborhood stores in a pandemic context. RAUSP Management Journal, 0, , .	0.8	0
1489	Effect of time stress and store visibility on the dynamics of passenger activity choices at airport terminals based on indoor trajectory data. Journal of Retailing and Consumer Services, 2023, 73, 103365.	5.3	0
1491	Formulating post-pandemic health safety and design factors in creating shopping experience within retail fashion stores in Malaysia. AIP Conference Proceedings, 2023, , .	0.3	0
1496	Object detection for pattern analysis of consumer behaviour to optimise store layout. AIP Conference Proceedings, 2023, , .	0.3	0
1498	How Does Positive Emotion Mediate the Effect of the Store Environment on Impulse Buying?: A Case of Modern Retail in Malang Indonesia. , 2023, , 357-370.		0
1501	An Algorithm-based approach for Mapping customer journeys by identifying customer browsing behaviors on E-commerce Clickstream data. , 2023, , .		0
1503	Smartphone Retail-Purchase Buying Intentions: Investigation of Planned Behaviour in Indian Context. Algorithms for Intelligent Systems, 2023, , 93-109.	0.5	0
1507	Beraten erlaubt, BerÃ¼hren verboten â€“ experimentelle Untersuchung des verÃ¤nderten Konsumierendenverhaltens durch die Coronapandemie. FOM-Edition, 2023, , 199-219.	0.1	0
1508	Customer Expectations and Their Fulfilment in the German Food Retail Market Before and During the COVID-19 Pandemic. FOM-Edition, 2023, , 173-198.	0.1	0

#	ARTICLE	IF	CITATIONS
1532	Identifying Cues and Their Effects in a Retail Store. , 2023, , 43-135.		0
1533	The Goal and Scope of This Book. , 2023, , 27-41.		0
1534	Key Points of This Book. , 2023, , 179-198.		0
1546	Research Progress and Review on Service Interaction between Intelligent Service Robots and Customers. , 2023, , .		0