

Impact of service quality on customer satisfaction in M

Journal of Air Transport Management

67, 169-180

DOI: [10.1016/j.jairtraman.2017.12.008](https://doi.org/10.1016/j.jairtraman.2017.12.008)

Citation Report

#	ARTICLE	IF	CITATIONS
1	Modelling the significance of social support and entrepreneurial skills for determining entrepreneurial behaviour of individuals. World Journal of Entrepreneurship, Management and Sustainable Development, 2018, 14, 242-266.	0.6	27
2	Impact of support from social network on entrepreneurial intention of fresh business graduates. Education and Training, 2018, 60, 335-353.	1.7	56
3	A Study on Ethical Customer Management and Organizational Sustainability in Pharmaceutical Industry in Malaysia. SHS Web of Conferences, 2018, 56, 04007.	0.1	1
4	A Bi-Objective Optimization Approach for Inflight Food Waste Reduction. E3S Web of Conferences, 2018, 65, 04001.	0.2	2
5	Evaluating car centre service quality with modified Kano model based on the first-time buyer's age. Cogent Business and Management, 2018, 5, 1441593.	1.3	2
6	Models of Regional Factors' Supply Chain Performance (Benefits). Management and Industrial Engineering, 2019, , 309-342.	0.3	1
7	Models of Manufacturing Practices and Integrative Model. Management and Industrial Engineering, 2019, , 373-411.	0.3	1
8	The Relationship Between Relational Quality and Megaproject Success: The Moderating Role of Incentives. EMJ - Engineering Management Journal, 2019, 31, 257-269.	1.4	19
9	Analyzing the Relationship between Consumer Satisfaction and Fresh E-Commerce Logistics Service Using Text Mining Techniques. Sustainability, 2019, 11, 3570.	1.6	36
10	Empirical research on user satisfaction with the transport and the supporting services at Croatian airports. Pomorstvo, 2019, 33, 92-101.	0.2	0
11	What Determines the Loyalty of Airline Passengers? Findings of a Quantitative Data-Mining Study. Trziste, 2019, 31, 23-37.	0.2	2
12	Industrial Engineering in the Big Data Era. Lecture Notes in Management and Industrial Engineering, 2019, , .	0.3	8
13	Flight anxiety: investigating the role of airline service quality and flight crew's competence. Asia Pacific Journal of Tourism Research, 2019, 24, 710-724.	1.8	25
14	Effects of Human Factors and Lean Techniques on Just in Time Benefits. Sustainability, 2019, 11, 1864.	1.6	5
15	The Role of Green Attributes in Production Processes as Well as Their Impact on Operational, Commercial, and Economic Benefits. Sustainability, 2019, 11, 1294.	1.6	9
16	A Customer Satisfaction Study in an Airline Company Centered in Turkey. Lecture Notes in Management and Industrial Engineering, 2019, , 377-388.	0.3	0
17	Technology integration in service-learning pedagogy: A holistic framework. Telematics and Informatics, 2019, 38, 257-273.	3.5	25
18	Service learning in higher education: a systematic literature review. Asia Pacific Education Review, 2019, 20, 573-593.	1.4	157

#	ARTICLE	IF	CITATIONS
19	Predictive Analytics to improve Outcome-based Funding for the Public Universities in South Africa through Big Data. , 2019, , .		2
20	The role of airport service quality in airport and destination choice. <i>Journal of Retailing and Consumer Services</i> , 2019, 47, 40-48.	5.3	100
21	How airline service quality determines the quantity of repurchase intention - Mediate and moderate effects of brand quality and perceived value. <i>Journal of Air Transport Management</i> , 2019, 75, 185-197.	2.4	66
23	Workplace bullying, psychological distress, resilience, mindfulness, and emotional exhaustion. <i>Service Industries Journal</i> , 2020, 40, 65-89.	5.0	96
24	Exploring different airport usersâ€™ service quality satisfaction between service providers and air travelers. <i>Journal of Retailing and Consumer Services</i> , 2020, 52, 101917.	5.3	75
25	How to promote usersâ€™ adoption behavior of dockless bike-sharing? An empirical study based on extended norms activation theory. <i>Transportation Letters</i> , 2020, 12, 638-648.	1.8	19
26	Nexus between CSR and DSIW: A PLS-SEM Approach. <i>International Journal of Hospitality Management</i> , 2020, 86, 102437.	5.3	45
27	Investigating the selected consequences of boreout among cabin crew. <i>Journal of Air Transport Management</i> , 2020, 82, 101739.	2.4	12
28	Food Safety Gaps between Consumersâ€™ Expectations and Perceptions: Development and Verification of a Gap-Assessment Tool. <i>International Journal of Environmental Research and Public Health</i> , 2020, 17, 6328.	1.2	9
29	A fuzzy segmentation analysis of airline passengers in the U.S. based on service satisfaction.. <i>Research in Transportation Business and Management</i> , 2020, 37, 100550.	1.6	9
30	Does the nature of airport terminal service activities matter? Processing and non-processing service quality, passenger affective image and satisfaction. <i>Journal of Air Transport Management</i> , 2020, 89, 101869.	2.4	22
31	Does entrepreneurial leadership encourage innovation work behavior? The mediating role of creative self-efficacy and support for innovation. <i>European Journal of Innovation Management</i> , 2020, 24, 1-22.	2.4	58
32	Identifying Significance of Product Features on Customer Satisfaction Recognizing Public Sentiment Polarity: Analysis of Smart Phone Industry Using Machine-Learning Approaches. <i>Applied Artificial Intelligence</i> , 2020, 34, 832-848.	2.0	9
33	Key drivers of passengers' overall satisfaction at klia2 terminal. <i>Journal of Air Transport Management</i> , 2020, 87, 101859.	2.4	17
34	Retiring early for being emotionally exhausted or staying committed at workplace: a mediation analysis. <i>Organization Management Journal</i> , 2020, 18, 54-75.	0.5	4
35	Analysis of a Blockchain-based website using the technology acceptance model: the case of Save Ideas. <i>International Journal of Diplomacy and Economy</i> , 2020, 6, 17.	0.2	2
36	Investigating the relationship between service quality and customer satisfaction of BKash in Bangladesh. <i>International Journal of Financial Services Management</i> , 2020, 10, 1.	0.1	2
37	Development of a robust customer satisfaction index for domestic air journeys. <i>Research in Transportation Business and Management</i> , 2020, 37, 100519.	1.6	13

#	ARTICLE	IF	CITATIONS
38	The effect of humanitarian logistics service quality to customer loyalty using Kansei engineering: Evidence from Indonesian logistics service providers. <i>Cogent Business and Management</i> , 2020, 7, 1826718.	1.3	15
39	Personal values as drivers of socially responsible investments: a moderation analysis. <i>Review of Behavioral Finance</i> , 2021, 13, 543-565.	1.2	10
40	Rail-based Public Transport Service Quality and User Satisfaction – A Literature Review. <i>Promet - Traffic - Traffico</i> , 2020, 32, 423-435.	0.3	31
41	Socio-demographic characteristics and the level of importance that consumers attach to services offered in the passenger airline industry. <i>International Journal of Services and Operations Management</i> , 2020, 36, 204.	0.1	0
42	Loyalty in Heritage Tourism: The Case of Córdoba and Its Four World Heritage Sites. <i>International Journal of Environmental Research and Public Health</i> , 2020, 17, 8950.	1.2	21
43	Significant Labels in Sentiment Analysis of Online Customer Reviews of Airlines. <i>Sustainability</i> , 2020, 12, 8683.	1.6	8
44	Key Determinants of Airline Loyalty Modeling in Thailand. <i>Sustainability</i> , 2020, 12, 4165.	1.6	11
45	Examining online ratings and customer satisfaction in airlines. <i>Anatolia</i> , 2020, 31, 260-273.	1.3	6
46	The Loyalty of Tourism in Synagogues: The Special Case of the Synagogue of Córdoba. <i>International Journal of Environmental Research and Public Health</i> , 2020, 17, 4212.	1.2	3
47	Passengers'™ Expectations on Airlines'™ Services: Design of a Stated Preference Survey and Preliminary Outcomes. <i>Sustainability</i> , 2020, 12, 4707.	1.6	7
48	An online survey for the quality assessment of airlines' services. <i>Research in Transportation Business and Management</i> , 2020, 37, 100515.	1.6	11
49	Acceptance of 5 G technology: Mediation role of Trust and Concentration. <i>Journal of Engineering and Technology Management - JET-M</i> , 2020, 57, 101585.	1.4	34
50	Service quality in a mid-sized air terminal: A SEM-MIMIC ordinal probit accounting for travel, sociodemographic, and user-type heterogeneity. <i>Journal of Air Transport Management</i> , 2020, 84, 101780.	2.4	23
51	Identifying the main drivers of change of phytoplankton community structure and gross primary productivity in a river-lake system. <i>Journal of Hydrology</i> , 2020, 583, 124633.	2.3	44
52	Enhancing purchase intention in circular economy: An empirical evidence of remanufactured automotive product in Thailand. <i>Resources, Conservation and Recycling</i> , 2020, 156, 104702.	5.3	71
53	Impact of Project Planning on Knowledge Integration in Construction Projects. <i>Journal of Construction Engineering and Management - ASCE</i> , 2020, 146, .	2.0	15
54	Listening to the patient voice: using a sentic computing model to evaluate physicians'™ healthcare service quality for strategic planning in hospitals. <i>Quality and Quantity</i> , 2021, 55, 173-201.	2.0	11
55	Determinants of users'™ perceived taxi service quality in the context of a developing country. <i>Transportation Letters</i> , 2021, 13, 125-137.	1.8	24

#	ARTICLE	IF	CITATIONS
56	Understanding the Service Quality and Customer Satisfaction of Mobile Banking in Bangladesh: Using a Structural Equation Model. <i>Global Business Review</i> , 2021, 22, 85-100.	1.6	32
57	The impact of service quality and price on passengers' loyalty towards low-cost airlines: The Southeast Asia perspective. <i>Journal of Air Transport Management</i> , 2021, 91, 101966.	2.4	39
58	Focusing on the big picture while observing the concerns of both managers and passengers in the post-covid era. <i>Journal of Air Transport Management</i> , 2021, 90, 101970.	2.4	20
59	Cleaner production practices at company level enhance the desire of employees to have a significant positive impact on society through work. <i>Journal of Cleaner Production</i> , 2021, 283, 124605.	4.6	6
60	A Reliable Separation Algorithm of ADS-B Signal Based on Time Domain. <i>IEEE Access</i> , 2021, 9, 88019-88026.	2.6	5
61	Analysis of the Effect for Customer Relationship Management on Digital Enterprises. <i>Advances in Business Strategy and Competitive Advantage Book Series</i> , 2021, , 138-163.	0.2	0
62	Logistics Service Performance. , 2021, , 89-93.		2
63	Sustainable Management of Sports Federations: The Indirect Effects of Perceived Service on Memberâ€™s Loyalty. <i>Sustainability</i> , 2021, 13, 458.	1.6	18
64	Bank Ethical Responsibility to Compensate for Services Failure and Its Revival. <i>International Journal of Ethics and Society</i> , 2021, 2, 18-27.	0.1	0
65	Investigating the linkage between service quality and satisfaction in context of student management system: An evidence from Malaysia. <i>Journal of Physics: Conference Series</i> , 2021, 1793, 012033.	0.3	1
66	Customer Loyalty: The Difference between Full-Service Carriers and Low-Cost Carriers in Indonesia. <i>Binus Business Review</i> , 2021, 12, 21-29.	0.3	1
67	The Effect of Service Quality on Customer Satisfaction in an Automotive After-Sales Service. <i>Journal of Open Innovation: Technology, Market, and Complexity</i> , 2021, 7, 116.	2.6	36
68	The cultural and heritage tourist, SEM analysis: the case of The Citadel of the Catholic King. <i>Heritage Science</i> , 2021, 9, .	1.0	14
69	Service quality and customer satisfaction as antecedents of financial sustainability of the water service providers. <i>TQM Journal</i> , 2021, 33, 1867-1885.	2.1	4
70	Effects of airport service quality on the corporate image of airports. <i>Research in Transportation Business and Management</i> , 2021, 41, 100668.	1.6	13
71	Heterogeneity in passenger satisfaction with air-rail integration services: Results of a finite mixture partial least squares model. <i>Transportation Research, Part A: Policy and Practice</i> , 2021, 147, 133-158.	2.0	16
72	Passenger Expectations and Airport Service Quality: Exploring Customer Segmentation. <i>Transportation Research Record</i> , 2021, 2675, 604-615.	1.0	2
73	A hybrid fuzzy BWM-VIKOR MCDM to evaluate the service level of bike-sharing companies: A case study from Chengdu, China. <i>Journal of Cleaner Production</i> , 2021, 298, 126759.	4.6	32

#	ARTICLE	IF	CITATIONS
74	Customersâ€™ purchasing behavior toward home-based SME products: evidence from UAE community. <i>Journal of Enterprising Communities</i> , 2022, 16, 472-493.	1.6	5
75	Reading between the lines: untwining online user-generated content using sentiment analysis. <i>Journal of Research in Interactive Marketing</i> , 2021, 15, 401-418.	7.2	18
76	South African Executives Propensity to Use, Diffuse, and Adopt the Humanitarian Logistics Digital Business Ecosystem (HLDBE). <i>SAGE Open</i> , 2021, 11, 215824402110472.	0.8	4
77	Antecedents and consequences of customer engagement: A case study of Saudi airline industry. <i>Innovative Marketing</i> , 2021, 17, 30-44.	0.7	1
78	Analyzing heterogeneity in passenger satisfaction, loyalty, and complaints with air-rail integrated services. <i>Transportation Research, Part D: Transport and Environment</i> , 2021, 97, 102950.	3.2	12
79	Linking Perceived Destination Image and Revisiting Intention: A Cross-cultural Study of Chinese and Australian Tourists. <i>Journal of China Tourism Research</i> , 2022, 18, 689-709.	1.2	3
80	Modeling spiritual intelligence on quality of work life of college teachers: a mediating role of psychological capital. <i>International Journal of Quality and Service Sciences</i> , 2021, 13, 341-358.	1.4	11
81	Determinantes de la lealtad en la relaci3n entre la Liga AntioqueÃ±a de Tenis de Campo y sus clientes. <i>Revista CEA</i> , 2021, 7, e1811.	0.2	0
82	Detecting passengers' heterogeneity on airlinesâ€™ services using SP data. <i>Journal of Air Transport Management</i> , 2021, 96, 102123.	2.4	2
83	Modeling students' mathematics achievement and performance through teaching quality: SERVQUAL perspective. <i>Journal of Applied Research in Higher Education</i> , 2022, 14, 1509-1523.	1.1	8
84	Is knowledge alone enough for socially responsible investing? A moderation of religiosity and serial mediation analysis. <i>Qualitative Research in Financial Markets</i> , 2022, 14, 413-432.	1.3	5
85	A study on the factors simultaneously affecting visual comfort in classrooms: A structural equation modeling approach. <i>Energy and Buildings</i> , 2021, 249, 111232.	3.1	25
86	Model for Antecedents of Attitude and Price on the Purchase Intention of Consumers and Trade of Counterfeit Luxury Products. <i>International Journal of Customer Relationship Marketing and Management</i> , 2021, 12, 17-30.	0.2	1
87	Analysis of the Influence of Service Quality and Audience Loyalty Interest in the Volleyball Tournament Events: A Case Study of Tulungagung Regency. <i>Lecture Notes in Mechanical Engineering</i> , 2022, , 299-311.	0.3	3
88	Interval valued intuitionistic fuzzy AHP-WASPAS based public transportation service quality evaluation by a new extension of SERVQUAL Model: P-SERVQUAL 4.0. <i>Expert Systems With Applications</i> , 2021, 186, 115757.	4.4	66
90	Do airport staff helpfulness and communication generate behavioral loyalty in transfer passengers? A conditional mediation analysis. <i>Journal of Retailing and Consumer Services</i> , 2020, 54, 102002.	5.3	15
91	Does sociability quality of web-based collaborative learning information system influence studentsâ€™ satisfaction and system usage?. <i>International Journal of Educational Technology in Higher Education</i> , 2020, 17, .	4.5	42
92	ONLÄNE MARKET ALIÄZVERÄÄNÄN (KURU GIDA, YAÄZ MEYVE SEBZE VE PAKETLÄ GIDA ÄœRÄœNLERÄ VB.) BENÄMSENMESÄP COVID-19 ANKSÄYETESÄNÄN DÄœZENLEYÄCÄ ROLÄœ. <i>Gaziantep University Journal of Social Sciences</i> , 2020, 19, 486-505.		3

#	ARTICLE	IF	CITATIONS
93	SAIS Service Quality and Student's Satisfaction Towards the Implementation of Student Activity Information System (SAIS): The Moderating Role of SAIS Service Convenience. Foundations of Management, 2019, 11, 155-164.	0.2	2
94	UNDERSTANDING THE IMPACT OF AIRPORT SERVICE QUALITY ON PASSENGERS' REVISIT INTENTIONS AMIDST COVID-19 PANDEMIC. Enlightening Tourism: A Pathmaking Journal, 2020, 10, 358.	1.0	5
95	Modeling Air Travelers' Experience Based on Service Quality Stages Related to Airline and Airports. Modern Applied Science, 2019, 13, 37.	0.4	6
96	How Social Support Motivates Trust and Purchase Intentions in Mobile Social Commerce. Revista Brasileira De Gestao De Negocios, 2019, 21, 839-860.	0.2	15
97	Improving of the Mechanic Qualification Standard Related to Customer Satisfaction at Leading Heavy Equipment Distributor Company in Indonesia. Proceedings of the Conference on Management and Engineering in Industry, 2021, 3, 54-59.	0.0	0
98	Investigating Which Services are Effective on Recommendation of the Airline Companies. Advances in Hospitality and Tourism Research, 0, , .	1.2	0
99	A structural equation model for big data adoption in the healthcare supply chain. International Journal of Productivity and Performance Management, 2023, 72, 917-942.	2.2	9
101	THE APPLICATION OF STRUCTURAL EQUATION MODELING ON THE ANALYSIS OF AIRLINE SERVICE QUALITY AND ITS IMPACT ON CUSTOMER SATISFACTION. Bingt̄l̄ Āeniversitesi Sosyal Bilimler Enstit̄s̄ Dergisi, 2018, 8, 235-254.	0.1	3
102	The Effect of Service Quality and Customer Satisfaction Toward Word of Mouth Intention. , 0, , .		2
103	The Effect of taxi bike Service Quality on Customer Satisfaction among Students. , 2019, , .		0
104	Examining the evaluations in TripAdvisor about Turkish Airlines. Journal of Tourism Theory and Research, 0, , 282-291.	0.3	3
105	H̄ZMET KAL̄TES̄N̄ X VE Y KŪZ̄M̄Z̄TER̄LER̄N̄ TATM̄N̄ D̄ZEYLER̄ ĀZER̄N̄DEK̄ ETK̄S̄: HAVAYOLU KŪZ̄AK TEMELL̄ B̄R̄ ARĀTIRMA. Mehmet Akif Ersoy Āeniversitesi Āktisadi Ve Ādari Bilimler Fak̄ltesi Dergisi, 0, , 135-153.		1
106	Investigating the Antecedents of Green Society Satisfaction (GSS): Collaborative Good Government Practices (CGGP) as Mediating Variable An Empirical Study in Pontianak City. TRANSFORMASI Jurnal Manajemen Pemerintahan, 0, , 17-35.	0.0	0
107	The Influence of Product Quality, Service Quality and Personal Selling on Customer Satisfaction and the Impact on Customer Word of Mouth in PT.XYZ Balaraja Branch. International Journal of Innovative Science and Research Technology, 2020, 5, 760-769.	0.1	0
108	ASSESSING THE EFFECT OF AIRLINE SERVICE QUALITY ON IMAGE AND POST PURCHASE BEHAVIORAL INTENTION. Enlightening Tourism: A Pathmaking Journal, 2020, 10, 323.	1.0	0
109	Empirical Evidence from China: What Contributes to Airline Customers' Positive Behavioral Intentions?. , 2020, , .		0
110	Tourist loyalty and mosque tourism: The case of the Mosque-Cathedral in C̄rdoba (Spain). PLoS ONE, 2020, 15, e0242866.	1.1	3
111	THE CONSUMER BEHAVIOR TOWARD ONLINE TRAVELLING AGENCY (OTA): EVIDENCE FROM INDONESIA. International Journal of Tourism & Hospitality Reviews, 2020, 7, 20-29.	0.9	1

#	ARTICLE	IF	CITATIONS
112	Modeling of airline passenger loyalty: A comparison of leisure and business travelers. <i>Research in Transportation Business and Management</i> , 2022, 43, 100735.	1.6	4
113	The Importance of Service Quality in Building Customer Satisfaction and Loyalty in the Service Industry: A Case Study of Hunky Dory Barbershop. <i>Binus Business Review</i> , 2020, 11, 79-89.	0.3	1
114	Exploring the relationship between lifestyle, digital financial element and digital financial services experience. <i>International Journal of Bank Marketing</i> , 2022, 40, 297-320.	3.6	7
115	Investigation of the Relationship between the Perceived Public Transport Service Quality and Satisfaction: A PLS-SEM Technique. <i>Sustainability</i> , 2021, 13, 13018.	1.6	10
116	A two-phase approach to efficiently support product recovery systems in a circular economy context. <i>Management Decision</i> , 2022, 60, 2060-2091.	2.2	8
117	Classification trees for analysing highly educated people satisfaction with airlines's services. <i>Transport Policy</i> , 2022, 116, 199-211.	3.4	9
118	Exploring satisfaction with air-HSR intermodal services: A Bayesian network analysis. <i>Transportation Research, Part A: Policy and Practice</i> , 2022, 156, 69-89.	2.0	6
119	Examining the Relationships among Product Quality, Customer Satisfaction and Loyalty in the Bamboo Institute, Dili, Timor-Leste. <i>Timor Leste Journal of Business and Management</i> , 0, 2, 33-44.	0.0	2
120	Airline service quality evaluation for Indonesian low-cost carriers based on Extenics innovation theory. <i>Archives of Transport</i> , 2021, 58, 7-20.	0.4	2
121	Effect of lean manufacturing tools on sustainability: the case of Mexican maquiladoras. <i>Environmental Science and Pollution Research</i> , 2022, 29, 39622-39637.	2.7	17
122	Does local cuisine influence the image of a World Heritage destination and subsequent loyalty to that destination?. <i>International Journal of Gastronomy and Food Science</i> , 2022, 27, 100470.	1.3	16
125	Study of citizen satisfaction and loyalty in the urban area of Guayaquil: Perspective of the quality of public services applying structural equations. <i>PLoS ONE</i> , 2022, 17, e0263331.	1.1	6
126	Research on the Influence of Service Quality of Hotel Intelligent System on Customer Satisfaction Based on Artificial Intelligence Evaluation. <i>Mathematical Problems in Engineering</i> , 2022, 2022, 1-9.	0.6	2
127	Exploring Green Creativity: The Effects of Green Transformational Leadership, Green Innovation Climate, and Green Autonomy. <i>Frontiers in Psychology</i> , 2022, 13, 686373.	1.1	18
128	A hybrid approach based on rough-AHP for evaluation in-flight service quality. <i>Multimedia Tools and Applications</i> , 0, , 1.	2.6	1
129	Quo vadis air transport management research?. <i>Journal of Air Transport Management</i> , 2022, 100, 102205.	2.4	5
130	Impact of Service Quality of Low-Cost Carriers on Airline Image and Consumers's Satisfaction and Loyalty during the COVID-19 Outbreak. <i>International Journal of Environmental Research and Public Health</i> , 2022, 19, 83.	1.2	17
131	Factors affecting airline brand love, passengers's loyalty, and positive word-of-mouth. A case study of Royal Air Maroc. <i>Case Studies on Transport Policy</i> , 2022, 10, 1388-1400.	1.1	13

#	ARTICLE	IF	CITATIONS
132	“Sustainable attitude” a modest notion creating a tremendous difference in the glamorous fast fashion world: investigating moderating effects. <i>Society and Business Review</i> , 2023, 18, 549-571.	1.7	6
133	Socio-psychological factors influencing farmers’ willingness to continue participating in collaborative activities of community-based innovation platforms in eastern Uganda. <i>African Journal of Science, Technology, Innovation and Development</i> , 0, , 1-9.	0.8	0
134	Does “service quality of online grievance redress portals lead to satisfaction? An outlook from the perspectives of Indian youth. <i>Journal of Public Affairs</i> , 2023, 23, .	1.7	0
135	The Image Value of Southeast Asia Airlines. <i>Advances in Logistics, Operations, and Management Science Book Series</i> , 2022, , 192-206.	0.3	2
136	Satisfaction of Logistics Dispatchers Who Use Electric Tricycles for the Last Mile of Delivery: Perspective from Policy Intervention. <i>Sustainability</i> , 2022, 14, 7638.	1.6	2
137	Supermarket Service Quality and Reputation on building Customer Loyalty: An Empirical Study in Jakarta-Indonesia. <i>SSRN Electronic Journal</i> , 0, , .	0.4	0
138	Voice in Words: A Mixed-Method Approach for Decoding Digital Footprints Using Online Reviews. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2023, 24, 1014-1045.	1.7	1
139	Customizing the promotion strategies of integrated air-bus service based on passenger satisfaction. <i>Transportation Research, Part D: Transport and Environment</i> , 2022, 109, 103385.	3.2	1
140	Customer Dissatisfaction and Responses: Moderator Roles of Blame Attribution and Negative Word of Mouth. <i>Sosyoekonomi</i> , 2022, 30, 209-225.	0.2	1
141	A Methodology for Machine-Learning Content Analysis to Define the Key Labels in the Titles of Online Customer Reviews with the Rating Evaluation. <i>Sustainability</i> , 2022, 14, 9183.	1.6	0
142	Investigating differential effects of airport service quality on behavioral intention in the multi-airport regions. <i>Research in Transportation Business and Management</i> , 2022, , 100877.	1.6	4
143	Do SARS-CoV-2 safety measures affect visitors experience of traditional gastronomy, destination image and loyalty to a World Heritage City?. <i>Journal of Retailing and Consumer Services</i> , 2022, 69, 103095.	5.3	5
144	A Bayesian based approach for analyzing customer’s online sales data to identify weights of product attributes. <i>Expert Systems With Applications</i> , 2022, 210, 118440.	4.4	1
145	The service quality of travel service centers in international airports in Taiwan. <i>Journal of Air Transport Management</i> , 2022, 105, 102293.	2.4	4
146	The impact of leadership styles on service quality and customer satisfaction: A comparative analysis between foreign and domestic capital banks in Kosovo. <i>Innovative Marketing</i> , 2022, 18, 181-196.	0.7	2
147	Perception of Climate Change and Pro-Environmental Behavioral Intentions of Forest Recreation Area Users—A Case of Taiwan. <i>Forests</i> , 2022, 13, 1476.	0.9	3
149	Construction and validation of a revised satisfaction index model for the Chinese urban and rural resident-based basic medical insurance scheme. <i>BMC Medical Informatics and Decision Making</i> , 2022, 22, .	1.5	2
150	Customer behavioral intentions in accepting technology-based ride-hailing service: Empirical study from Vietnam. <i>Management and Marketing</i> , 2022, 17, 272-291.	0.8	0

#	ARTICLE	IF	CITATIONS
151	The main influencing factors of customer satisfaction and loyalty in city express delivery. <i>Frontiers in Psychology</i> , 0, 13, .	1.1	3
152	Psychometric Properties of the English and Malay Version of the Adapted Schutte Emotional Intelligence Scale. <i>Frontiers in Psychology</i> , 0, 13, .	1.1	0
153	Higher expectations of passengers do really sense: Development and validation a multiple scale-FliQual for air transport service quality. <i>Journal of Retailing and Consumer Services</i> , 2023, 70, 103162.	5.3	2
154	Airline brand awareness and perceived quality effect on the attitudes towards frequent-flyer programs and airline brand choice - Moderating effect of frequent-flyer programs. <i>Journal of Air Transport Management</i> , 2023, 107, 102342.	2.4	6
155	How to regulate usersâ€™ disorderly parking behavior of free-floating bike sharing? An empirical study based on social psychology. <i>Transportation Letters</i> , 2023, 15, 1354-1365.	1.8	3
156	The Impact of COVID-19 Pandemic on Airport: An Empirical Study of Service Quality, Customer Satisfaction, and Travel Intention for Sustainable Airport Operations. , 2022, , .		1
157	Social Chatbot: My Friend in My Distress. <i>International Journal of Human-Computer Interaction</i> , 0, , 1-11.	3.3	5
158	Customer satisfaction as a mediator of service facility and word of mouth in higher learning institutions. <i>Journal of Applied Research in Higher Education</i> , 2023, 15, 1649-1663.	1.1	3
159	Transportation Quality, Customer Satisfaction and Financial Performance. <i>Advances in Management Accounting</i> , 2023, 34, 63-82.	0.4	1
160	Coupled effects of environmental conditions on the spatio-temporal variability of phytoplankton in canyon-shaped reservoirs. <i>Journal of Cleaner Production</i> , 2023, 386, 135797.	4.6	4
161	Sustainable Development Strategy of Low-Cost Airlines: Empirical Evidence for Indonesia Based on Analysis of Passenger Loyalty. <i>Sustainability</i> , 2023, 15, 2093.	1.6	0
162	Realizing Green Airport Performance through Green Management Intransigence, Airport Reputation, Biospheric Value, and Eco-Design. <i>Sustainability</i> , 2023, 15, 2475.	1.6	4
163	Digitalization and Crises. <i>Advances in Human Resources Management and Organizational Development Book Series</i> , 2023, , 57-78.	0.2	3
164	Evaluating effective criteria on customer satisfaction using the best-worst method and optimizing resource allocation, case study Iran aseman airlines. <i>Journal of Air Transport Management</i> , 2023, 109, 102375.	2.4	0
165	The impacts of store price image and brand image on repurchase intention with customer satisfaction as mediation. <i>International Journal of Research in Business and Social Science</i> , 2023, 12, 22-30.	0.1	0
166	Determinants of customer satisfaction in a B2B IT context â€œ A structural equation modeling approach. <i>Quality Management Journal</i> , 2023, 30, 135-149.	0.9	0
167	Key drivers of brand trust in a Latin American airline: the impact of Colombiaâ€™s Avianca customer experience. <i>Journal of Marketing Analytics</i> , 0, , .	2.2	0
168	Adaptation and Validation of the Employer Attractiveness Scale for the Air Transport Industry. <i>Advances in Business Strategy and Competitive Advantage Book Series</i> , 2023, , 1-28.	0.2	0

#	ARTICLE	IF	CITATIONS
169	Passengersâ€™ Intentions to Use Public Transport during the COVID-19 Pandemic: A Case Study of Bangkok and Jakarta. Sustainability, 2023, 15, 5273.	1.6	3
170	Predicting pregnant womenâ€™s intentions toward normal vaginal delivery based on the expanded Theory of Planned Behavior. Health Care for Women International, 0, , 1-13.	0.6	0
171	Home care market - Moving Company. , 0, 5, 360-364.		0
172	The Relationship Between Service Quality and Customer Satisfaction in the Airline Industry. Advances in Hospitality, Tourism and the Services Industry, 2023, , 230-250.	0.2	0
173	Investigating Airline Service Quality from a Business Traveller Perspective through the Integration of the Kano Model and Importanceâ€“Satisfaction Analysis. Sustainability, 2023, 15, 6578.	1.6	0