

# Miguel A Moliner

## List of Publications by Year in descending order

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Version: 2024-02-01

47  
papers

3,157  
citations

279798

23  
h-index

265206

42  
g-index

47  
all docs

47  
docs citations

47  
times ranked

2148  
citing authors

#	ARTICLE	IF	CITATIONS
1	Perceived value of the purchase of a tourism product. <i>Tourism Management</i> , 2006, 27, 394-409.	9.8	704
2	Perceived relationship quality and postpurchase perceived value. <i>European Journal of Marketing</i> , 2007, 41, 1392-1422.	2.9	216
3	The influence of social media in creating expectations. An empirical study for a tourist destination. <i>Annals of Tourism Research</i> , 2017, 65, 60-70.	6.4	197
4	Customer perceived value in banking services. <i>International Journal of Bank Marketing</i> , 2006, 24, 266-283.	6.4	195
5	Loyalty, perceived value and relationship quality in healthcare services. <i>Journal of Service Management</i> , 2009, 20, 76-97.	7.2	144
6	Tourism Destination Image, Satisfaction and Loyalty: A Study in Ixtapa-Zihuatanejo, Mexico. <i>Tourism Geographies</i> , 2006, 8, 343-358.	4.0	142
7	Antecedents of airline passenger loyalty: Low-cost versus traditional airlines. <i>Journal of Air Transport Management</i> , 2010, 16, 229-233.	4.5	142
8	Relationship Quality with a Travel Agency: The Influence of the Postpurchase Perceived Value of a Tourism Package. <i>Tourism and Hospitality Research</i> , 2007, 7, 194-211.	3.8	132
9	User-Generated Content Sources in Social Media: A New Approach to Explore Tourist Satisfaction. <i>Journal of Travel Research</i> , 2019, 58, 253-265.	9.0	126
10	Consequences of customer engagement and customer self-brand connection. <i>Journal of Services Marketing</i> , 2018, 32, 387-399.	3.0	124
11	Internal market orientation and its influence on organisational performance. <i>European Journal of Marketing</i> , 2009, 43, 1435-1456.	2.9	122
12	Perceived quality and satisfaction in multiservice organisations: the case of Spanish public services. <i>Journal of Services Marketing</i> , 2003, 17, 420-442.	3.0	109
13	Perceived value and customer loyalty in financial services. <i>Service Industries Journal</i> , 2009, 29, 775-789.	8.3	92
14	Customer Loyalty in Clusters: Perceived Value and Satisfaction as Antecedents. <i>Journal of Business-to-Business Marketing</i> , 2009, 16, 276-316.	1.5	65
15	Relationship quality in business to business: a crosscultural perspective from universities. <i>Marketing Intelligence and Planning</i> , 2013, 31, 196-215.	3.5	55
16	Multidimensional perspective of perceived value in industrial clusters. <i>Journal of Business and Industrial Marketing</i> , 2011, 26, 132-145.	3.0	51
17	Relationship Quality of an Establishment and Perceived Value of a Purchase. <i>Service Industries Journal</i> , 2007, 27, 151-174.	8.3	46
18	Service quality in bank during an economic crisis. <i>International Journal of Bank Marketing</i> , 2016, 34, 235-259.	6.4	45

#	ARTICLE	IF	CITATIONS
19	Internal market orientation and its influence on the satisfaction of contact personnel. Service Industries Journal, 2010, 30, 1279-1297.	8.3	42
20	Customer engagement, non-transactional behaviors and experience in services. International Journal of Bank Marketing, 2019, 37, 730-754.	6.4	41
21	Increasing customer loyalty through customer engagement in the retail banking industry. Spanish Journal of Marketing - ESIC, 2019, 23, 461-484.	5.2	40
22	Customer equity and CLV in Spanish telecommunication services. Journal of Business Research, 2016, 69, 4694-4705.	10.2	33
23	Travel Agency Relationship Quality. Annals of Tourism Research, 2007, 34, 537-540.	6.4	28
24	Does Emotional Intelligence Influence Academic Performance? The Role of Compassion and Engagement in Education for Sustainable Development. Sustainability, 2021, 13, 1721.	3.2	28
25	Environmental Sustainability and the Hospitality Customer Experience: A Study in Tourist Accommodation. Sustainability, 2019, 11, 5279.	3.2	25
26	The influence of internal market orientation on external outcomes. Journal of Service Theory and Practice, 2015, 25, 486-523.	3.2	23
27	Improving relationship quality during the crisis. Service Industries Journal, 2020, 40, 268-289.	8.3	22
28	Ambidexterity as a Key Factor in Banks'™ Performance: A Marketing Approach. Journal of Marketing Theory and Practice, 2019, 27, 227-250.	4.3	21
29	CSR marketing outcomes and branch managers'™ perceptions of CSR. International Journal of Bank Marketing, 2019, 38, 63-85.	6.4	19
30	La formaci3n de la lealtad de un cliente de una compaÃ±a aÃ©rea: diferencias entre aerolÃneas tradicionales y de bajo coste. Cuadernos De EconomÃa Y Direcci3n De La Empresa, 2011, 14, 162-172.	0.5	18
31	Long-Term Orientation and Commitment in Export Joint Ventures among Small and Medium-Sized Firms. Journal of Small Business Management, 2013, 51, 100-113.	4.8	16
32	Network market and entrepreneurial orientations as facilitators of international performance in born globals. The mediating role of ambidextrous dynamic capabilities. Journal of Business Research, 2021, 137, 430-443.	10.2	16
33	Hospital Perceived Value. Health Care Management Review, 2006, 31, 328-336.	1.4	13
34	Network market orientation as a relational governance mechanism to public-private partnerships. Journal of Business Research, 2020, 121, 268-282.	10.2	13
35	Accompanied versus Unaccompanied Transport in Short Sea Shipping between Spain and Italy: An Analysis from Transport Road Firms Perspective. Transport Reviews, 2011, 31, 425-444.	8.8	9
36	El Aprendizaje Cooperativo y las Habilidades Socio-Emocionales: Una Experiencia Docente en la Asignatura TÃ©cnicas de Ventas. Formacion Universitaria, 2016, 9, 43-62.	0.7	8

#	ARTICLE	IF	CITATIONS
37	Longâ€Term Orientation of International Road Transport Firms in Their Relationship with Shipping Companies: The Case of Short Sea Shipping. Transportation Journal, 2011, 50, 346-369.	0.7	7
38	Service Quality and Customer Loyalty in a Post-Crisis Context. Prediction-Oriented Modeling to Enhance the Particular Importance of a Social and Sustainable Approach. Sustainability, 2019, 11, 4930.	3.2	6
39	Younger and older trust in a crisis situation. International Journal of Bank Marketing, 2018, 36, 456-481.	6.4	5
40	Attitudes toward Advertisements of the Older Adults. International Journal of Aging and Human Development, 2010, 70, 231-249.	1.6	4
41	Entity crisis, halo effect and loyalty. Cuadernos De Gestion, 2019, 20, 155-180.	1.4	4
42	The Relation between Learning Styles according to the Whole Brain Model and Emotional Intelligence: A Study of University Students. Estudios Sobre Educacion, 0, 26, 85-111.	0.2	3
43	Destination Sustainability and Memorable Tourism Experiences. Sustainability, 2021, 13, 11996.	3.2	3
44	Attachment Styles and Customers' <scp>Longâ€Term</scp> Relationships in a Service Context. International Journal of Consumer Studies, 0, , .	11.6	3
45	El trabajo cooperativo en base al modelo del cerebro total: una experiencia docente. Redmarka Revista De Marketing Aplicado, 2019, 1, 87-112.	0.3	0
46	Attitudes Towards Ads and Age. A Study in Seniors. Revista Brasileira De Marketing, 2014, 13, 01-16.	0.2	0
47	LEARNING TO BE PRESENT: A PILOT STUDY ON THE IMPACT OF MINDFULNESS TRAINING ON EMOTIONAL INTELLIGENCE AND RESILIENCE. , 2016, , .		0