

# Miguel A Moliner

## List of Publications by Year in descending order

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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	Does Emotional Intelligence Influence Academic Performance? The Role of Compassion and Engagement in Education for Sustainable Development. Sustainability, 2021, 13, 1721.	3.2	28
2	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
3	Destination Sustainability and Memorable Tourism Experiences. Sustainability, 2021, 13, 11996.	3.2	3
4	Improving relationship quality during the crisis. Service Industries Journal, 2020, 40, 268-289.	8.3	22
5	Network market orientation as a relational governance mechanism to public-private partnerships. Journal of Business Research, 2020, 121, 268-282.	10.2	13
6	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
7	Environmental Sustainability and the Hospitality Customer Experience: A Study in Tourist Accommodation. Sustainability, 2019, 11, 5279.	3.2	25
8	Ambidexterity as a Key Factor in Banks' Performance: A Marketing Approach. Journal of Marketing Theory and Practice, 2019, 27, 227-250.	4.3	21
9	Customer engagement, non-transactional behaviors and experience in services. International Journal of Bank Marketing, 2019, 37, 730-754.	6.4	41
10	CSR marketing outcomes and branch managers' perceptions of CSR. International Journal of Bank Marketing, 2019, 38, 63-85.	6.4	19
11	Increasing customer loyalty through customer engagement in the retail banking industry. Spanish Journal of Marketing - ESIC, 2019, 23, 461-484.	5.2	40
12	User-Generated Content Sources in Social Media: A New Approach to Explore Tourist Satisfaction. Journal of Travel Research, 2019, 58, 253-265.	9.0	126
13	Entity crisis, halo effect and loyalty. Cuadernos De Gestion, 2019, 20, 155-180.	1.4	4
14	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
15	Consequences of customer engagement and customer self-brand connection. Journal of Services Marketing, 2018, 32, 387-399.	3.0	124
16	Younger and older trust in a crisis situation. International Journal of Bank Marketing, 2018, 36, 456-481.	6.4	5
17	The influence of social media in creating expectations. An empirical study for a tourist destination. Annals of Tourism Research, 2017, 65, 60-70.	6.4	197
18	El Aprendizaje Cooperativo y las Habilidades Socio-Emocionales: Una Experiencia Docente en la Asignatura Técnicas de Ventas. Formacion Universitaria, 2016, 9, 43-62.	0.7	8

#	ARTICLE	IF	CITATIONS
19	Customer equity and CLV in Spanish telecommunication services. <i>Journal of Business Research</i> , 2016, 69, 4694-4705.	10.2	33
20	Service quality in bank during an economic crisis. <i>International Journal of Bank Marketing</i> , 2016, 34, 235-259.	6.4	45
21	LEARNING TO BE PRESENT: A PILOT STUDY ON THE IMPACT OF MINDFULNESS TRAINING ON EMOTIONAL INTELLIGENCE AND RESILIENCE. , 2016, , .		0
22	The influence of internal market orientation on external outcomes. <i>Journal of Service Theory and Practice</i> , 2015, 25, 486-523.	3.2	23
23	Attitudes Towards Ads and Age. A Study in Seniors. <i>Revista Brasileira De Marketing</i> , 2014, 13, 01-16.	0.2	0
24	Relationship quality in business to business: a cross-cultural perspective from universities. <i>Marketing Intelligence and Planning</i> , 2013, 31, 196-215.	3.5	55
25	Long-Term Orientation and Commitment in Export Joint Ventures among Small and Medium-Sized Firms. <i>Journal of Small Business Management</i> , 2013, 51, 100-113.	4.8	16
26	Multidimensional perspective of perceived value in industrial clusters. <i>Journal of Business and Industrial Marketing</i> , 2011, 26, 132-145.	3.0	51
27	Long-Term Orientation of International Road Transport Firms in Their Relationship with Shipping Companies: The Case of Short Sea Shipping. <i>Transportation Journal</i> , 2011, 50, 346-369.	0.7	7
28	La formaci3n de la lealtad de un cliente de una compaÃ±a aÃ©rea: diferencias entre aerolÃneas tradicionales y de bajo coste. <i>Cuadernos De EconomÃa Y Direcci3n De La Empresa</i> , 2011, 14, 162-172.	0.5	18
29	Accompanied versus Unaccompanied Transport in Short Sea Shipping between Spain and Italy: An Analysis from Transport Road Firms Perspective. <i>Transport Reviews</i> , 2011, 31, 425-444.	8.8	9
30	Attitudes toward Advertisements of the Older Adults. <i>International Journal of Aging and Human Development</i> , 2010, 70, 231-249.	1.6	4
31	Internal market orientation and its influence on the satisfaction of contact personnel. <i>Service Industries Journal</i> , 2010, 30, 1279-1297.	8.3	42
32	Antecedents of airline passenger loyalty: Low-cost versus traditional airlines. <i>Journal of Air Transport Management</i> , 2010, 16, 229-233.	4.5	142
33	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
34	Loyalty, perceived value and relationship quality in healthcare services. <i>Journal of Service Management</i> , 2009, 20, 76-97.	7.2	144
35	Internal market orientation and its influence on organisational performance. <i>European Journal of Marketing</i> , 2009, 43, 1435-1456.	2.9	122
36	Perceived value and customer loyalty in financial services. <i>Service Industries Journal</i> , 2009, 29, 775-789.	8.3	92

#	ARTICLE	IF	CITATIONS
37	Relationship Quality of an Establishment and Perceived Value of a Purchase. Service Industries Journal, 2007, 27, 151-174.	8.3	46
38	Perceived relationship quality and postpurchase perceived value. European Journal of Marketing, 2007, 41, 1392-1422.	2.9	216
39	Relationship Quality with a Travel Agency: The Influence of the Postpurchase Perceived Value of a Tourism Package. Tourism and Hospitality Research, 2007, 7, 194-211.	3.8	132
40	Travel Agency Relationship Quality. Annals of Tourism Research, 2007, 34, 537-540.	6.4	28
41	Customer perceived value in banking services. International Journal of Bank Marketing, 2006, 24, 266-283.	6.4	195
42	Hospital Perceived Value. Health Care Management Review, 2006, 31, 328-336.	1.4	13
43	Perceived value of the purchase of a tourism product. Tourism Management, 2006, 27, 394-409.	9.8	704
44	Tourism Destination Image, Satisfaction and Loyalty: A Study in Ixtapa-Zihuatanejo, Mexico. Tourism Geographies, 2006, 8, 343-358.	4.0	142
45	Perceived quality and satisfaction in multiservice organisations: the case of Spanish public services. Journal of Services Marketing, 2003, 17, 420-442.	3.0	109
46	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
47	Attachment Styles and Customers' Long-Term Relationships in a Service Context. International Journal of Consumer Studies, 0, , .	11.6	3