

# Timothy Keiningham

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4050484/publications.pdf>

Version: 2024-02-01

8  
papers

322  
citations

1937685  
4  
h-index

1588992  
8  
g-index

8  
all docs

8  
docs citations

8  
times ranked

248  
citing authors

#	ARTICLE	IF	CITATIONS
1	Global trends in hospitality. <i>Journal of Business Research</i> , 2022, 142, 957-973.	10.2	8
2	Building service businesses in Africa: Introducing the business builder model. <i>Thunderbird International Business Review</i> , 2020, 62, 5-16.	1.8	3
3	Customer experience driven business model innovation. <i>Journal of Business Research</i> , 2020, 116, 431-440.	10.2	140
4	Turning Complaining Customers into Loyal Customers: Moderators of the Complaint Handling—Customer Loyalty Relationship. <i>Journal of Marketing</i> , 2020, 84, 79-99.	11.3	53
5	Some Foundational Factors for Promoting Human Flourishing. <i>Humanistic Management Journal</i> , 2019, 4, 219-233.	1.4	4
6	The interplay of customer experience and commitment. <i>Journal of Services Marketing</i> , 2017, 31, 148-160.	3.0	75
7	Operationalizing Relative Customer Value. <i>Journal of Creating Value</i> , 2017, 3, 184-192.	0.9	5
8	Return on Quality at Chase Manhattan Bank. <i>Interfaces</i> , 1999, 29, 62-72.	1.5	34