Green Journals

International Approved Journals

Journal Information

Journal Title	International Journal of Electronic Customer Relationship Management
Publisher	Inderscience Enterprises Ltd
ISSN	1750-0664
E-ISSN	1750-0672
Database	SCOPUS
Domain	Health Sciences, Physical Sciences, Social Sciences

Classification History

Year	A+	A	B	C
2026			✓	
2025			✓	
2024			✓	
2023			✓	
2021/2022			✓	
2020			✓	
2019			✓	
2018				

Classification: The table above shows all journal classifications recorded for each classification year in the Green Journals database. A journal may have more than one classification in the same year.

Recent Articles

Same screen, different rules: comparing consumer behaviour across B2C and C2C marketplaces
2026 Vol. 1 Issue 1
Authors: Xun Xu, Tina Le, Yiming Zhuang
DOI: 10.1504/ijecrm.2026.10080906

Past, present and future of influencer marketing: a systematic literature review using SPAR-4-SLR protocol and TCCM framework
2026 Vol. 16 Issue 2/3 Pages 161-217
Authors: Monika Tufchi, Nidhi Sinha
DOI: 10.1504/ijecrm.2026.157158

The era of digital disintermediation: exploring the impact of e-service quality on customer satisfaction, customer engagement value and brand loyalty in direct to consumer channel
2026 Vol. 16 Issue 4
Authors: Priyansha Shami, Leena N. Fukey
DOI: 10.1504/ijecrm.2026.10081926

How customer relationship management improves sustainable business strategy: a bibliometric analysis
2026 Vol. 16 Issue 1
Authors: Nuryakin N.A., Lalu Supardin
DOI: 10.1504/ijecrm.2026.10076136

The power of other consumers: herd behaviour,customer experience, impulse buying urge and continuance intentions in fashion online group buying
2026 Vol. 16 Issue 1
Authors: Kaiyan Zhu, Caroline Swee Lin Tan, Tarun Panwar
DOI: 10.1504/ijecrm.2026.10075579

Social shopping communities as an enabler of customer experience and brand loyalty within the food industry
2026 Vol. 16 Issue 2/3 Pages 233-261
Authors: Celine C. Gildemeister, Jens K. Perret, Meike Terstiege
DOI: 10.1504/ijecrm.2026.157167

CLICK & PAY: discovering impact inside e-commerce shopper personality
2026 Vol. 16 Issue 1 Pages 25-58
Authors: Undang Juju, N.A. Nofrizal, Nuradli Ridzwan Shah Mohd Dali et al.
DOI: 10.1504/ijecrm.2026.152087

Developing a model of multi-sensory experiential engagement and its impact on customer loyalty
2026 Vol. 16 Issue 4
Authors: Hero Isavi, Mina Pouraziz, Bita Jabbarzadeh et al.
DOI: 10.1504/ijecrm.2026.10081147

Customer knowledge and business performance - the moderating role of firm size in Vietnam
2026 Vol. 16 Issue 1 Pages 1-24
Authors: Nguyen Thu Nha Trang, Luu Tien Thuan, Le Thi Thu Trang et al.
DOI: 10.1504/ijecrm.2026.152094

CLICK & PAY: discovering impact inside e-commerce shopper personality
2026 Vol. 16 Issue 1
Authors: Undang Juju, Nofrizal N.A., Nuradli Ridzwan Shah Mohd Dali et al.
DOI: 10.1504/ijecrm.2026.10074260