

Eugene W Anderson

List of Publications by Citations

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

17
papers

14,286
citations

17
h-index

17
g-index

17
ext. papers

15,741
ext. citations

6.8
avg, IF

6.45
L-index

#	Paper	IF	Citations
17	The Antecedents and Consequences of Customer Satisfaction for Firms. <i>Marketing Science</i> , 1993 , 12, 125-143	3.6	2573
16	The American Customer Satisfaction Index: Nature, Purpose, and Findings. <i>Journal of Marketing</i> , 1996 , 60, 7-18	11	1883
15	The American Customer Satisfaction Index: Nature, Purpose, and Findings. <i>Journal of Marketing</i> , 1996 , 60, 7	11	1796
14	Customer Satisfaction, Market Share, and Profitability: Findings from Sweden. <i>Journal of Marketing</i> , 1994 , 58, 53	11	1716
13	Customer Satisfaction, Market Share, and Profitability: Findings from Sweden. <i>Journal of Marketing</i> , 1994 , 58, 53-66	11	1219
12	Customer Satisfaction and Word of Mouth. <i>Journal of Service Research</i> , 1998 , 1, 5-17	6	1155
11	Strengthening the Satisfaction-Profit Chain. <i>Journal of Service Research</i> , 2000 , 3, 107-120	6	892
10	Customer Satisfaction, Productivity, and Profitability: Differences Between Goods and Services. <i>Marketing Science</i> , 1997 , 16, 129-145	3.6	793
9	Customer Satisfaction and Shareholder Value. <i>Journal of Marketing</i> , 2004 , 68, 172-185	11	764
8	Rational and Adaptive Performance Expectations in a Customer Satisfaction Framework. <i>Journal of Consumer Research</i> , 1995 , 21, 695	6.3	350
7	Foundations of the American Customer Satisfaction Index. <i>Total Quality Management and Business Excellence</i> , 2000 , 11, 869-882		270
6	Dual Emphasis and the Long-Term Financial Impact of Customer Satisfaction. <i>Marketing Science</i> , 2005 , 24, 544-555	3.6	240
5	Cross-category variation in customer satisfaction and retention. <i>Marketing Letters</i> , 1994 , 5, 19-30	2.3	203
4	Customer satisfaction and price tolerance. <i>Marketing Letters</i> , 1996 , 7, 265-274	2.3	184
3	Understanding Firms' Customer Satisfaction Information Usage. <i>Journal of Marketing</i> , 2005 , 69, 131-151	11	142
2	The Formation of Market-Level Expectations and Its Covariates. <i>Journal of Consumer Research</i> , 2003 , 30, 115-124	6.3	80
1	A Disaggregate Negative Binomial Regression Procedure for Count Data Analysis. <i>Management Science</i> , 1994 , 40, 405-417	3.9	26

