

Amy Ostrom

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11614426/publications.pdf>

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7
papers

1,809
citations

1307594

7
h-index

1720034

7
g-index

7
all docs

7
docs citations

7
times ranked

944
citing authors

#	ARTICLE	IF	CITATIONS
1	Consumer Trade-Offs and the Evaluation of Services. Journal of Marketing, 1995, 59, 17-28.	11.3	609
2	Consumer Trade-Offs and the Evaluation of Services. Journal of Marketing, 1995, 59, 17.	11.3	379
3	Distinguishing Service Quality and Customer Satisfaction: The Voice of the Consumer. Journal of Consumer Psychology, 1995, 4, 277-303.	4.5	287
4	Gender differences in the impact of core and relational aspects of services on the evaluation of service encounters. Journal of Consumer Psychology, 1993, 2, 257-286.	4.5	250
5	Commercial and interpersonal relationships; Using the structure of interpersonal relationships to understand individual-to-individual, individual-to-firm, and firm-to-firm relationships in commerce. International Journal of Research in Marketing, 1996, 13, 53-72.	4.2	219
6	Gender Differences in the Impact of Core and Relational Aspects of Services on the Evaluation of Service Encounters. Journal of Consumer Psychology, 1993, 2, 257-286.	4.5	34
7	Perceptions of services. Journal of Retailing and Consumer Services, 1996, 3, 195-212.	9.4	31