

Amy Ostrom

List of Publications by Year in descending order

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

Version: 2024-02-01

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	Perceptions of services. <i>Journal of Retailing and Consumer Services</i> , 1996, 3, 195-212.	9.4	31
2	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. <i>International Journal of Research in Marketing</i> , 1996, 13, 53-72.	4.2	219
3	Distinguishing Service Quality and Customer Satisfaction: The Voice of the Consumer. <i>Journal of Consumer Psychology</i> , 1995, 4, 277-303.	4.5	287
4	Consumer Trade-Offs and the Evaluation of Services. <i>Journal of Marketing</i> , 1995, 59, 17-28.	11.3	609
5	Consumer Trade-Offs and the Evaluation of Services. <i>Journal of Marketing</i> , 1995, 59, 17.	11.3	379
6	Gender differences in the impact of core and relational aspects of services on the evaluation of service encounters. <i>Journal of Consumer Psychology</i> , 1993, 2, 257-286.	4.5	250
7	Gender Differences in the Impact of Core and Relational Aspects of Services on the Evaluation of Service Encounters. <i>Journal of Consumer Psychology</i> , 1993, 2, 257-286.	4.5	34