

Elten Briggs

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/12080913/publications.pdf>

Version: 2024-02-01

18
papers

537
citations

623734

14
h-index

839539

18
g-index

18
all docs

18
docs citations

18
times ranked

440
citing authors

#	ARTICLE	IF	CITATIONS
1	The Role of Frontline Employeesâ€™ Competitive Intelligence and Intraorganizational Social Capital in Driving Customer Outcomes. <i>Journal of Service Research</i> , 2021, 24, 269-283.	12.2	16
2	Tell me a story: The role of narrative transportation and the C-suite in B2B advertising. <i>Industrial Marketing Management</i> , 2020, 89, 605-618.	6.7	34
3	The emotional side of organizational decision-making: examining the influence of messaging in fostering positive outcomes for the brand. <i>European Journal of Marketing</i> , 2020, 54, 1609-1640.	2.9	18
4	Salesperson time perspectives and customer willingness to pay more: roles of intraorganizational employee navigation, customer satisfaction, and firm innovation climate. <i>Journal of Personal Selling and Sales Management</i> , 2019, 39, 138-158.	2.8	19
5	ENGAGEMENT WITH SOCIAL MEDIA CONTENT: A QUALITATIVE EXPLORATION. <i>Journal of Marketing Theory and Practice</i> , 2018, 26, 4-22.	4.3	63
6	Contrasting effects of salespeopleâ€™s emotion appraisal ability in a transaction-oriented environment. <i>Journal of Business and Industrial Marketing</i> , 2018, 33, 84-94.	3.0	15
7	A framework of satisfaction for continually delivered business services. <i>Journal of Business and Industrial Marketing</i> , 2016, 31, 112-122.	3.0	19
8	How Do Differing Community Engagement Strategies Affect Consumer Responses to a Retailer?. <i>Journal of Marketing Theory and Practice</i> , 2016, 24, 109-127.	4.3	15
9	Explicating customer orientation's influence on frontline employee satisfaction. <i>Service Industries Journal</i> , 2015, 35, 133-151.	8.3	17
10	Shared ethnicity effects on service encounters: A study across three U.S. subcultures. <i>Journal of Business Research</i> , 2013, 66, 314-320.	10.2	31
11	The Development of Core Retailer Community Functions. <i>Journal of Marketing Theory and Practice</i> , 2013, 21, 243-256.	4.3	10
12	The Influences of Ethical Climate and Organization Identity Comparisons on Salespeople and their Job Performance. <i>Journal of Personal Selling and Sales Management</i> , 2012, 32, 421-436.	2.8	52
13	Perceived barriers to career advancement and organizational commitment in sales. <i>Journal of Business Research</i> , 2012, 65, 937-943.	10.2	16
14	Investigating the influence of velocity performance on satisfaction with third party logistics service. <i>Industrial Marketing Management</i> , 2010, 39, 640-649.	6.7	47
15	Service Performanceâ€™ Loyalty Intentions Link in a Business-to-Business Context: The Role of Relational Exchange Outcomes and Customer Characteristics. <i>Journal of Service Research</i> , 2010, 13, 37-51.	12.2	62
16	Patronage in continually delivered business service contexts. <i>Journal of Business Research</i> , 2007, 60, 1144-1151.	10.2	12
17	Identification Effects on Advertising Response: The Moderating Role of Involvement. <i>Journal of Advertising</i> , 2007, 36, 97-108.	6.6	63
18	Does Hispanicâ€™targeted advertising work for services?. <i>Journal of Services Marketing</i> , 2005, 19, 150-156.	3.0	28