

Iddo Gal

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/2306873/publications.pdf>

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32
papers

1,031
citations

687363

13
h-index

526287

27
g-index

36
all docs

36
docs citations

36
times ranked

735
citing authors

#	ARTICLE	IF	CITATIONS
1	Adults' Statistical Literacy: Meanings, Components, Responsibilities. <i>International Statistical Review</i> , 2002, 70, 1-25.	1.9	501
2	Why organizations continue to create patient information leaflets with readability and usability problems: an exploratory study. <i>Health Education Research</i> , 2005, 20, 485-493.	1.9	89
3	Understanding Repeated Simple Choices. <i>Thinking and Reasoning</i> , 1996, 2, 81-98.	3.2	54
4	Employees'™ Willingness to Report Service Complaints. <i>Journal of Service Research</i> , 2009, 12, 156-174.	12.2	50
5	Numeracy, adult education, and vulnerable adults: a critical view of a neglected field. <i>ZDM - International Journal on Mathematics Education</i> , 2020, 52, 377-394.	2.2	41
6	Informal complaints on health services: hidden patterns, hidden potentials. <i>International Journal for Quality in Health Care</i> , 2007, 19, 158-163.	1.8	34
7	The role of organizational service climate in generating control and empowerment among workers and customers. <i>Journal of Retailing and Consumer Services</i> , 2002, 9, 215-226.	9.4	33
8	Reading and believing: Beliefs, attributions, and reading achievement in Moroccan schoolchildren.. <i>Journal of Educational Psychology</i> , 1989, 81, 283-293.	2.9	24
9	Statistical Tools and Statistical Literacy: The Case of The Average. <i>Teaching Statistics</i> , 1995, 17, 97-99.	0.9	23
10	Teaching for Statistical Literacy and Services of Statistics Agencies. <i>American Statistician</i> , 2003, 57, 80-84.	1.6	23
11	Perspectives on numeracy: reflections from international assessments. <i>ZDM - International Journal on Mathematics Education</i> , 2015, 47, 691-706.	2.2	18
12	Qualitative Research in the Service of Understanding Learners and Users of Statistics. <i>International Statistical Review</i> , 2010, 78, 287-296.	1.9	16
13	Quality and productivity: role conflict in the service context. <i>Service Industries Journal</i> , 2014, 34, 955-973.	8.3	16
14	Unheard voices: complaint patterns of older persons in the health care system. <i>European Journal of Ageing</i> , 2011, 8, 63-71.	2.8	15
15	Welcome to the era of vague news: a study of the demands of statistical and mathematical products in the COVID-19 pandemic media. <i>Educational Studies in Mathematics</i> , 2022, 111, 5-28.	2.8	14
16	Enhancing Statistics Education by Including Qualitative Research. <i>International Statistical Review</i> , 2016, 84, 165-178.	1.9	13
17	Spending more time with the customer: service-providers'™ behavioral discretion and call-center operations. <i>Service Business</i> , 2015, 9, 427-443.	4.2	12
18	Official Statistics and Statistics Education: Bridging the Gap. <i>Journal of Official Statistics</i> , 2017, 33, 79-100.	0.4	12

#	ARTICLE	IF	CITATIONS
19	Status, National Culture and Customers' Propensity to Complain. Social Indicators Research, 2016, 126, 309-330.	2.7	9
20	The Emergence of Legal Prevention in Old Age: Findings from an Israeli Exploratory Study. Journal of Cross-Cultural Gerontology, 2007, 21, 41-53.	1.0	7
21	Complaints on Health Services: A Survey of Persons With Disabilities. Journal of Disability Policy Studies, 2010, 21, 181-188.	1.5	7
22	Statistics Education Research. Springer International Handbooks of Education, 2018, , 71-99.	0.1	6
23	Service workers and 'difficult customers' quality challenges at the front line. International Journal of Quality and Service Sciences, 2021, 13, 321-337.	2.4	6
24	Assessment and Statistics Education: Current Challenges and Directions. International Statistical Review, 1999, 67, 1.	1.9	3
25	South Africa's Mathematical Literacy and Mathematics curricula: Is probability literacy given a fair chance?. African Journal of Research in Mathematics, Science and Technology Education, 2009, 13, 50-61.	1.0	2
26	The megaclass as a service production system and the challenge of facilitating its continuous quality improvement: Towards a research agenda in a complex domain. Quality and Reliability Engineering International, 2018, 34, 1475-1490.	2.3	2
27	SERJ 2004 REFEREES. Statistics Education Research Journal, 2004, 3, 113.	0.8	1
28	Immigration and Health Services: Immigrant Complaint Patterns Regarding the Primary Health Care System in Israel. Journal of Immigrant and Refugee Studies, 2009, 7, 419-437.	1.7	0
29	Rejoinder: More on Enhancing Statistics Education with Qualitative Ideas. International Statistical Review, 2016, 84, 202-209.	1.9	0
30	An analysis of media items about the Coronavirus pandemic: New insights for statistical literacy. , 2022, , .		0
31	OTHER FORTHCOMING CONFERENCES. Statistics Education Research Journal, 2004, 3, 110-112.	0.8	0
32	FORTHCOMING IASE CONFERENCES. Statistics Education Research Journal, 2004, 3, 106-109.	0.8	0