

# Iddo Gal

## List of Publications by Year in descending order

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

Version: 2024-02-01

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  | An analysis of media items about the Coronavirus pandemic: New insights for statistical literacy. , 2022, , .   |      | 0         |
| 2  | Welcome to the era of vague news: a study of the demands of statistical and mathematical products in the COVID-19 pandemic media. Educational Studies in Mathematics, 2022, 111, 5-28.  | 2.8  | 14        |
| 3  | 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         |
| 4  | Numeracy, adult education, and vulnerable adults: a critical view of a neglected field. ZDM - International Journal on Mathematics Education, 2020, 52, 377-394.  | 2.2  | 41        |
| 5  | Statistics Education Research. Springer International Handbooks of Education, 2018, , 71-99.  | 0.1  | 6         |
| 6  | 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         |
| 7  | Official Statistics and Statistics Education: Bridging the Gap. Journal of Official Statistics, 2017, 33, 79-100.   | 0.4  | 12        |
| 8  | Rejoinder: More on Enhancing Statistics Education with Qualitative Ideas. International Statistical Review, 2016, 84, 202-209.  | 1.9  | 0         |
| 9  | Enhancing Statistics Education by Including Qualitative Research. International Statistical Review, 2016, 84, 165-178.  | 1.9  | 13        |
| 10 | Status, National Culture and Customers'™ Propensity to Complain. Social Indicators Research, 2016, 126, 309-330.  | 2.7  | 9         |
| 11 | Perspectives on numeracy: reflections from international assessments. ZDM - International Journal on Mathematics Education, 2015, 47, 691-706.  | 2.2  | 18        |
| 12 | Spending more time with the customer: service-providers'™ behavioral discretion and call-center operations. Service Business, 2015, 9, 427-443.   | 4.2  | 12        |
| 13 | Quality and productivity: role conflict in the service context. Service Industries Journal, 2014, 34, 955-973.  | 8.3  | 16        |
| 14 | Unheard voices: complaint patterns of older persons in the health care system. European Journal of Ageing, 2011, 8, 63-71.  | 2.8  | 15        |
| 15 | Qualitative Research in the Service of Understanding Learners and Users of Statistics. International Statistical Review, 2010, 78, 287-296.   | 1.9  | 16        |
| 16 | Complaints on Health Services: A Survey of Persons With Disabilities. Journal of Disability Policy Studies, 2010, 21, 181-188.  | 1.5  | 7         |
| 17 | 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         |
| 18 | Employees'™ Willingness to Report Service Complaints. Journal of Service Research, 2009, 12, 156-174.   | 12.2 | 50        |

| #  | ARTICLE  | IF  | CITATIONS |
|----|--|-----|-----------|
| 19 | 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         |
| 20 | Informal complaints on health services: hidden patterns, hidden potentials. International Journal for Quality in Health Care, 2007, 19, 158-163.   | 1.8 | 34        |
| 21 | 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         |
| 22 | Why organizations continue to create patient information leaflets with readability and usability problems: an exploratory study. Health Education Research, 2005, 20, 485-493.                               | 1.9 | 89        |
| 23 | OTHER FORTHCOMING CONFERENCES. Statistics Education Research Journal, 2004, 3, 110-112.  | 0.8 | 0         |
| 24 | SERJ 2004 REFEREES. Statistics Education Research Journal, 2004, 3, 113.   | 0.8 | 1         |
| 25 | FORTHCOMING IASE CONFERENCES. Statistics Education Research Journal, 2004, 3, 106-109.   | 0.8 | 0         |
| 26 | Teaching for Statistical Literacy and Services of Statistics Agencies. American Statistician, 2003, 57, 80-84.   | 1.6 | 23        |
| 27 | The role of organizational service climate in generating control and empowerment among workers and customers. Journal of Retailing and Consumer Services, 2002, 9, 215-226.                                  | 9.4 | 33        |
| 28 | Adults' Statistical Literacy: Meanings, Components, Responsibilities. International Statistical Review, 2002, 70, 1-25.  | 1.9 | 501       |
| 29 | Assessment and Statistics Education: Current Challenges and Directions. International Statistical Review, 1999, 67, 1.   | 1.9 | 3         |
| 30 | Understanding Repeated Simple Choices. Thinking and Reasoning, 1996, 2, 81-98.   | 3.2 | 54        |
| 31 | Statistical Tools and Statistical Literacy: The Case of The Average. Teaching Statistics, 1995, 17, 97-99.   | 0.9 | 23        |
| 32 | Reading and believing: Beliefs, attributions, and reading achievement in Moroccan schoolchildren.. Journal of Educational Psychology, 1989, 81, 283-293.   | 2.9 | 24        |