Anat Rafaeli

List of Publications by Year
in descending order

77	6,328	117619	98792
papers	citations	34	67
		h-index	g-index

84	84	84	3316
all docs	docs citations	times ranked	citing authors

#	Article	IF	Citations
1	When the medium massages perceptions: Personal (vs. public) displays of information reduce crowding perceptions and outsider mistreatment of frontline staff.. Journal of Occupational Health Psychology, 2022, 27, 164-178.	3.3	1
2	Do Customer Emotions Affect Agent Speed? An Empirical Study of Emotional Load in Online Customer Contact Centers. Manufacturing and Service Operations Management, 2021, 23, 854-875.	3.7	22
3	When do service employees smile? Response‐dependent emotion regulation in emotional labor. Journal of Organizational Behavior, 2021, 42, 1202-1227.	4.7	10
4	Workspace Integration and Sustainability: Linking the Symbolic and Social Affordances of the Workspace to Employee Wellbeing. Sustainability, 2021, 13, 11985.	3.2	5
5	Service Professionals and Managerial Control: Institutional, Employment, and Personal Segmentations. Services Marketing Quarterly, 2020, 41, 256-272.	1.1	0
6	Opportunities, Tools, and New Insights: Evidence on Emotions in Service from Analyses of Digital Traces Data. Research on Emotion in Organizations, 2020, 16, 105-133.	0.1	6
7	The effect of waiting on aggressive tendencies toward emergency department staff: Providing information can help but may also backfire. PLoS ONE, 2020, 15, e0227729.	2.5	12
8	A Patient-Centered Information System (myED) for Emergency Care Journeys: Design, Development, and Initial Adoption. JMIR Formative Research, 2020, 4, e16410.	1.4	9
9	Helping to reduce fights before flights: How environmental stressors in organizations shape customer emotions and customer–employee interactions. Personnel Psychology, 2019, 72, 49-80.	2.8	21
10	Digital Traces: New Data, Resources, and Tools for Psychological-Science Research. Current Directions in Psychological Science, 2019, 28, 560-566.	5.3	21
11	How psychology might alleviate violence in queues: Perceived future wait and perceived load moderate violence against service providers. PLoS ONE, 2019, 14, e0218184.	2.5	14
12	When and Why a Squeakier Wheel Gets More Grease: The Influence of Cultural Values and Anger Intensity on Customer Compensation. Journal of Service Research, 2019, 22, 223-240.	12.2	21
13	Employee Reactions to Uncertainty: An Exploration of Individual, Role-Based, & Situational Factors. Proceedings - Academy of Management, 2019, 2019, 15640.	0.1	1
14	Customer Sentiment in Web-Based Service Interactions. , 2018, , .		13
15	Family firms as emotional organizations: Measuring Bounded Emotionality among nonfamily employees. Proceedings - Academy of Management, 2018, 2018, 15674.	0.1	0
16	The Social Dimension of Service Interactions. Journal of Service Research, 2017, 20, 120-134.	12.2	86
17	The Future of Frontline Research. Journal of Service Research, 2017, 20, 91-99.	12.2	137
18	Consequences of Emotional Displays: Customer Emotion, Distress at Work, Culture, and Trust. Proceedings - Academy of Management, 2017, 2017, 10643.	0.1	0

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19	Unhappiness Intensifies the Avoidance of Frequent Losses While Happiness Overcomes It. Frontiers in Psychology, 2016, 7, 1703.	2.1	14
20	Predicting Customer Satisfaction in Customer Support Conversations in Social Media Using Affective Features. , 2016, , .		21
21	Time clock requirements for hospital physicians. Health Policy, 2016, 120, 690-697.	3.0	1
22	The psychological structure of aggression across cultures. Journal of Organizational Behavior, 2013, 34, 835-865.	4.7	54
23	Taking the bite out of culture: The impact of task structure and task type on overcoming impediments to cross‐cultural team performance. Journal of Organizational Behavior, 2013, 34, 739-763.	4.7	48
24	Emotion in Organizations: Considerations for Family Firms. Entrepreneurship Research Journal, 2013, 3, .	1.3	23
25	A Social Resistance Perspective For Delinquent Behaviour Among Non-Dominant Minority Groups. British Journal of Criminology, 2013, 53, 784-804.	2.1	38
26	When customers exhibit verbal aggression, employees pay cognitive costs.. Journal of Applied Psychology, 2012, 97, 931-950.	5.3	166
27	Governance Mechanisms in Global Development Environments. , 2011, , .		8
28	Others' anger makes people work harder not smarter: The effect of observing anger and sarcasm on creative and analytic thinking.. Journal of Applied Psychology, 2011, 96, 1065-1075.	5.3	62
29	Anger and happiness in virtual teams: Emotional influences of text and behavior on others' affect in the absence of non-verbal cues. Organizational Behavior and Human Decision Processes, 2011, 116, 2-16.	2.5	150
30	The Effects of a Service Provider's Messy Appearance on Customer Reactions. Services Marketing Quarterly, 2011, 32, 161-180.	1.1	15
31	Expressions of anger in Israeli workplaces: The special place of customer interactions. Human Resource Management Review, 2010, 20, 224-234.	4.8	19
32	Emotion display rules at work in the global service economy: the special case of the customer. Journal of Service Management, 2010, 21, 388-412.	7.2	102
33	The effects of anger in the workplace: When, where, and why observing anger enhances or hinders performance. Research in Personnel and Human Resources Management, 2009, , 153-178.	1.6	25
34	Testing safety commitment in organizations through interpretations of safety artifacts. Journal of Safety Research, 2008, 39, 519-528.	3.6	23
35	The Impact of Call Center Employees' Customer Orientation Behaviors on Service Quality. Journal of Service Research, 2008, 10, 239-255.	12.2	112
36	Emotion cycles: On the social influence of emotion in organizations. Research in Organizational Behavior, 2008, 28, 35-59.	1.2	321

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37	Logos and Initial Compliance: A Strong Case of Mindless Trust. Organization Science, 2008, 19, 845-859.	4.5	28
38	Numbers or apologies? Customer reactions to telephone waiting time fillers.. Journal of Applied Psychology, 2007, 92, 511-518.	5.3	91
39	Sense-making of employment: on whether and why people read employment advertising. Journal of Organizational Behavior, 2006, 27, 747-770.	4.7	24
40	Aesthetics and Professionalism of Virtual Servicescapes. Journal of Service Research, 2006, 8, 245-259.	12.2	85
41	Recruiting through advertising or employee referrals: Costs, yields, and the effects of geographic focus. European Journal of Work and Organizational Psychology, 2005, 14, 355-366.	3.7	22
42	Instrumentality, Aesthetics, and Symbolism of Office Design. Environment and Behavior, 2005, 37, 533-551.	4.7	117
43	Emotion as a Connection of Physical Artifacts and Organizations. Organization Science, 2004, 15, 671-686.	4.5	257
44	Instrumentality, aesthetics and symbolism of physical artifacts as triggers of emotion. Theoretical Issues in Ergonomics Science, 2004, 5, 91-112.	1.8	91
45	Store environment, emotions and approach behaviour: applying environmental aesthetics to retailing. International Review of Retail, Distribution and Consumer Research, 2003, 13, 195-211.	2.0	113
46	Discerning Organizational Boundaries Through Physical Artifacts. , 2003, , 188-210.		4
47	The Effects of Queue Structure on Attitudes. Journal of Service Research, 2002, 5, 125-139.	12.2	108
48	Organizational Routines as Sources of Connections and Understandings. Journal of Management Studies, 2002, 39, 309-331.	8.3	347
49	3. Symbols as a language of organizational relationships. Research in Organizational Behavior, 2001, 23, 93-132.	1.2	76
50	Individual emotion in work organizations. Social Science Information, 2001, 40, 95-123.	1.6	107
51	Pre-Employment Screening and Applicants' Attitudes Toward an Employment Opportunity. Journal of Social Psychology, 1999, 139, 700-712.	1.5	7
52	Employment Ads. Journal of Management Inquiry, 1998, 7, 342-358.	3.9	67
53	The Dynamics of Service: Reflections on the Changing Nature of Customer/Provider Interactions.. Administrative Science Quarterly, 1997, 42, 833.	6.9	1
54	Navigating By Attire: The Use Of Dress By Female Administrative Employees. Academy of Management Journal, 1997, 40, 9-45.	6.3	43

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55	Organizational Dress as a Symbol of Multilayered Social Identities. Academy of Management Journal, 1997, 40, 862-898.	6.3	167
56	Tailored Meanings: On the Meaning and Impact of Organizational Dress. Academy of Management Review, 1993, 18, 32.	11.7	31
57	Tailored Meanings: On the Meaning and Impact of Organizational Dress. Academy of Management Review, 1993, 18, 32-55.	11.7	145
58	Emotional Contrast Strategies as Means of Social Influence: Lessons From Criminal Interrogators and Bill Collectors. Academy of Management Journal, 1991, 34, 749-775.	6.3	53
59	The Second Shift.. Administrative Science Quarterly, 1991, 36, 667.	6.9	0
60	The Sociology of Emotions: Original Essays and Research Papers.. Administrative Science Quarterly, 1991, 36, 134.	6.9	1
61	Busy Stores and Demanding Customers: How Do They Affect the Display of Positive Emotion?. Academy of Management Journal, 1990, 33, 623-637.	6.3	19
62	RESEARCH NOTES. BUSY STORES AND DEMANDING CUSTOMERS: HOW DO THEY AFFECT THE DISPLAY OF POSITIVE EMOTION?. Academy of Management Journal, 1990, 33, 623-637.	6.3	245
63	WHEN CASHIERS MEET CUSTOMERS: AN ANALYSIS OF THE ROLE OF SUPERMARKET CASHIERS.. Academy of Management Journal, 1989, 32, 245-273.	6.3	249
64	When clerks meet customers: A test of variables related to emotional expressions on the job.. Journal of Applied Psychology, 1989, 74, 385-393.	5.3	160
65	Graphological Assessments for Personnel Selection: Concerns and Suggestions for Research. Perceptual and Motor Skills, 1988, 66, 743-759.	1.3	8
66	Untangling the Relationship between Displayed Emotions and Organizational Sales: The Case of Convenience Stores. Academy of Management Journal, 1988, 31, 461-487.	6.3	119
67	Expression of Emotion as Part of the Work Role. Academy of Management Review, 1987, 12, 23-37.	11.7	987
68	Expression of Emotion as Part of the Work Role. Academy of Management Review, 1987, 12, 23.	11.7	707
69	Characteristics of Work Stations as Potential Occupational Stressors. Academy of Management Journal, 1987, 30, 260-276.	6.3	11
70	Employee attitudes toward working with computers. Journal of Organizational Behavior, 1986, 7, 89-106.	4.7	47
71	Word processing technology and perceptions of control among clerical workers. Behaviour and Information Technology, 1986, 5, 31-37.	4.0	23
72	QUALITY CIRCLES AND EMPLOYEE ATTITUDES. Personnel Psychology, 1985, 38, 603-615.	2.8	49

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73	Inferring personal qualities through handwriting analysis. Journal of Occupational Psychology, 1983, 56, 191-202.	1.5	58
74	Predicting sales success through handwriting analysis: An evaluation of the effects of training and handwriting sample content.. Journal of Applied Psychology, 1983, 68, 212-217.	5.3	31
75	Chapter 8 Emotion Management in Cross-Cultural Perspective: â€œSmile Trainingâ€•in Japanese and North American Service Organizations. Research on Emotion in Organizations, 0, , 199-220.	0.1	5
76	Understanding Aggression of Members of Israeli Cultural Sub Groups Through the Lens of Cultural Values of Honor and Dignity. SSRN Electronic Journal, 0, , .	0.4	2
77	Integrating emotional load into service operations. Queueing Systems, 0, , 1.	0.9	0