Brian I Spaid

List of Publications by Year
in descending order

9	328	1163117	1474206
papers	citations	8	9
		h-index	g-index
9	9	9	271
all docs	docs citations	times ranked	citing authors

#	Article	IF	Citations
1	Service failure and recovery in using technology-based self-service: effects on user attributions and satisfaction. Service Industries Journal, 2012, 32, 1415-1432.	8.3	94
2	Timeliness, transparency, and trust: A framework for managing online customer complaints. Business Horizons, 2018, 61, 375-384.	5.2	71
3	The Meaning of Shopping Experiences Augmented By Mobile Internet Devices. Journal of Marketing Theory and Practice, 2014, 22, 73-90.	4.3	59
4	Tell it like it is: The effects of differing responses to negative online reviews. Psychology and Marketing, 2018, 35, 891-901.	8.2	34
5	Exploring the sources of design innovations: Insights from the computer, communications and audio equipment industries. Research Policy, 2018, 47, 1495-1504.	6.4	24
6	Trust and experience in online auctions. Journal of Organizational Computing and Electronic Commerce, 2018, 28, 294-314.	1.8	15
7	Exploring consumer collecting behavior: a conceptual model and research agenda. Journal of Consumer Marketing, 2018, 35, 653-662.	2.3	12
8	The upside of showrooming: How online information creates positive spill-over for the brick-and-mortar retailer. Journal of Organizational Computing and Electronic Commerce, 2019, 29, 294-315.	1.8	12
9	Profiting from our past: evoking nostalgia in the retail environment. International Review of Retail, Distribution and Consumer Research, 2013, 23, 418-439.	2.0	7