

Sunil Mithas

List of Publications by Year in descending order

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61
papers

4,932
citations

126907
33
h-index

144013
57
g-index

61
all docs

61
docs citations

61
times ranked

2954
citing authors

#	ARTICLE	IF	CITATIONS
1	Managing Cellphone Services for Customer Satisfaction: Evidence from the Base of the Pyramid Markets. Production and Operations Management, 2021, 30, 438-450.	3.8	6
2	How Information and Communication Technology Shapes the Influence of Culture on Innovation: A Country-level Analysis. Journal of Management Information Systems, 2021, 38, 108-139.	4.3	11
3	A customer-centric five actor model for sustainability and service innovation. Journal of Business Research, 2021, 136, 389-401.	10.2	25
4	Information technology and Baumol's cost disease in healthcare services: a research agenda. Journal of Service Management, 2020, 31, 911-937.	7.2	8
5	Aligning Information Technology and Business: The Differential Effects of Alignment During Investment Planning, Delivery, and Change. Information Systems Research, 2020, 31, 1260-1281.	3.7	17
6	Turning Complaining Customers into Loyal Customers: Moderators of the Complaint Handling-Customer Loyalty Relationship. Journal of Marketing, 2020, 84, 79-99.	11.3	53
7	Turning Liabilities of Global Operations into Assets: IT-Enabled Social Integration Capacity and Exploratory Innovation. Information Systems Research, 2020, 31, 361-382.	3.7	31
8	Organized Complexity of Digital Business Strategy: A Configurational Perspective. MIS Quarterly: Management Information Systems, 2020, 44, 85-127.	4.2	101
9	Beauty Is in the Eye of the Beholder: Toward a Contextual Understanding of Compensation of Information Technology Professionals Within and Across Geographies. Information Systems Research, 2019, 30, 892-911.	3.7	6
10	How Pair Programming Influences Team Performance: The Role of Backup Behavior, Shared Mental Models, and Task Novelty. Information Systems Research, 2019, 30, 1145-1163.	3.7	28
11	Does Algorithmic Filtering Create a Filter Bubble? Evidence from Sina Weibo. Proceedings - Academy of Management, 2019, 2019, 14168.	0.1	2
12	Information Technology and Sustainability: Evidence from an Emerging Economy. Production and Operations Management, 2018, 27, 756-773.	3.8	106
13	Artificial Intelligence and IT Professionals. IT Professional, 2018, 20, 6-13.	1.5	4
14	Does Platform Owner's Entry Crowd Out Innovation? Evidence from Google Photos. Information Systems Research, 2018, 29, 444-460.	3.7	120
15	An empirical and comparative analysis of E-government performance measurement models: Model selection via explanation, prediction, and parsimony. Government Information Quarterly, 2018, 35, 515-535.	6.8	19
16	Platform Sponsor Investments and User Contributions in Knowledge Communities: The Role of Knowledge Seeding. MIS Quarterly: Management Information Systems, 2018, 42, 213-240.	4.2	81
17	Do managers know what their customers think and why?. Journal of the Academy of Marketing Science, 2017, 45, 37-54.	11.2	91
18	Information Technology, Revenues, and Profits: Exploring the Role of Foreign and Domestic Operations. Information Systems Research, 2017, 28, 430-444.	3.7	20

#	ARTICLE	IF	CITATIONS
19	How Service Offerings and Operational Maturity Influence the Viability of Health Information Exchanges. Production and Operations Management, 2017, 26, 1989-2005.	3.8	13
20	Mitigating Diminishing Returns to R&D: The Role of Information Technology in Innovation. Information Systems Research, 2017, 28, 812-827.	3.7	77
21	What Is Digital Intelligence?. IT Professional, 2017, 19, 3-6.	1.5	46
22	Digitization and Disciplined Autonomy / COMPSAC 2017: Highlights. IT Professional, 2017, 19, 4-10.	1.5	6
23	Leveraging Customer Involvement for Fueling Innovation: The Role of Relational and Analytical Information Processing Capabilities. MIS Quarterly: Management Information Systems, 2017, 41, 367-396.	4.2	143
24	Information Technology Investments and Firm Risk Across Industries: Evidence from the Bond Market. MIS Quarterly: Management Information Systems, 2017, 41, 1347-1367.	4.2	26
25	How Temporal Work Styles and Product Modularity Influence Software Quality and Job Satisfaction. , 2016, , .		0
26	Research Note“Information Technology, Customer Satisfaction, and Profit: Theory and Evidence. Information Systems Research, 2016, 27, 166-181.	3.7	40
27	Modeling Heterogeneity in the Satisfaction, Loyalty Intention, and Shareholder Value Linkage: A Cross-Industry Analysis at the Customer and Firm Levels. Journal of Marketing Research, 2016, 53, 91-109.	4.8	63
28	How Information Technology Strategy and Investments Influence Firm Performance: Conjecture and Empirical Evidence. MIS Quarterly: Management Information Systems, 2016, 40, 223-245.	4.2	188
29	How Deadline Orientation and Product Modularity influence Software Quality and Job Satisfaction. Proceedings - Academy of Management, 2016, 2016, 16179.	0.1	2
30	Disciplined Autonomy and Innovation Effectiveness: The Role of Team Efficacy and Task Volatility. Proceedings - Academy of Management, 2015, 2015, 18802.	0.1	7
31	Lessons from Tata's Corporate Innovation Strategy. IT Professional, 2015, 17, 2-6.	1.5	3
32	Research Note“Industry-Specific Human Capital and Wages: Evidence from the Business Process Outsourcing Industry. Information Systems Research, 2014, 25, 618-638.	3.7	23
33	Transforming decision-making processes: a research agenda for understanding the impact of business analytics on organisations. European Journal of Information Systems, 2014, 23, 433-441.	9.2	330
34	Information Technology and Firm Value. , 2014, , 72-1-72-20.		6
35	The Effect of Information Technology“Enabled Flexibility on Formation and Market Value of Alliances. Management Science, 2013, 59, 207-225.	4.1	86
36	Success is more than a resumÃ©. , 2013, , .		0

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37	What Is Your Global Innovation Strategy?. IT Professional, 2013, 15, 2-6.	1.5	9
38	Information Technology Outsourcing and Non-IT Operating Costs: An Empirical Investigation. MIS Quarterly: Management Information Systems, 2013, 37, 315-331.	4.2	103
39	How a Firm's Competitive Environment and Digital Strategic Posture Influence Digital Business Strategy. MIS Quarterly: Management Information Systems, 2013, 37, 511-536.	4.2	276
40	How Do Foreign Workers Affect US Workers and Firm Profits?. Proceedings - Academy of Management, 2012, 2012, 13158.	0.1	3
41	An investigation of the cross-national determinants of customer satisfaction. Journal of the Academy of Marketing Science, 2011, 39, 198-215.	11.2	97
42	Are Foreign IT Workers Cheaper? U.S. Visa Policies and Compensation of Information Technology Professionals. Management Science, 2010, 56, 745-765.	4.1	100
43	Organizational Learning and Organizational Capabilities of Firms that Engage in Onshore and Offshore Business Process Outsourcing. , 2010, , .		1
44	Organizational Learning and Capabilities for Onshore and Offshore Business Process Outsourcing. Journal of Management Information Systems, 2010, 27, 11-42.	4.3	71
45	Commentary"The Economic and Statistical Significance of Stock Returns on Customer Satisfaction. Marketing Science, 2009, 28, 820-825.	4.1	67
46	Does "Government Measure Up to "Business? Comparing End User Perceptions of U.S. Federal Government and "Business Web Sites. Public Administration Review, 2009, 69, 740-752.	4.1	102
47	The statistical significance of portfolio returns. International Journal of Research in Marketing, 2009, 26, 162-163.	4.2	26
48	From Association to Causation via a Potential Outcomes Approach. Information Systems Research, 2009, 20, 295-313.	3.7	72
49	Human Capital and Institutional Effects in the Compensation of Information Technology Professionals in the United States. Management Science, 2008, 54, 415-428.	4.1	93
50	High tech, high touch: The effect of employee skills and customer heterogeneity on customer satisfaction with enterprise system support services. Decision Support Systems, 2008, 44, 509-523.	5.9	49
51	Is the World Flat or Spiky? Information Intensity, Skills, and Global Service Disaggregation. Information Systems Research, 2007, 18, 237-259.	3.7	159
52	Information technology and the autonomy"control duality: toward a theory. Information Technology and Management, 2007, 8, 147-166.	2.4	34
53	Do Auction Parameters Affect Buyer Surplus in "Auctions for Procurement?. Production and Operations Management, 2007, 16, 455-470.	3.8	76
54	A Field Study of RFID Deployment and Return Expectations. Production and Operations Management, 2007, 16, 599-612.	3.8	126

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55	Performance Impacts of Strategy, Information Technology Applications, and Business Process Outsourcing in U.S. Manufacturing Plants. <i>Production and Operations Management</i> , 2007, 16, 747-762.	3.8	67
56	Customer Satisfaction and Stock Prices: High Returns, Low Risk. <i>Journal of Marketing</i> , 2006, 70, 3-14.	11.3	216
57	Do CRM Systems Cause One-to-One Marketing Effectiveness?. <i>Statistical Science</i> , 2006, 21, 223.	2.8	33
58	Designing Web Sites for Customer Loyalty Across Business Domains: A Multilevel Analysis. <i>Journal of Management Information Systems</i> , 2006, 23, 97-127.	4.3	137
59	Information Technology, Production Process Outsourcing, and Manufacturing Plant Performance. <i>Journal of Management Information Systems</i> , 2006, 23, 13-40.	4.3	109
60	Customer Satisfaction and Stock Prices: High Returns, Low Risk. <i>Journal of Marketing</i> , 2006, 70, 3-14.	11.3	568
61	Why Do Customer Relationship Management Applications Affect Customer Satisfaction?. <i>Journal of Marketing</i> , 2005, 69, 201-209.	11.3	550