

De Matos, Ca; Matos, Ca De

List of Publications by Year in descending order

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31
papers

1,822
citations

687363

13
h-index

477307

29
g-index

32
all docs

32
docs citations

32
times ranked

1492
citing authors

#	ARTICLE	IF	CITATIONS
1	Word-of-mouth communications in marketing: a meta-analytic review of the antecedents and moderators. <i>Journal of the Academy of Marketing Science</i> , 2008, 36, 578-596.	11.2	805
2	Service Recovery Paradox: A Meta-Analysis. <i>Journal of Service Research</i> , 2007, 10, 60-77.	12.2	249
3	Consumer attitudes toward counterfeits: a review and extension. <i>Journal of Consumer Marketing</i> , 2007, 24, 36-47.	2.3	214
4	Consumer reaction to service failure and recovery: the moderating role of attitude toward complaining. <i>Journal of Services Marketing</i> , 2009, 23, 462-475.	3.0	135
5	Customer reactions to service failure and recovery in the banking industry: the influence of switching costs. <i>Journal of Services Marketing</i> , 2013, 27, 526-538.	3.0	75
6	The different roles of switching costs on the satisfaction-loyalty relationship. <i>International Journal of Bank Marketing</i> , 2009, 27, 506-523.	6.4	63
7	Explanatory mechanisms of the decision to buy on credit: The role of materialism, impulsivity and financial knowledge. <i>Journal of Behavioral and Experimental Finance</i> , 2019, 21, 15-21.	3.8	42
8	Behavioural responses to service encounter involving failure and recovery: the influence of contextual factors. <i>Service Industries Journal</i> , 2012, 32, 2203-2217.	8.3	37
9	Consumer reaction to product recalls: factors influencing product judgement and behavioural intentions. <i>International Journal of Consumer Studies</i> , 2007, 31, 109.	11.6	32
10	The influence of personal values and demographic variables on customer loyalty in the banking industry. <i>International Journal of Bank Marketing</i> , 2015, 33, 571-587.	6.4	31
11	Antecedents of indebtedness for low-income consumers: the mediating role of materialism. <i>Journal of Consumer Marketing</i> , 2019, 36, 92-101.	2.3	23
12	The effects of environmental factors on B2B e-services purchase: perceived risk and convenience as mediators. <i>Journal of Business and Industrial Marketing</i> , 2019, 34, 767-778.	3.0	18
13	The antecedents of complaint behaviour for Brazilian and French consumers of services. <i>International Journal of Consumer Studies</i> , 2013, 37, 327-336.	11.6	16
14	Uma generaliza�o emp�rica sobre comunica�o boca a boca usando metan�lise. <i>RAC: Revista De Administra�o Contempor�nea</i> , 2011, 15, 877-896.	0.4	11
15	Comportamento do consumidor de produtos org�nicos: uma aplica�o da teoria do comportamento planejado. <i>Base</i> , 2012, 9, .	0.1	11
16	Anticonsumption beyond consumers: The role of small organic producers in environmentally oriented anticonsumption. <i>Psychology and Marketing</i> , 2020, 37, 291-307.	8.2	9
17	Electronic service quality: a meta-analysis. <i>Marketing Intelligence and Planning</i> , 2020, 38, 619-635.	3.5	8
18	The constraints of theory: What is the impact of the Theory of Constraints on Operations Strategy?. <i>International Journal of Production Economics</i> , 2021, 235, 107955.	8.9	8

#	ARTICLE	IF	CITATIONS
19	Meta-Análise em Marketing. Revista Brasileira De Marketing, 2014, 13, 84-97.	0.2	7
20	Online service failure: how consumers from emerging countries react and complain. Journal of Consumer Marketing, 2022, 39, 44-54.	2.3	6
21	Os Fatores Preditores do Desempenho de Vendas: um estudo com vendedores atacadistas. Revista Brasileira De Gestao De Negocios, 2014, , .	0.5	5
22	Factors that Influence the Adoption of Mobile Government (M-gov): A Proposal of A Unified Model. Information Systems Management, 2023, 40, 29-46.	5.7	3
23	Estetização do Marketing. RAE Revista De Administracao De Empresas, 2014, 54, 232-238.	0.3	3
24	Análise da relação entre a satisfação dos consumidores e os preços ofertados no site booking.com. Tourism and Management Studies, 2015, 11, 64-70.	2.5	3
25	The Influence of Formal Institution Agents on Coopetition in the Organic Food Industry. Journal of Agricultural and Food Industrial Organization, 2020, .	1.3	3
26	UM GUIA DE AVALIAÇÃO DE ARTIGOS CIENTÍFICOS EM MARKETING. RAE Revista De Administracao De Empresas, 2017, 57, 391-400.	0.3	1
27	Os Efeitos do Alinhamento entre Práticas de Marketing e Estratégia de Negócios no Desempenho das Empresas. Revista Brasileira De Marketing, 2018, 17, 849-865.	0.2	1
28	1o Censo Brasileiro dos Pesquisadores Acadêmicos de Marketing. Revista Interdisciplinar De Marketing, 2020, 10, 78-94.	0.1	1
29	A influência da apresentação do preço sobre as avaliações dos clientes. RAC: Revista De Administração Contemporânea, 2012, 16, 544-565.	0.4	0
30	A Influência da Confiança, Dependência e Comprometimento na Orientação de Longo Prazo de Varejistas para com os Fabricantes Líderes do Mercado de Bebidas. Revista Brasileira De Marketing, 2013, 12, 206-230.	0.2	0
31	The joint effect of buyer-supplier interaction and service complexity on B2B buyer satisfaction. International Journal of Services, Technology and Management, 2020, 26, 455.	0.1	0