

# 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	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
2	Online service failure: how consumers from emerging countries react and complain. Journal of Consumer Marketing, 2022, 39, 44-54.	2.3	6
3	The constraints of theory: What is the impact of the Theory of Constraints on Operations Strategy?. International Journal of Production Economics, 2021, 235, 107955.	8.9	8
4	Anticonsumption beyond consumers: The role of small organic producers in environmentally oriented anticonsumption. Psychology and Marketing, 2020, 37, 291-307.	8.2	9
5	Electronic service quality: a meta-analysis. Marketing Intelligence and Planning, 2020, 38, 619-635.	3.5	8
6	The Influence of Formal Institution Agents on Coopetition in the Organic Food Industry. Journal of Agricultural and Food Industrial Organization, 2020, .	1.3	3
7	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
8	1o Censo Brasileiro dos Pesquisadores AcadÃªmicos de Marketing. Revista Interdisciplinar De Marketing, 2020, 10, 78-94.	0.1	1
9	Antecedents of indebtedness for low-income consumers: the mediating role of materialism. Journal of Consumer Marketing, 2019, 36, 92-101.	2.3	23
10	The effects of environmental factors on B2B e-services purchase: perceived risk and convenience as mediators. Journal of Business and Industrial Marketing, 2019, 34, 767-778.	3.0	18
11	Explanatory mechanisms of the decision to buy on credit: The role of materialism, impulsivity and financial knowledge. Journal of Behavioral and Experimental Finance, 2019, 21, 15-21.	3.8	42
12	Os Efeitos do Alinhamento entre PrÃ¡ticas de Marketing e EstratÃ©gia de NegÃ³cios no Desempenho das Empresas. Revista Brasileira De Marketing, 2018, 17, 849-865.	0.2	1
13	UM GUIA DE AVALIAÃ§Ã£o DE ARTIGOS CIENTÃFICOS EM MARKETING. RAE Revista De Administracao De Empresas, 2017, 57, 391-400.	0.3	1
14	The influence of personal values and demographic variables on customer loyalty in the banking industry. International Journal of Bank Marketing, 2015, 33, 571-587.	6.4	31
15	AnÃ¡lise da relaÃ§Ã£o entre a satisfaÃ§Ã£o dos consumidores e os preÃ§os ofertados no sÃ©tio booking.com. Tourism and Management Studies, 2015, 11, 64-70.	2.5	3
16	Meta-AnÃ¡lise em Marketing. Revista Brasileira De Marketing, 2014, 13, 84-97.	0.2	7
17	EstetizaÃ§Ã£o do Marketing. RAE Revista De Administracao De Empresas, 2014, 54, 232-238.	0.3	3
18	Os Fatores Preditores do Desempenho de Vendas: um estudo com vendedores atacadistas. Revista Brasileira De Gestao De Negocios, 2014, , .	0.5	5

#	ARTICLE	IF	CITATIONS
19	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
20	The antecedents of complaint behaviour for <scp>B</scp>razilian and <scp>F</scp>rench consumers of services. <i>International Journal of Consumer Studies</i> , 2013, 37, 327-336.	11.6	16
21	A Influ�ncia da Confian�sa, Depend�ncia e Comprometimento na Orienta��o de Longo Prazo de Varejistas para com os Fabricantes L�deres do Mercado de Bebidas. <i>Revista Brasileira De Marketing</i> , 2013, 12, 206-230.	0.2	0
22	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
23	Comportamento do consumidor de produtos org�nicos: uma aplica��o da teoria do comportamento planejado. <i>Base</i> , 2012, 9, .	0.1	11
24	A influ�ncia da apresenta��o do pre�so sobre as avalia��es dos clientes. <i>RAC: Revista De Administra��o Contempor�nea</i> , 2012, 16, 544-565.	0.4	0
25	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
26	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
27	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
28	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
29	Consumer attitudes toward counterfeits: a review and extension. <i>Journal of Consumer Marketing</i> , 2007, 24, 36-47.	2.3	214
30	Service Recovery Paradox: A Meta-Analysis. <i>Journal of Service Research</i> , 2007, 10, 60-77.	12.2	249
31	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