

Jeffery S Smith

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/3717157/publications.pdf>

Version: 2024-02-01

15
papers

753
citations

1478280

6
h-index

996849

15
g-index

16
all docs

16
docs citations

16
times ranked

733
citing authors

| # | ARTICLE | IF | CITATIONS |
|----|---|-----|-----------|
| 1 | Green marketing strategies: an examination of stakeholders and the opportunities they present. <i>Journal of the Academy of Marketing Science</i> , 2011, 39, 158-174. | 7.2 | 501 |
| 2 | An Empirical Examination of the Structural Dimensions of the Service Recovery System*. <i>Decision Sciences</i> , 2009, 40, 165-186. | 3.2 | 63 |
| 3 | Creating Ultimate Customer Loyalty Through Loyalty Conviction and Customer-Company Identification. <i>Journal of Retailing</i> , 2017, 93, 458-476. | 4.0 | 59 |
| 4 | A Note on the Growth of Research in Service Operations Management. <i>Production and Operations Management</i> , 2009, 16, 780-790. | 2.1 | 47 |
| 5 | Employee satisfaction trajectories and their effect on customer satisfaction and repatronage intentions. <i>Journal of the Academy of Marketing Science</i> , 2019, 47, 815-836. | 7.2 | 36 |
| 6 | Extending the institutional environment: the impact of internal and external factors on the green behaviors of an individual. <i>Journal of Strategic Marketing</i> , 2019, 27, 505-520. | 3.7 | 17 |
| 7 | Tension in the Emergency Department? The Impact of Flow Stage Times on Managing Patientâ€™Reported Experiences and Financial Productivity. <i>Decision Sciences</i> , 2022, 53, 514-556. | 3.2 | 5 |
| 8 | Exploring the social mechanisms for variation reduction for direct store delivery (DSD) and vendor managed inventory performance: An integrated network governance and coordination theory perspective. <i>International Journal of Production Economics</i> , 2021, 234, 108025. | 5.1 | 5 |
| 9 | Development and validation of a measurement scale for the experience capability construct. <i>Journal of Service Management</i> , 2021, 32, 315-345. | 4.4 | 4 |
| 10 | How does supplier CSR performance help to expand exchange relationships with major buyers? The moderating role of supplyâ€™side and demandâ€™driven uncertainty. <i>Decision Sciences</i> , 2023, 54, 334-357. | 3.2 | 4 |
| 11 | Just How Much Does the Tail Wag the Dog? Altering Inventory to Manage Earnings. <i>Decision Sciences</i> , 2021, 52, 216-261. | 3.2 | 3 |
| 12 | Editorial: Delivering effective healthcare at lower cost: Introduction to the special issue. <i>Journal of Operations Management</i> , 2020, 66, 4-11. | 3.3 | 3 |
| 13 | Justifying and Applying Moral Principles. <i>Journal of Value Inquiry</i> , 2007, 40, 393-411. | 0.2 | 2 |
| 14 | Social network analysis of publication collaboration of accelerating change in MedEd consortium. <i>Medical Teacher</i> , 2022, 44, 276-286. | 1.0 | 2 |
| 15 | Market Reaction to Abnormal Inventory Growth: Evidence for Managerial Decision-Making. <i>Journal of Management Accounting Research</i> , 2022, 34, 31-50. | 0.8 | 1 |