

Glenn Voss

List of Publications by Year in descending order

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Version: 2024-02-01

18
papers

4,286
citations

586496

16
h-index

939365

18
g-index

18
all docs

18
docs citations

18
times ranked

3535
citing authors

#	ARTICLE	IF	CITATIONS
1	Advancing customer diversity, equity, and inclusion: Measurement, stakeholder influence, and the role of marketing. <i>Journal of the Academy of Marketing Science</i> , 2023, 51, 174-197.	7.2	14
2	Strategic Ambidexterity in Small and Medium-Sized Enterprises: Implementing Exploration and Exploitation in Product and Market Domains. <i>Organization Science</i> , 2013, 24, 1459-1477.	3.0	296
3	Enough Is Enough! The Fine Line in Executing Multichannel Relational Communication. <i>Journal of Marketing</i> , 2011, 75, 94-109.	7.0	126
4	How Complementarity and Substitution Alter the Customer Satisfactionâ€“Repurchase Link. <i>Journal of Marketing</i> , 2010, 74, 111-127.	7.0	135
5	How do price range shoppers differ from reference price point shoppers?. <i>Journal of Business Research</i> , 2009, 62, 31-38.	5.8	24
6	The Effects of Slack Resources and Environmental Threat on Product Exploration and Exploitation. <i>Academy of Management Journal</i> , 2008, 51, 147-164.	4.3	605
7	SERVCON: development and validation of a multidimensional service convenience scale. <i>Journal of the Academy of Marketing Science</i> , 2007, 35, 144-156.	7.2	341
8	Aligning Innovation with Market Characteristics in the Nonprofit Professional Theater Industry. <i>Journal of Marketing Research</i> , 2006, 43, 296-302.	3.0	50
9	Organizational Identity and Firm Performance: What Happens When Leaders Disagree About â€œWho We Are?â€. <i>Organization Science</i> , 2006, 17, 741-755.	3.0	152
10	Do Satisfied Customers Buy More? Examining Moderating Influences in a Retailing Context. <i>Journal of Marketing</i> , 2005, 69, 26-43.	7.0	697
11	An empirical examination of the complex relationships between entrepreneurial orientation and stakeholder support. <i>European Journal of Marketing</i> , 2005, 39, 1132-1150.	1.7	114
12	Formulating Interesting Research Questions. <i>Journal of the Academy of Marketing Science</i> , 2003, 31, 356-359.	7.2	19
13	Determinants of Online Channel Use and Overall Satisfaction with a Relational, Multichannel Service Provider. <i>Journal of the Academy of Marketing Science</i> , 2003, 31, 448-458.	7.2	576
14	Conducting Measurement Validation with Experimental Data: Cautions and Recommendations. <i>Marketing Letters</i> , 2003, 14, 59-73.	1.9	17
15	The effects of wait expectations and store atmosphere evaluations on patronage intentions in service-intensive retail stores. <i>Journal of Retailing</i> , 2003, 79, 259-268.	4.0	462
16	Exploring the effect of retail sector and firm characteristics on retail price promotion strategy. <i>Journal of Retailing</i> , 2003, 79, 37-52.	4.0	45
17	Strategic Orientation and Firm Performance in an Artistic Environment. <i>Journal of Marketing</i> , 2000, 64, 67-83.	7.0	491
18	Linking Organizational Values to Relationships with External Constituents: A Study of Nonprofit Professional Theatres. <i>Organization Science</i> , 2000, 11, 330-347.	3.0	122