

Dennis Campbell

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4863009/publications.pdf>

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5
papers

274
citations

1937685

4
h-index

2053705

5
g-index

5
all docs

5
docs citations

5
times ranked

200
citing authors

#	ARTICLE	IF	CITATIONS
1	The Customer May Not Always Be Right: Customer Compatibility and Service Performance. <i>Management Science</i> , 2021, 67, 1468-1488.	4.1	7
2	Market Heterogeneity and Local Capacity Decisions in Services. <i>Manufacturing and Service Operations Management</i> , 2011, 13, 2-19.	3.7	36
3	Are Self-Service Customers Satisfied or Stuck?. <i>Production and Operations Management</i> , 2010, 19, 679-697.	3.8	65
4	Organizational Design and Control across Multiple Markets: The Case of Franchising in the Convenience Store Industry. <i>Accounting Review</i> , 2009, 84, 1749-1779.	3.2	50
5	Nonfinancial Performance Measures and Promotion-Based Incentives. <i>Journal of Accounting Research</i> , 2008, 46, 297-332.	4.5	116