

# Vicente Martinez-Tur

## List of Publications by Year in descending order

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Version: 2024-02-01

50  
papers

793  
citations

623188

14  
h-index

552369

26  
g-index

55  
all docs

55  
docs citations

55  
times ranked

640  
citing authors

#	ARTICLE	IF	CITATIONS
1	Organizational justice and extrarole customer service: The mediating role of well-being at work. <i>European Journal of Work and Organizational Psychology</i> , 2008, 17, 327-348.	2.2	128
2	Justice Perceptions as Predictors of Customer Satisfaction: The Impact of Distributive, Procedural, and Interactional Justice. <i>Journal of Applied Social Psychology</i> , 2006, 36, 100-119.	1.3	120
3	Relationships Between Organizational Justice and Burnout at the Work-Unit Level.. <i>International Journal of Stress Management</i> , 2005, 12, 99-116.	0.9	106
4	Testing a hierarchical and integrated model of quality in the service sector: functional, relational, and tangible dimensions. <i>Total Quality Management and Business Excellence</i> , 2009, 20, 1173-1188.	2.4	39
5	Employees' overestimation of functional and relational service quality: A gap analysis. <i>Service Industries Journal</i> , 2005, 25, 773-788.	5.0	36
6	Linking Functional and Relational Service Quality to Customer Satisfaction and Loyalty: Differences between Men and Women. <i>Psychological Reports</i> , 2010, 106, 598-610.	0.9	30
7	Linking Organizational Justice to Burnout: Are Men and Women Different?. <i>Psychological Reports</i> , 2005, 96, 805-816.	0.9	26
8	Unit-level fairness and quality within the health care industry: A justiceâ€“quality model. <i>European Journal of Work and Organizational Psychology</i> , 2015, 24, 627-644.	2.2	26
9	Engaged teams deliver better service performance in innovation climates. <i>European Journal of Work and Organizational Psychology</i> , 2016, 25, 597-612.	2.2	26
10	Linking service structural complexity to customer satisfaction. <i>Journal of Service Management</i> , 2001, 12, 295-306.	2.2	24
11	Linking Service Climate and Disconfirmation of Expectations as Predictors of Customer Satisfaction: A Cross-Level Study. <i>Journal of Applied Social Psychology</i> , 2011, 41, 1189-1213.	1.3	21
12	Relationships among Perceived Justice, Customers' Satisfaction, and Behavioral Intentions: The Moderating Role of Gender. <i>Psychological Reports</i> , 2001, 88, 805-811.	0.9	17
13	Linking Situational Constraints to Customer Satisfaction in a Service Environment. <i>Applied Psychology</i> , 2005, 54, 25-36.	4.4	17
14	Perceived Reciprocity and Wellâ€“Being at Work in Nonâ€“Professional Employees: Fairness or Selfâ€“Interest?. <i>Stress and Health</i> , 2013, 29, 31-39.	1.4	16
15	Dialogue between workers and family members is related to their attitudes towards self-determination of individuals with intellectual disability. <i>Journal of Intellectual and Developmental Disability</i> , 2018, 43, 370-379.	1.1	13
16	Surface acting and exhaustion: The moderating role of eudaimonia. <i>Stress and Health</i> , 2017, 33, 322-329.	1.4	12
17	Understanding the Sense of Community and Continuance Intention in Virtual Communities: The Role of Commitment and Type of Community. <i>Social Science Computer Review</i> , 2021, 39, 335-352.	2.6	12
18	Is service climate strength beneficial or detrimental for service quality delivery?. <i>European Journal of Work and Organizational Psychology</i> , 2011, 20, 681-699.	2.2	11

#	ARTICLE	IF	CITATIONS
19	From service quality in organisations to self-determination at home. <i>Journal of Intellectual Disability Research</i> , 2015, 59, 882-890.	1.2	10
20	Validation of a Measure of Service Climate in Organizations. <i>Revista De Psicologia Del Trabajo Y De Las Organizaciones</i> , 2012, 28, 69-80.	0.9	10
21	Survey feedback improves service quality perceptions among employees of an NGO: an organizational-level positive intervention. <i>European Journal of Work and Organizational Psychology</i> , 2018, 27, 235-246.	2.2	9
22	Validating justice climate and peer justice in a real work setting. <i>Revista De Psicologia Del Trabajo Y De Las Organizaciones</i> , 2016, 32, 191-205.	0.9	7
23	The Moderating Role of Performance in the Link From Interactional Justice Climate to Mutual Trust Between Managers and Team Members. <i>Psychological Reports</i> , 2016, 118, 870-888.	0.9	7
24	Linking Employees' Extra-Role Efforts to Customer Satisfaction. <i>Social Psychology</i> , 2017, 48, 104-112.	0.3	7
25	Why do people spend money to help vulnerable people?. <i>PLoS ONE</i> , 2019, 14, e0213582.	1.1	6
26	Rational-experiential thinking style and rational intergroup cooperation: the moderating role of intergroup conflict / Estilos de pensamiento racional-experiential y la cooperaci3n intergrupala racional: el rol modulador del conflicto intergrupala. <i>Revista De Psicologia Social</i> , 2017, 32, 23-51.	0.3	5
27	Organizational performance focused on users' quality of life: The role of service climate and "contribution-to-others" wellbeing beliefs. <i>Research in Developmental Disabilities</i> , 2018, 77, 114-123.	1.2	4
28	Interaction between functional and relational service quality: hierarchy vs. compensation. <i>Service Industries Journal</i> , 2023, 43, 85-103.	5.0	4
29	A positive spiral of self-efficacy among public employees. <i>Personnel Review</i> , 2020, 49, 1607-1617.	1.6	4
30	Service Climate and Display of Employees' Positive Emotions: The Mediating Role of Burnout and Engagement in Services. <i>Psychologica</i> , 2011, , 229-253.	0.2	4
31	Intergroup Conflict and Rational Decision Making. <i>PLoS ONE</i> , 2014, 9, e114013.	1.1	3
32	Under-over benefitting perceptions and evaluation of services. <i>Journal of Service Theory and Practice</i> , 2016, 26, 430-447.	1.9	3
33	Linking Staff Burnout to Family Members' Satisfaction in Centers for People With Intellectual Disabilities: A Service Chain Approach. <i>Intellectual and Developmental Disabilities</i> , 2017, 55, 392-406.	0.6	3
34	Reciprocity of trust between managers and team members. <i>Personnel Review</i> , 2019, 49, 653-669.	1.6	3
35	A Framework of Professional Transferable Competences for System Innovation: Enabling Leadership and Agency for Sustainable Development. <i>Sustainability</i> , 2021, 13, 1737.	1.6	2
36	Effects of a Justice-Based Partnership Between Employees and Families in Creating Services and Supports to Enhance Quality of Life Outcomes. <i>Intellectual and Developmental Disabilities</i> , 2021, 59, 172-182.	0.6	2

#	ARTICLE	IF	CITATIONS
37	Teaching and Learning Work, Organization, and Personnel Psychology Internationally. The Erasmus Mundus Program. , 2014, , 105-125.		2
38	Bad News and Quality Reputation among Users of Public Services. Revista De Psicologia Del Trabajo Y De Las Organizaciones, 2018, 34, 095-101.	0.9	2
39	Associando a atuação superficial dos gestores ao seu burnout e engagement: O papel moderador das crenças de bem-estar eudaimônicas. Psychologica, 2019, 62, 23-37.	0.2	2
40	Using Autonomous Teams to Improve Quality of Life of People with Intellectual Disabilities. Applied Research in Quality of Life, 2022, 17, 2387-2403.	1.4	2
41	Emotion at Work. , 2020, , 3-14.		1
42	The Positive Spiral Between Problem-Solving Management and Trust: A Study in Organizations for Individuals With Intellectual Disability. Frontiers in Psychology, 2020, 11, 617622.	1.1	1
43	Relaciones de la disonancia emocional y del clima de servicio con el bienestar en el trabajo: un estudio multinivel. Universitas Psychologica, 2014, 13, .	0.6	0
44	Relaciones de la justicia entre compañeros y la justicia del supervisor con el desempeño: un estudio de diario. Acción Psicológica, 2019, 16, 129-142.	0.1	0
45	Sex differences in the psychophysiological response to an intergroup conflict. Biological Psychology, 2020, 149, 107780.	1.1	0
46	Looking Into the Future. , 2020, , 511-526.		0
47	The Service Encounter. , 2020, , 284-296.		0
48	Challenges for an Organizational Justice Research Agenda. , 2017, , 1-12.		0
49	Análisis de las características de estabilidad emocional en hombres y mujeres. Psychologica, 2017, 59, 137-147.	0.2	0
50	Participation in collaborative projects as a precursor of trust in organizations for individuals with intellectual disability. PLoS ONE, 2020, 15, e0242075.	1.1	0