

# Jagdip

## List of Publications by Year in descending order

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49  
papers

11,574  
citations

117571

34  
h-index

206029

48  
g-index

49  
all docs

49  
docs citations

49  
times ranked

6114  
citing authors

#	ARTICLE	IF	CITATIONS
1	Consumer Trust, Value, and Loyalty in Relational Exchanges. <i>Journal of Marketing</i> , 2002, 66, 15-37.	7.0	2,854
2	THE NATURE AND EXPERIENCE OF ENTREPRENEURIAL PASSION. <i>Academy of Management Review</i> , 2009, 34, 511-532.	7.4	1,228
3	Agency and Trust Mechanisms in Consumer Satisfaction and Loyalty Judgments. <i>Journal of the Academy of Marketing Science</i> , 2000, 28, 150-167.	7.2	1,097
4	Consumer Complaint Intentions and Behavior: Definitional and Taxonomical Issues. <i>Journal of Marketing</i> , 1988, 52, 93-107.	7.0	665
5	Performance Productivity and Quality of Frontline Employees in Service Organizations. <i>Journal of Marketing</i> , 2000, 64, 15-34.	7.0	554
6	Curvilinear Effects of Consumer Loyalty Determinants in Relational Exchanges. <i>Journal of Marketing Research</i> , 2005, 42, 96-108.	3.0	494
7	Measurement Issues in Cross-National Research. <i>Journal of International Business Studies</i> , 1995, 26, 597-619.	4.6	445
8	Striking a Balance in Boundary-Spanning Positions: An Investigation of Some Unconventional Influences of Role Stressors and Job Characteristics on Job Outcomes of Salespeople. <i>Journal of Marketing</i> , 1998, 62, 69-86.	7.0	375
9	Behavioral and Psychological Consequences of Boundary Spanning Burnout for Customer Service Representatives. <i>Journal of Marketing Research</i> , 1994, 31, 558.	3.0	371
10	Voice, exit, and negative word-of-mouth behaviors: An investigation across three service categories. <i>Journal of the Academy of Marketing Science</i> , 1990, 18, 1-15.	7.2	364
11	Innovations in Retail Business Models. <i>Journal of Retailing</i> , 2011, 87, S3-S16.	4.0	363
12	Do Organizational Practices Matter in Role Stress Processes? A Study of Direct and Moderating Effects for Marketing-Oriented Boundary Spanners. <i>Journal of Marketing</i> , 1996, 60, 69.	7.0	309
13	When Consumers Complain: A Path Analysis of the Key Antecedents of Consumer Complaint Response Estimates. <i>Journal of the Academy of Marketing Science</i> , 1996, 24, 350-365.	7.2	296
14	Boundary Role Ambiguity: Facets, Determinants, and Impacts. <i>Journal of Marketing</i> , 1993, 57, 11-31.	7.0	210
15	Boundary Role Ambiguity in Marketing-Oriented Positions: A Multidimensional, Multifaceted Operationalization. <i>Journal of Marketing Research</i> , 1991, 28, 328.	3.0	179
16	Sales profession and professionals in the age of digitization and artificial intelligence technologies: concepts, priorities, and questions. <i>Journal of Personal Selling and Sales Management</i> , 2019, 39, 2-22.	1.7	168
17	Understanding the structure of consumers's™ satisfaction evaluations of service delivery. <i>Journal of the Academy of Marketing Science</i> , 1991, 19, 223-244.	7.2	125
18	The Emergent Field of Organizational Frontlines. <i>Journal of Service Research</i> , 2017, 20, 3-11.	7.8	122

#	ARTICLE	IF	CITATIONS
19	Determinants of Consumers'™ Decisions to Seek Third Party Redress: An Empirical Study of Dissatisfied Patients. <i>Journal of Consumer Affairs</i> , 1989, 23, 329-363.	1.2	112
20	Strategic Change Implementation and Performance Loss in the Front Lines. <i>Journal of Marketing</i> , 2007, 71, 156-171.	7.0	99
21	Do Frontline Mechanisms Matter? Impact of Quality and Productivity Orientations on Unit Revenue, Efficiency, and Customer Satisfaction. <i>Journal of Marketing</i> , 2008, 72, 28-45.	7.0	97
22	Investigating Industry Context Effects in Consumer-Firm Relationships: Preliminary Results From a Dispositional Approach. <i>Journal of the Academy of Marketing Science</i> , 2003, 31, 46-60.	7.2	82
23	What Occurs Once Consumers Complain? A Theoretical Model for Understanding Satisfaction/ Dissatisfaction Outcomes of Complaint Responses. <i>European Journal of Marketing</i> , 1991, 25, 30-46.	1.7	77
24	Does the CEO matter? An empirical study of small Swedish firms operating in turbulent environments. <i>Scandinavian Journal of Management</i> , 1997, 13, 251-270.	1.0	73
25	Pragmatic Learning Theory: An Inquiry-Action Framework for Distributed Consumer Learning in Online Communities. <i>Journal of Consumer Research</i> , 2010, 36, 1058-1081.	3.5	73
26	Tackling measurement problems with Item Response Theory. <i>Journal of Business Research</i> , 2004, 57, 184-208.	5.8	72
27	Identifying Consumer Dissatisfaction Response Styles: An Agenda for Future Research. <i>European Journal of Marketing</i> , 1990, 24, 55-72.	1.7	60
28	Are Tradeoffs Inherent in Diversification Moves? A Simultaneous Model for Type of Diversification and Mode of Expansion Decisions. <i>Management Science</i> , 1999, 45, 25-41.	2.4	58
29	The Youth Self-Report inventory: A study of its measurements fidelity.. <i>Psychological Assessment</i> , 1994, 6, 236-245.	1.2	54
30	Industry Characteristics and Consumer Dissatisfaction. <i>Journal of Consumer Affairs</i> , 1991, 25, 19-56.	1.2	52
31	Redundancy in constructs: Problem, assessment, and an illustrative example. <i>Journal of Business Research</i> , 1991, 22, 255-280.	5.8	47
32	Bottom-up learning in marketing frontlines: conceptualization, processes, and consequences. <i>Journal of the Academy of Marketing Science</i> , 2012, 40, 821-844.	7.2	46
33	Business-to-Business E-Negotiations and Influence Tactics. <i>Journal of Marketing</i> , 2020, 84, 47-68.	7.0	45
34	One-Voice Strategy for Customer Engagement. <i>Journal of Service Research</i> , 2021, 24, 42-65.	7.8	41
35	Adaptive Designs for Likert-Type Data: An Approach for Implementing Marketing Surveys. <i>Journal of Marketing Research</i> , 1990, 27, 304.	3.0	34
36	Customer query handling in sales interactions. <i>Journal of the Academy of Marketing Science</i> , 2018, 46, 837-856.	7.2	34

#	ARTICLE	IF	CITATIONS
37	When Institutional Work Backfires: Organizational Control of Professional Work in the Pharmaceutical Industry. <i>Journal of Management Studies</i> , 2013, 50, 900-929.	6.0	30
38	Synergies at the Intersection of Retailing and Organizational Frontlines Research. <i>Journal of Retailing</i> , 2019, 95, 90-93.	4.0	28
39	Consumer decision to upgrade or downgrade a service membership. <i>Journal of the Academy of Marketing Science</i> , 2014, 42, 596-618.	7.2	26
40	What Goes around Comes Around: Understanding Trustâ€™Value Dilemmas of Market Relationships. <i>Journal of Public Policy and Marketing</i> , 2005, 24, 38-62.	2.2	23
41	Appraisals, Burnout and Outcomes in Informal Caregiving. <i>Asian Nursing Research</i> , 2010, 4, 32-44.	0.7	19
42	First- and second-order effects of consumersâ€™ institutional logics on firmâ€™consumer relationships: A cross-market comparative analysis. <i>Journal of International Business Studies</i> , 2011, 42, 307-333.	4.6	19
43	Toward understanding consumers' role in medical decisions for emerging treatments. <i>Journal of Business Research</i> , 2004, 57, 1054-1065.	5.8	18
44	A Reviewer's Gold. <i>Journal of the Academy of Marketing Science</i> , 2003, 31, 331-336.	7.2	15
45	A Psychometric Assessment of the H & H Lactation Scale in a Sample of Thai Mothers Using a Repeated Measurement Design. <i>Nursing Research</i> , 2005, 54, 313-323.	0.8	10
46	Stemming frontline performance losses in service innovation implementation. <i>Marketing Review St Gallen</i> , 2013, 30, 10-21.	0.6	4
47	Frontline knowledge networks in open collaboration models for service innovations. <i>AMS Review</i> , 2019, 9, 268-288.	1.1	4
48	Consumers' Satisfaction with Health Care Delivery. <i>Journal of Ambulatory Care Marketing</i> , 1991, 4, 105-115.	0.0	3
49	"Retail Store Managers As Entrepreneurs: Focus, Tension, and Consequences". <i>Proceedings - Academy of Management</i> , 2013, 2013, 12954.	0.0	0