

## List of Publications by Citations

**Source:** <https://exaly.com/author-pdf/9070918/jagdip-publications-by-citations.pdf>

**Version:** 2024-04-27

This document has been generated based on the publications and citations recorded by exaly.com. For the latest version of this publication list, visit the link given above.

The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

49  
papers

8,920  
citations

32  
h-index

49  
g-index

49  
ext. papers

9,945  
ext. citations

7.5  
avg, IF

6.42  
L-index

#	Paper	IF	Citations
49	Consumer Trust, Value, and Loyalty in Relational Exchanges. <i>Journal of Marketing</i> , <b>2002</b> , 66, 15-37	11	2218
48	THE NATURE AND EXPERIENCE OF ENTREPRENEURIAL PASSION. <i>Academy of Management Review</i> , <b>2009</b> , 34, 511-532	5.9	871
47	Agency and trust mechanisms in consumer satisfaction and loyalty judgments. <i>Journal of the Academy of Marketing Science</i> , <b>2000</b> , 28, 150-167	12.4	784
46	Consumer Complaint Intentions and Behavior: Definitional and Taxonomical Issues. <i>Journal of Marketing</i> , <b>1988</b> , 52, 93-107	11	499
45	Performance Productivity and Quality of Frontline Employees in Service Organizations. <i>Journal of Marketing</i> , <b>2000</b> , 64, 15-34	11	480
44	Curvilinear Effects of Consumer Loyalty Determinants in Relational Exchanges. <i>Journal of Marketing Research</i> , <b>2005</b> , 42, 96-108	5.2	392
43	Measurement Issues in Cross-National Research. <i>Journal of International Business Studies</i> , <b>1995</b> , 26, 597-619	6.19	392
42	Voice, exit, and negative word-of-mouth behaviors: An investigation across three service categories. <i>Journal of the Academy of Marketing Science</i> , <b>1990</b> , 18, 1-15	12.4	332
41	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> , <b>1998</b> , 62, 69-86	11	319
40	Innovations in Retail Business Models. <i>Journal of Retailing</i> , <b>2011</b> , 87, S3-S16	6.5	282
39	Behavioral and Psychological Consequences of Boundary Spanning Burnout for Customer Service Representatives. <i>Journal of Marketing Research</i> , <b>1994</b> , 31, 558	5.2	259
38	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> , <b>1996</b> , 60, 69	11	239
37	When consumers complain: A path analysis of the key antecedents of consumer complaint response estimates. <i>Journal of the Academy of Marketing Science</i> , <b>1996</b> , 24, 350-365	12.4	217
36	Boundary Role Ambiguity: Facets, Determinants, and Impacts. <i>Journal of Marketing</i> , <b>1993</b> , 57, 11-31	11	189
35	Boundary Role Ambiguity in Marketing-Oriented Positions: A Multidimensional, Multifaceted Operationalization. <i>Journal of Marketing Research</i> , <b>1991</b> , 28, 328	5.2	115
34	Understanding the structure of consumers' satisfaction evaluations of service delivery. <i>Journal of the Academy of Marketing Science</i> , <b>1991</b> , 19, 223-244	12.4	114
33	Determinants of Consumers' Decisions to Seek Third Party Redress: An Empirical Study of Dissatisfied Patients. <i>Journal of Consumer Affairs</i> , <b>1989</b> , 23, 329-363	2	86

32	Strategic Change Implementation and Performance Loss in the Front Lines. <i>Journal of Marketing</i> , <b>2007</b> , 71, 156-171	11	84
31	The Emergent Field of Organizational Frontlines. <i>Journal of Service Research</i> , <b>2017</b> , 20, 3-11	6	82
30	Do Frontline Mechanisms Matter? Impact of Quality and Productivity Orientations on Unit Revenue, Efficiency, and Customer Satisfaction. <i>Journal of Marketing</i> , <b>2008</b> , 72, 28-45	11	82
29	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> , <b>2019</b> , 39, 2-22	3.4	81
28	Investigating industry context effects in consumer-firm relationships: Preliminary results from a dispositional approach. <i>Journal of the Academy of Marketing Science</i> , <b>2003</b> , 31, 46-60	12.4	66
27	Does the CEO matter? An empirical study of small Swedish firms operating in turbulent environments. <i>Scandinavian Journal of Management</i> , <b>1997</b> , 13, 251-270	2.3	65
26	What Occurs Once Consumers Complain? A Theoretical Model for Understanding Satisfaction/Dissatisfaction Outcomes of Complaint Responses. <i>European Journal of Marketing</i> , <b>1991</b> , 25, 30-46	4.4	65
25	Pragmatic Learning Theory: An Inquiry-Action Framework for Distributed Consumer Learning in Online Communities. <i>Journal of Consumer Research</i> , <b>2010</b> , 36, 1058-1081	6.3	59
24	Identifying Consumer Dissatisfaction Response Styles: An Agenda for Future Research. <i>European Journal of Marketing</i> , <b>1990</b> , 24, 55-72	4.4	56
23	Tackling measurement problems with Item Response Theory. <i>Journal of Business Research</i> , <b>2004</b> , 57, 184-208	8.7	55
22	Are Tradeoffs Inherent in Diversification Moves? A Simultaneous Model for Type of Diversification and Mode of Expansion Decisions. <i>Management Science</i> , <b>1999</b> , 45, 25-41	3.9	48
21	The Youth Self-Report inventory: A study of its measurements fidelity.. <i>Psychological Assessment</i> , <b>1994</b> , 6, 236-245	5.3	42
20	Bottom-up learning in marketing frontlines: conceptualization, processes, and consequences. <i>Journal of the Academy of Marketing Science</i> , <b>2012</b> , 40, 821-844	12.4	41
19	Industry Characteristics and Consumer Dissatisfaction. <i>Journal of Consumer Affairs</i> , <b>1991</b> , 25, 19-56	2	41
18	Redundancy in constructs: Problem, assessment, and an illustrative example. <i>Journal of Business Research</i> , <b>1991</b> , 22, 255-280	8.7	37
17	Adaptive Designs for Likert-Type Data: An Approach for Implementing Marketing Surveys. <i>Journal of Marketing Research</i> , <b>1990</b> , 27, 304	5.2	29
16	Business-to-Business E-Negotiations and Influence Tactics. <i>Journal of Marketing</i> , <b>2020</b> , 84, 47-68	11	25
15	When Institutional Work Backfires: Organizational Control of Professional Work in the Pharmaceutical Industry. <i>Journal of Management Studies</i> , <b>2013</b> , 50, 900-929	5.4	22

14	What Goes around Comes Around: Understanding Trust/Value Dilemmas of Market Relationships. <i>Journal of Public Policy and Marketing</i> , <b>2005</b> , 24, 38-62	3.8	21
13	Customer query handling in sales interactions. <i>Journal of the Academy of Marketing Science</i> , <b>2018</b> , 46, 837-856	12.4	20
12	One-Voice Strategy for Customer Engagement. <i>Journal of Service Research</i> , <b>2021</b> , 24, 42-65	6	18
11	Consumer decision to upgrade or downgrade a service membership. <i>Journal of the Academy of Marketing Science</i> , <b>2014</b> , 42, 596-618	12.4	16
10	Toward understanding consumers' role in medical decisions for emerging treatments: Issues, framework and hypotheses. <i>Journal of Business Research</i> , <b>2004</b> , 57, 1054-1065	8.7	16
9	First- and second-order effects of consumers' institutional logics on firm-consumer relationships: A cross-market comparative analysis. <i>Journal of International Business Studies</i> , <b>2011</b> , 42, 307-333	8.5	15
8	Synergies at the Intersection of Retailing and Organizational Frontlines Research. <i>Journal of Retailing</i> , <b>2019</b> , 95, 90-93	6.5	14
7	Appraisals, burnout and outcomes in informal caregiving. <i>Asian Nursing Research</i> , <b>2010</b> , 4, 32-44	2.5	14
6	A reviewer's gold. <i>Journal of the Academy of Marketing Science</i> , <b>2003</b> , 31, 331-336	12.4	8
5	Stemming frontline performance losses in service innovation implementation. <i>Marketing Review St Gallen</i> , <b>2013</b> , 30, 10-21		3
4	A psychometric assessment of the H & H Lactation scale in a sample of thai mothers using a repeated measurement design. <i>Nursing Research</i> , <b>2005</b> , 54, 313-23	1.9	3
3	Frontline knowledge networks in open collaboration models for service innovations. <i>AMS Review</i> , <b>2019</b> , 9, 268-288	3	2
2	Consumers' satisfaction with health care delivery: issues of measurement, issues of research design. <i>Journal of Ambulatory Care Marketing</i> , <b>1990</b> , 4, 105-15		2
1	"Retail Store Managers As Entrepreneurs: Focus, Tension, and Consequences". <i>Proceedings - Academy of Management</i> , <b>2013</b> , 2013, 12954	0.1	