

Jagdip

List of Publications by Year in Descending Order

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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	One-Voice Strategy for Customer Engagement. <i>Journal of Service Research</i> , 2021 , 24, 42-65	6	18
48	Business-to-Business E-Negotiations and Influence Tactics. <i>Journal of Marketing</i> , 2020 , 84, 47-68	11	25
47	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	3.4	81
46	Frontline knowledge networks in open collaboration models for service innovations. <i>AMS Review</i> , 2019 , 9, 268-288	3	2
45	Synergies at the Intersection of Retailing and Organizational Frontlines Research. <i>Journal of Retailing</i> , 2019 , 95, 90-93	6.5	14
44	Customer query handling in sales interactions. <i>Journal of the Academy of Marketing Science</i> , 2018 , 46, 837-856	12.4	20
43	The Emergent Field of Organizational Frontlines. <i>Journal of Service Research</i> , 2017 , 20, 3-11	6	82
42	Consumer decision to upgrade or downgrade a service membership. <i>Journal of the Academy of Marketing Science</i> , 2014 , 42, 596-618	12.4	16
41	When Institutional Work Backfires: Organizational Control of Professional Work in the Pharmaceutical Industry. <i>Journal of Management Studies</i> , 2013 , 50, 900-929	5.4	22
40	Stemming frontline performance losses in service innovation implementation. <i>Marketing Review St Gallen</i> , 2013 , 30, 10-21		3
39	"Retail Store Managers As Entrepreneurs: Focus, Tension, and Consequences". <i>Proceedings - Academy of Management</i> , 2013 , 2013, 12954	0.1	
38	Bottom-up learning in marketing frontlines: conceptualization, processes, and consequences. <i>Journal of the Academy of Marketing Science</i> , 2012 , 40, 821-844	12.4	41
37	Innovations in Retail Business Models. <i>Journal of Retailing</i> , 2011 , 87, S3-S16	6.5	282
36	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> , 2011 , 42, 307-333	8.5	15
35	Pragmatic Learning Theory: An Inquiry-Action Framework for Distributed Consumer Learning in Online Communities. <i>Journal of Consumer Research</i> , 2010 , 36, 1058-1081	6.3	59
34	Appraisals, burnout and outcomes in informal caregiving. <i>Asian Nursing Research</i> , 2010 , 4, 32-44	2.5	14
33	THE NATURE AND EXPERIENCE OF ENTREPRENEURIAL PASSION. <i>Academy of Management Review</i> , 2009 , 34, 511-532	5.9	871

32	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	11	82
31	Strategic Change Implementation and Performance Loss in the Front Lines. <i>Journal of Marketing</i> , 2007 , 71, 156-171	11	84
30	What Goes around Comes Around: Understanding Trust-Value Dilemmas of Market Relationships. <i>Journal of Public Policy and Marketing</i> , 2005 , 24, 38-62	3.8	21
29	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, 313-23	1.9	3
28	Curvilinear Effects of Consumer Loyalty Determinants in Relational Exchanges. <i>Journal of Marketing Research</i> , 2005 , 42, 96-108	5.2	392
27	Tackling measurement problems with Item Response Theory. <i>Journal of Business Research</i> , 2004 , 57, 184-208	8.7	55
26	Toward understanding consumers' role in medical decisions for emerging treatments: Issues, framework and hypotheses. <i>Journal of Business Research</i> , 2004 , 57, 1054-1065	8.7	16
25	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	12.4	66
24	A reviewer's gold. <i>Journal of the Academy of Marketing Science</i> , 2003 , 31, 331-336	12.4	8
23	Consumer Trust, Value, and Loyalty in Relational Exchanges. <i>Journal of Marketing</i> , 2002 , 66, 15-37	11	2218
22	Agency and trust mechanisms in consumer satisfaction and loyalty judgments. <i>Journal of the Academy of Marketing Science</i> , 2000 , 28, 150-167	12.4	784
21	Performance Productivity and Quality of Frontline Employees in Service Organizations. <i>Journal of Marketing</i> , 2000 , 64, 15-34	11	480
20	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	3.9	48
19	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	11	319
18	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	2.3	65
17	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	11	239
16	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	12.4	217
15	Measurement Issues in Cross-National Research. <i>Journal of International Business Studies</i> , 1995 , 26, 597-619	11	392

14	Behavioral and Psychological Consequences of Boundary Spanning Burnout for Customer Service Representatives. <i>Journal of Marketing Research</i> , 1994 , 31, 558	5.2	259
13	The Youth Self-Report inventory: A study of its measurements fidelity.. <i>Psychological Assessment</i> , 1994 , 6, 236-245	5.3	42
12	Boundary Role Ambiguity: Facets, Determinants, and Impacts. <i>Journal of Marketing</i> , 1993 , 57, 11-31	11	189
11	Understanding the structure of consumers'satisfaction evaluations of service delivery. <i>Journal of the Academy of Marketing Science</i> , 1991 , 19, 223-244	12.4	114
10	Industry Characteristics and Consumer Dissatisfaction. <i>Journal of Consumer Affairs</i> , 1991 , 25, 19-56	2	41
9	Boundary Role Ambiguity in Marketing-Oriented Positions: A Multidimensional, Multifaceted Operationalization. <i>Journal of Marketing Research</i> , 1991 , 28, 328	5.2	115
8	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	4.4	65
7	Redundancy in constructs: Problem, assessment, and an illustrative example. <i>Journal of Business Research</i> , 1991 , 22, 255-280	8.7	37
6	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	12.4	332
5	Identifying Consumer Dissatisfaction Response Styles: An Agenda for Future Research. <i>European Journal of Marketing</i> , 1990 , 24, 55-72	4.4	56
4	Adaptive Designs for Likert-Type Data: An Approach for Implementing Marketing Surveys. <i>Journal of Marketing Research</i> , 1990 , 27, 304	5.2	29
3	Consumers' satisfaction with health care delivery: issues of measurement, issues of research design. <i>Journal of Ambulatory Care Marketing</i> , 1990 , 4, 105-15		2
2	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	2	86
1	Consumer Complaint Intentions and Behavior: Definitional and Taxonomical Issues. <i>Journal of Marketing</i> , 1988 , 52, 93-107	11	499