

# Fostering Friendliness in a Fast Food Franchise

Journal of Organizational Behavior Management  
2, 151-164

DOI: [10.1300/j075v02n03\\_02](https://doi.org/10.1300/j075v02n03_02)

Citation Report

#	ARTICLE	IF	CITATIONS
1	PERFORMANCE FEEDBACK IN ORGANIZATIONAL BEHAVIOR MANAGEMENT. Journal of Organizational Behavior Management, 1981, 3, 1-16.	1.2	158
2	A Critical, Objective Review of Performance Feedback. Journal of Organizational Behavior Management, 1985, 7, 65-89.	1.2	261
3	Feedback: Use and Possible Behavioral Functions. Journal of Organizational Behavior Management, 1985, 7, 91-114.	1.2	36
4	Organizational Behavior Management in the Private Sector: A Review of Empirical Research and Recommendations for Further Investigation. Academy of Management Review, 1985, 10, 848.	11.7	10
5	Expression of Emotion as Part of the Work Role. Academy of Management Review, 1987, 12, 23-37.	11.7	987
6	Expression of Emotion as Part of the Work Role. Academy of Management Review, 1987, 12, 23.	11.7	707
7	Effect of Feedback on Verbal and Non-verbal Courtesy in a Bank Setting. Applied Psychology, 1987, 36, 147-156.	7.1	14
8	TASK CLARIFICATION, PERFORMANCE FEEDBACK, AND SOCIAL PRAISE: PROCEDURES FOR IMPROVING THE CUSTOMER SERVICE OF BANK TELLERS. Journal of Applied Behavior Analysis, 1988, 21, 65-71.	2.7	74
10	A Methodology and Content Review of Organizational Behavior Management in the Private Sector:. Journal of Organizational Behavior Management, 1989, 10, 39-57.	1.2	18
11	When clerks meet customers: A test of variables related to emotional expressions on the job.. Journal of Applied Psychology, 1989, 74, 385-393.	5.3	160
12	Review of Applied Behavior Analytic Research on Sales Performance Improvement. Journal of Organizational Behavior Management, 1990, 10, 53-76.	1.2	3
13	The use of publicly-posted performance feedback in an inpatient psychiatric treatment setting. Behavioral Interventions, 1991, 6, 165-181.	1.0	2
14	Once More, <i>With Feeling:</i>Reconsidering the Role of Emotion in Work. Annals of the International Communication Association, 1994, 17, 388-416.	4.6	20
15	An experimental analysis of the impact of a behaviour modification programme on salespersons' effort and performance behaviours. Journal of Marketing Management, 1994, 10, 605-619.	2.3	8
16	Evaluation of the Indirect Influence of Courteous Service on Customer Discretionary Behavior. Human Communication Research, 1995, 22, 65-89.	3.4	74
17	A Funny Thing Happened! The Management of Consumer Emotions in Service Encounters. Organization Science, 1996, 7, 40-59.	4.5	103
18	The Effectiveness of Task Clarification, Positive Reinforcement and Corrective Feedback in Changing Courtesy Among Police Staff. Journal of Organizational Behavior Management, 1997, 17, 65-99.	1.2	24
19	A META-ANALYSIS OF THE EFFECTS OF ORGANIZATIONAL BEHAVIOR MODIFICATION ON TASK PERFORMANCE, 1975-95.. Academy of Management Journal, 1997, 40, 1122-1149.	6.3	267

#	ARTICLE	IF	CITATIONS
20	A Meta-Analysis of the Effects of Organizational Behavior Modification on Task Performance, 1975-1995. Academy of Management Journal, 1997, 40, 1122-1149.	6.3	65
21	The Effects of Feedback and Goal Setting on the Productivity and Satisfaction of University Admissions Staff. Journal of Organizational Behavior Management, 1998, 18, 45-68.	1.2	30
22	WHEN PERFORMANCE IMPROVEMENT IS THE GOAL: A NEW SET OF CRITERIA FOR CRITERIA. Journal of Applied Behavior Analysis, 1998, 31, 263-280.	2.7	12
23	Communication and Customer Service. Annals of the International Communication Association, 1999, 22, 341-375.	4.6	4
24	BEHAVIORAL MANAGEMENT AND TASK PERFORMANCE IN ORGANIZATIONS: CONCEPTUAL BACKGROUND, META-ANALYSIS, AND TEST OF ALTERNATIVE MODELS. Personnel Psychology, 2003, 56, 155-194.	2.8	274
25	Using Goals, Feedback, Reinforcement, and a Performance Matrix to Improve Customer Service in a Large Department Store. Journal of Organizational Behavior Management, 2005, 24, 27-62.	1.2	31
26	Affective Service Display and Customer Mood. Journal of Service Research, 2005, 8, 117-130.	12.2	67
27	Gender and the underexpression of friendliness in the service context. Journal of Management and Organization, 2007, 13, 102-113.	3.0	3
28	Improving Performance Without Training: A Three Step Approach. Performance Improvement Quarterly, 2008, 1, 58-68.	1.0	3
29	Using Task Clarification, Checklists and Performance Feedback to Improve the Appearance of a Grocery Store. Performance Improvement Quarterly, 2008, 16, 26-40.	1.0	5
30	Knowledge and skills that facilitate the personal support dimension of citizenship.. Journal of Applied Psychology, 2008, 93, 1249-1270.	5.3	49
32	Organisational impression congruence: A conceptual model of multi-level impression management operation in sports service organisations. Sport Management Review, 2016, 19, 492-505.	2.9	4
33	How customer's display of emotions relates to task performance: social interaction model in hospitality. International Journal of Culture, Tourism and Hospitality Research, 2017, 11, 421-435.	2.9	5
34	Gender and the underexpression of friendliness in the service context. Journal of Management and Organization, 2007, 13, 102-113.	3.0	8
35	Organizational Behavior Management in the Private Sector: A Review of Empirical Research and Recommendations for Further Investigation. Academy of Management Review, 1985, 10, 848-864.	11.7	26
36	Productivity in the workplace.. , 1996, , 179-200.		4
37	Making Informed Decisions to Improve Restaurant Image Using a Hybrid MADM Approach: A Case of Fast-Food Restaurants in an Island of East Malaysia. Information (Switzerland), 2022, 13, 219.	2.9	0
38	The criterion problem in cross-cultural performance research. International Journal of Cross Cultural Management, 2022, 22, 389-411.	2.1	0

#	ARTICLE	IF	CITATIONS
39	On Terms within Organizational Behavior Management. Journal of Organizational Behavior Management, 2023, 43, 162-188.	1.2	2