

# Thomas L Baker

## List of Publications by Year in descending order

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Version: 2024-02-01

28  
papers

4,023  
citations

394421

19  
h-index

526287

27  
g-index

28  
all docs

28  
docs citations

28  
times ranked

2378  
citing authors

#	ARTICLE	IF	CITATIONS
1	An assessment of the relationship between service quality and customer satisfaction in the formation of consumers' purchase intentions. <i>Journal of Retailing</i> , 1994, 70, 163-178.	6.2	1,388
2	Effects of Supplier Market Orientation on Distributor Market Orientation and the Channel Relationship: The Distributor Perspective. <i>Journal of Marketing</i> , 1998, 62, 99-111.	11.3	489
3	Investigating the role of the physical environment in hedonic service consumption: an exploratory study of sporting events. <i>Journal of Business Research</i> , 2002, 55, 697-707.	10.2	408
4	A triadic framework for collaborative consumption (CC): Motives, activities and resources & capabilities of actors. <i>Journal of Business Research</i> , 2017, 79, 219-227.	10.2	396
5	Effects of Supplier Market Orientation on Distributor Market Orientation and the Channel Relationship: The Distributor Perspective. <i>Journal of Marketing</i> , 1998, 62, 99.	11.3	327
6	The Impact of Suppliers' Perceptions of Reseller Market Orientation on Key Relationship Constructs. <i>Journal of the Academy of Marketing Science</i> , 1999, 27, 50-57.	11.2	216
7	The role of brand communications on front line service employee beliefs, behaviors, and performance. <i>Journal of the Academy of Marketing Science</i> , 2014, 42, 642-657.	11.2	109
8	A Model of Value Creation. <i>Industrial Marketing Management</i> , 2001, 30, 119-134.	6.7	96
9	Individual differences in perceptions of service failure and recovery: the role of race and discriminatory bias. <i>Journal of the Academy of Marketing Science</i> , 2008, 36, 552-564.	11.2	87
10	Competitive intelligence collection and use by sales and service representatives: how managers'™ recognition and autonomy moderate individual performance. <i>Journal of the Academy of Marketing Science</i> , 2015, 43, 357-374.	11.2	73
11	The differing effects of technology on inside vs. outside sales forces to facilitate enhanced customer orientation and interfunctional coordination. <i>Journal of Business Research</i> , 2012, 65, 929-936.	10.2	57
12	Preliminary evidence on the composition of relational exchange and its outcomes: the distributor perspective. <i>Journal of Business Research</i> , 2003, 56, 311-322.	10.2	56
13	Conceptualizing Salesperson Competitive Intelligence: An Individual-Level Perspective. <i>Journal of Personal Selling and Sales Management</i> , 2011, 31, 141-155.	2.8	46
14	FROM GUCCI TO GREEN BAGS: CONSPICUOUS CONSUMPTION AS A SIGNAL FOR PRO-SOCIAL BEHAVIOR. <i>Journal of Marketing Theory and Practice</i> , 2018, 26, 339-356.	4.3	44
15	Cultural impacts on felt and expressed emotions and third party complaint relationships. <i>Journal of Business Research</i> , 2013, 66, 816-822.	10.2	43
16	Patient Satisfaction and Service Quality in the Formation of Customers' Future Purchase Intentions in Competitive Health Service Settings. <i>Health Marketing Quarterly</i> , 1998, 15, 1-15.	1.0	34
17	Future scenarios of the collaborative economy. <i>Journal of Service Management</i> , 2018, 29, 859-882.	7.2	30
18	The Importance of Product/Service Quality for Frontline Marketing Employee Outcomes: The Moderating Effect of Leader-Member Exchange (LMX). <i>Journal of Marketing Theory and Practice</i> , 2016, 24, 23-41.	4.3	22

#	ARTICLE	IF	CITATIONS
19	Understanding the long-term implications of retailer returns in business-to-business relationships. <i>Journal of the Academy of Marketing Science</i> , 2018, 46, 252-272.	11.2	20
20	The Effects of a Distributor's Attribution of Manufacturer Influence on the Distributor's Perceptions of Conflict, Performance and Satisfaction. <i>Journal of Marketing Channels</i> , 1993, 3, 83-110.	0.4	18
21	Moderating effect of discriminatory attributions on repatronage intentions. <i>Journal of Retailing and Consumer Services</i> , 2012, 19, 211-217.	9.4	14
22	Authenticity, rapport and interactional justice in frontline service: the moderating role of need for uniqueness. <i>Journal of Services Marketing</i> , 2021, 35, 367-380.	3.0	14
23	White response to potentially discriminatory actions in a services setting. <i>Psychology and Marketing</i> , 2011, 28, 188-204.	8.2	13
24	The Relationship Between Strategy and Structure Within Channel Dyads. <i>Journal of Marketing Channels</i> , 1993, 2, 83-98.	0.4	7
25	An Investigation into Potential Moderating Effects of the Relationship Between Actual and Perceived Market Orientation. <i>Journal of Marketing Channels</i> , 1999, 7, 95-119.	0.4	7
26	Antecedents and consequences of liking in retail service relationships in China and Greece. <i>International Business Review</i> , 2017, 26, 566-578.	4.8	5
27	Choreographing salesperson face-to-face visits with a buyer organization: a social network perspective. <i>Journal of the Academy of Marketing Science</i> , 2022, 50, 615-638.	11.2	4
28	Kollaborativer Konsum in der Sharing Economy – Motive, Aktivitäten und Ressourcen sowie Fähigkeiten von Akteuren. <i>Forum Dienstleistungsmanagement</i> , 2019, , 257-285.	1.2	0