

Ad De Jong

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11546631/publications.pdf>

Version: 2024-02-01

25
papers

2,369
citations

394421

19
h-index

580821

25
g-index

25
all docs

25
docs citations

25
times ranked

1958
citing authors

#	ARTICLE	IF	CITATIONS
1	Principles and Principals: Do Customer Stewardship and Agency Control Compete or Complement When Shaping Frontline Employee Behavior?. <i>Journal of Marketing</i> , 2012, 76, 1-20.	11.3	983
2	Multi-channel service retailing: The effects of channel performance satisfaction on behavioral intentions. <i>Journal of Retailing</i> , 2006, 82, 367-377.	6.2	175
3	Adaptive versus Proactive Behavior in Service Recovery: The Role of Self-Managing Teams. <i>Decision Sciences</i> , 2004, 35, 457-491.	4.5	160
4	Antecedents and Consequences of the Service Climate in Boundary-Spanning Self-Managing Service Teams. <i>Journal of Marketing</i> , 2004, 68, 18-35.	11.3	159
5	Customer-sales employee encounters: a dyadic perspective. <i>Journal of Retailing</i> , 2002, 78, 265-279.	6.2	138
6	Customer evaluations of after-sales service contact modes: An empirical analysis of national culture's consequences. <i>International Journal of Research in Marketing</i> , 2002, 19, 43-64.	4.2	114
7	Antecedents and Consequences of Group Potency: A Study of Self-Managing Service Teams. <i>Management Science</i> , 2005, 51, 1610-1625.	4.1	111
8	Psychological safety and social support in groupware adoption: A multi-level assessment in education. <i>Computers and Education</i> , 2008, 51, 757-775.	8.3	78
9	Frontline Employees' Innovative Service Behavior as Key to Customer Loyalty: Insights into FLEs' Resource Gain Spiral. <i>Journal of Product Innovation Management</i> , 2017, 34, 223-245.	9.5	58
10	The Future of B2B Customer Solutions in a Post-COVID-19 Economy: Managerial Issues and an Agenda for Academic Inquiry. <i>Journal of Service Research</i> , 2020, 23, 401-408.	12.2	46
11	(Re) defining salesperson motivation: current status, main challenges, and research directions. <i>Journal of Personal Selling and Sales Management</i> , 2018, 38, 2-29.	2.8	42
12	Linking Employee Confidence to Performance: A Study of Self-Managing Service Teams. <i>Journal of the Academy of Marketing Science</i> , 2006, 34, 576-587.	11.2	39
13	Antecedents and consequences of environmental stewardship in boundary-spanning B2B teams. <i>Journal of the Academy of Marketing Science</i> , 2009, 37, 470-487.	11.2	37
14	Key trends in business-to-business services marketing strategies: Developing a practice-based research agenda. <i>Industrial Marketing Management</i> , 2021, 93, 1-9.	6.7	37
15	Properties that influence business process management maturity and its effect on organizational performance. <i>Information Systems Frontiers</i> , 2016, 18, 717-734.	6.4	35
16	Alternative Mechanisms Guiding Salespersons'™ Ambidextrous Product Selling. <i>British Journal of Management</i> , 2017, 28, 331-353.	5.0	35
17	How young companies can effectively manage their slack resources over time to ensure sales growth: the contingent role of value-based selling. <i>Journal of the Academy of Marketing Science</i> , 2021, 49, 304-326.	11.2	27
18	Fields of Gold. <i>Journal of Service Research</i> , 2011, 14, 372-389.	12.2	26

#	ARTICLE	IF	CITATIONS
19	Linking employee perceptions of collective efficacy in self-managing service teams with customer-perceived service quality. <i>Journal of Service Management</i> , 2008, 19, 353-378.	2.0	20
20	Why helping coworkers does not always make you poor: The contingent role of common and unique position within the sales team. <i>Industrial Marketing Management</i> , 2019, 77, 23-40.	6.7	18
21	Making SENS: exploring the antecedents and impact of store environmental stewardship climate. <i>Journal of the Academy of Marketing Science</i> , 2016, 44, 497-515.	11.2	10
22	Balancing Frontliners' Customer- and Coworker-Directed Behaviors When Serving Business Customers. <i>Journal of Service Research</i> , 2019, 22, 323-344.	12.2	9
23	ENHANCING SUPPLIER'S INVOLVEMENT IN STARTUP'S INNOVATION THROUGH EQUITY OFFERING AND TRUST BUILDING. <i>International Journal of Innovation Management</i> , 2019, 23, 1950013.	1.2	5
24	Are women always better able to recognize faces? The unveiling role of exposure time. <i>PLoS ONE</i> , 2021, 16, e0257741.	2.5	4
25	The role of the service manager's perceived career success in frontline employees' learning processes and service improvement. <i>Journal of Business Research</i> , 2021, 134, 601-617.	10.2	3