

Gautam Ray

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11593141/publications.pdf>

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9
papers

1,544
citations

1040056

9
h-index

1474206

9
g-index

9
all docs

9
docs citations

9
times ranked

1183
citing authors

#	ARTICLE	IF	CITATIONS
1	Capabilities, business processes, and competitive advantage: choosing the dependent variable in empirical tests of the resource-based view. <i>Strategic Management Journal</i> , 2004, 25, 23-37.	7.3	1,189
2	Estimating the Impact of "Humanizing" Customer Service Chatbots. <i>Information Systems Research</i> , 2021, 32, 736-751.	3.7	91
3	Impact of Information Technology Capital on Firm Scope and Performance: The Role of Asset Characteristics. <i>Academy of Management Journal</i> , 2013, 56, 1125-1147.	6.3	58
4	Competitive Environment and the Relationship Between IT and Vertical Integration. <i>Information Systems Research</i> , 2009, 20, 585-603.	3.7	52
5	Competing with IT. <i>Communications of the ACM</i> , 2007, 50, 87-91.	4.5	50
6	The impact of supply-side electronic integration on customer service performance. <i>Journal of Operations Management</i> , 2013, 31, 363-375.	5.2	43
7	Strategic Investment in Switching Cost: An Integrated Customer Acquisition and Retention Perspective. <i>International Journal of Electronic Commerce</i> , 2006, 11, 7-35.	3.0	22
8	Physical product reengineering with embedded information technology. <i>Communications of the ACM</i> , 2007, 50, 72-78.	4.5	21
9	Manufacturers' Distribution Strategy in the Presence of the Electronic Channel. <i>Journal of Management Information Systems</i> , 2008, 25, 167-198.	4.3	18