

# Michael D Hartline

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/12067103/publications.pdf>

Version: 2024-02-01

13  
papers

3,507  
citations

933447

10  
h-index

1125743

13  
g-index

13  
all docs

13  
docs citations

13  
times ranked

1572  
citing authors

#	ARTICLE	IF	CITATIONS
1	The Management of Customer-Contact Service Employees: An Empirical Investigation. <i>Journal of Marketing</i> , 1996, 60, 52.	11.3	1,141
2	The Management of Customer-Contact Service Employees: An Empirical Investigation. <i>Journal of Marketing</i> , 1996, 60, 52-70.	11.3	1,087
3	Corridors of Influence in the Dissemination of Customer-Oriented Strategy to Customer Contact Service Employees. <i>Journal of Marketing</i> , 2000, 64, 35-50.	11.3	625
4	Customer and Frontline Employee Influence on New Service Development Performance. <i>Journal of Service Research</i> , 2010, 13, 411-425.	12.2	198
5	The Effects of Leadership Style on Hotel Employees' Commitment to Service Quality. <i>Cornell Hospitality Quarterly</i> , 2009, 50, 209-231.	3.8	162
6	Managing the Ethical Climate of Customer-Contact Service Employees. <i>Journal of Service Research</i> , 2005, 7, 377-397.	12.2	159
7	Employee Collaboration, Learning Orientation, and New Service Development Performance. <i>Journal of Service Research</i> , 2013, 16, 67-81.	12.2	86
8	Customer and employee co-creation of radical service innovations. <i>Journal of Services Marketing</i> , 2015, 29, 112-123.	3.0	51
9	Decisions, decisions: variations in decision-making for access-based consumption. <i>Journal of Marketing Theory and Practice</i> , 2021, 29, 358-374.	4.3	17
10	Using Internal Relationship Marketing Activities to Enhance Cross-Selling Performance in Services. <i>Journal of Relationship Marketing</i> , 2010, 9, 117-131.	4.4	13
11	Strategic adaptation to extended rivalry. <i>Journal of Business Research</i> , 1995, 33, 129-142.	10.2	10
12	An Examination of High-Frequency Cross-Selling. <i>Journal of Relationship Marketing</i> , 2012, 11, 41-55.	4.4	5
13	Individual Differences Among Service Employees. <i>Journal of Relationship Marketing</i> , 2004, 3, 25-42.	4.4	3