

# Christian Schmitz

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/1341358/publications.pdf>

Version: 2024-02-01

17  
papers

784  
citations

840776

11  
h-index

888059

17  
g-index

17  
all docs

17  
docs citations

17  
times ranked

621  
citing authors

| #  | ARTICLE   | IF   | CITATIONS |
|----|---|------|-----------|
| 1  | Cross-Selling Performance in Complex Selling Contexts: An Examination of Supervisory- and Compensation-Based Controls. <i>Journal of Marketing</i> , 2014, 78, 1-19.  | 11.3 | 318       |
| 2  | Managing Customer and Organizational Complexity in Sales Organizations. <i>Journal of Marketing</i> , 2014, 78, 59-77.  | 11.3 | 120       |
| 3  | Group influences of selling teams on industrial salespeople's cross-selling behavior. <i>Journal of the Academy of Marketing Science</i> , 2013, 41, 55-72.   | 11.2 | 61        |
| 4  | When do customers perceive customer centricity? The role of a firm's and salespeople's customer orientation. <i>Journal of Personal Selling and Sales Management</i> , 2020, 40, 25-42.   | 2.8  | 52        |
| 5  | When Do Customers Get What They Expect? Understanding the Ambivalent Effects of Customers' Service Expectations on Satisfaction. <i>Journal of Service Research</i> , 2016, 19, 361-379.  | 12.2 | 47        |
| 6  | Steering sales reps through cost information: An investigation into the black box of cognitive references and negotiation behavior. <i>International Journal of Research in Marketing</i> , 2010, 27, 69-82.                        | 4.2  | 37        |
| 7  | Understanding the Impact of Relationship Disruptions. <i>Journal of Marketing</i> , 2020, 84, 66-87.  | 11.3 | 37        |
| 8  | How the introduction of digital sales channels affects salespeople in business-to-business contexts: a qualitative inquiry. <i>Journal of Personal Selling and Sales Management</i> , 2021, 41, 150-166.                            | 2.8  | 25        |
| 9  | Satisfaction in International Marketing Channels. <i>Journal of Marketing Channels</i> , 2007, 14, 5-39.  | 0.4  | 23        |
| 10 | Price negotiating for services: elucidating the ambivalent effects on customers' negotiation aspirations. <i>Journal of the Academy of Marketing Science</i> , 2020, 48, 165-185.   | 11.2 | 15        |
| 11 | Cross-Divisional Orientation: Antecedents and Effects on Cross-Selling Success. <i>Journal of Business-to-Business Marketing</i> , 2011, 18, 253-275.   | 1.5  | 14        |
| 12 | Is more always better? An investigation into the relationship between marketing influence and managers' market intelligence dissemination. <i>International Journal of Research in Marketing</i> , 2015, 32, 179-186.               | 4.2  | 13        |
| 13 | Customer-oriented salespeople's value creation and claiming in price negotiations. <i>Journal of the Academy of Marketing Science</i> , 2022, 50, 689-712.  | 11.2 | 8         |
| 14 | The role of salespeople in industrial servitization: How to manage diminishing profit returns from salespeople's increasing industrial service shares. <i>International Journal of Research in Marketing</i> , 2022, 39, 1235-1252. | 4.2  | 6         |
| 15 | Do salespeople matter in competitive tenders?. <i>Journal of Personal Selling and Sales Management</i> , 2019, 39, 370-385.   | 2.8  | 4         |
| 16 | Off-label drug use "price analysis for Avastin" in ophthalmology. <i>International Journal of Pharmaceutical and Healthcare Marketing</i> , 2009, 3, 59-73.   | 1.3  | 2         |
| 17 | When do forecasts fail and when not? Contingencies affecting the accuracy of sales managers' forecast regarding the future business situation. <i>Journal of Personal Selling and Sales Management</i> , 2021, 41, 218-232.         | 2.8  | 2         |