

Anat Rafaeli

List of Publications by Year in descending order

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Version: 2024-02-01

77
papers

6,328
citations

117453

34
h-index

98622

67
g-index

84
all docs

84
docs citations

84
times ranked

3316
citing authors

#	ARTICLE	IF	CITATIONS
1	When the medium massages perceptions: Personal (vs. public) displays of information reduce crowding perceptions and outsider mistreatment of frontline staff.. Journal of Occupational Health Psychology, 2022, 27, 164-178.	2.3	1
2	Do Customer Emotions Affect Agent Speed? An Empirical Study of Emotional Load in Online Customer Contact Centers. Manufacturing and Service Operations Management, 2021, 23, 854-875.	2.3	22
3	When do service employees smile? Responseâ€dependent emotion regulation in emotional labor. Journal of Organizational Behavior, 2021, 42, 1202-1227.	2.9	10
4	Workspace Integration and Sustainability: Linking the Symbolic and Social Affordances of the Workspace to Employee Wellbeing. Sustainability, 2021, 13, 11985.	1.6	5
5	Service Professionals and Managerial Control: Institutional, Employment, and Personal Segmentations. Services Marketing Quarterly, 2020, 41, 256-272.	0.7	0
6	Opportunities, Tools, and New Insights: Evidence on Emotions in Service from Analyses of Digital Traces Data. Research on Emotion in Organizations, 2020, 16, 105-133.	0.1	6
7	The effect of waiting on aggressive tendencies toward emergency department staff: Providing information can help but may also backfire. PLoS ONE, 2020, 15, e0227729.	1.1	12
8	A Patient-Centered Information System (myED) for Emergency Care Journeys: Design, Development, and Initial Adoption. JMIR Formative Research, 2020, 4, e16410.	0.7	9
9	Helping to reduce fights before flights: How environmental stressors in organizations shape customer emotions and customerâ€employee interactions. Personnel Psychology, 2019, 72, 49-80.	2.2	21
10	Digital Traces: New Data, Resources, and Tools for Psychological-Science Research. Current Directions in Psychological Science, 2019, 28, 560-566.	2.8	21
11	How psychology might alleviate violence in queues: Perceived future wait and perceived load moderate violence against service providers. PLoS ONE, 2019, 14, e0218184.	1.1	14
12	When and Why a Squeaker Wheel Gets More Grease: The Influence of Cultural Values and Anger Intensity on Customer Compensation. Journal of Service Research, 2019, 22, 223-240.	7.8	21
13	Employee Reactions to Uncertainty: An Exploration of Individual, Role-Based, & Situational Factors. Proceedings - Academy of Management, 2019, 2019, 15640.	0.0	1
14	Customer Sentiment in Web-Based Service Interactions. , 2018, , .		13
15	Family firms as emotional organizations: Measuring Bounded Emotionality among nonfamily employees. Proceedings - Academy of Management, 2018, 2018, 15674.	0.0	0
16	The Social Dimension of Service Interactions. Journal of Service Research, 2017, 20, 120-134.	7.8	86
17	The Future of Frontline Research. Journal of Service Research, 2017, 20, 91-99.	7.8	137
18	Consequences of Emotional Displays: Customer Emotion, Distress at Work, Culture, and Trust. Proceedings - Academy of Management, 2017, 2017, 10643.	0.0	0

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19	Unhappiness Intensifies the Avoidance of Frequent Losses While Happiness Overcomes It. <i>Frontiers in Psychology</i> , 2016, 7, 1703.	1.1	14
20	Predicting Customer Satisfaction in Customer Support Conversations in Social Media Using Affective Features. , 2016, , .		21
21	Time clock requirements for hospital physicians. <i>Health Policy</i> , 2016, 120, 690-697.	1.4	1
22	The psychological structure of aggression across cultures. <i>Journal of Organizational Behavior</i> , 2013, 34, 835-865.	2.9	54
23	Taking the bite out of culture: The impact of task structure and task type on overcoming impediments to cross-cultural team performance. <i>Journal of Organizational Behavior</i> , 2013, 34, 739-763.	2.9	48
24	Emotion in Organizations: Considerations for Family Firms. <i>Entrepreneurship Research Journal</i> , 2013, 3, .	0.8	23
25	A Social Resistance Perspective For Delinquent Behaviour Among Non-Dominant Minority Groups. <i>British Journal of Criminology</i> , 2013, 53, 784-804.	1.5	38
26	When customers exhibit verbal aggression, employees pay cognitive costs.. <i>Journal of Applied Psychology</i> , 2012, 97, 931-950.	4.2	166
27	Governance Mechanisms in Global Development Environments. , 2011, , .		8
28	Others' anger makes people work harder not smarter: The effect of observing anger and sarcasm on creative and analytic thinking.. <i>Journal of Applied Psychology</i> , 2011, 96, 1065-1075.	4.2	62
29	Anger and happiness in virtual teams: Emotional influences of text and behavior on others's affect in the absence of non-verbal cues. <i>Organizational Behavior and Human Decision Processes</i> , 2011, 116, 2-16.	1.4	150
30	The Effects of a Service Provider's Messy Appearance on Customer Reactions. <i>Services Marketing Quarterly</i> , 2011, 32, 161-180.	0.7	15
31	Expressions of anger in Israeli workplaces: The special place of customer interactions. <i>Human Resource Management Review</i> , 2010, 20, 224-234.	3.3	19
32	Emotion display rules at work in the global service economy: the special case of the customer. <i>Journal of Service Management</i> , 2010, 21, 388-412.	4.4	102
33	The effects of anger in the workplace: When, where, and why observing anger enhances or hinders performance. <i>Research in Personnel and Human Resources Management</i> , 2009, , 153-178.	1.0	25
34	Testing safety commitment in organizations through interpretations of safety artifacts. <i>Journal of Safety Research</i> , 2008, 39, 519-528.	1.7	23
35	The Impact of Call Center Employees' Customer Orientation Behaviors on Service Quality. <i>Journal of Service Research</i> , 2008, 10, 239-255.	7.8	112
36	Emotion cycles: On the social influence of emotion in organizations. <i>Research in Organizational Behavior</i> , 2008, 28, 35-59.	0.9	321

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37	Logos and Initial Compliance: A Strong Case of Mindless Trust. <i>Organization Science</i> , 2008, 19, 845-859.	3.0	28
38	Numbers or apologies? Customer reactions to telephone waiting time fillers.. <i>Journal of Applied Psychology</i> , 2007, 92, 511-518.	4.2	91
39	Sense-making of employment: on whether and why people read employment advertising. <i>Journal of Organizational Behavior</i> , 2006, 27, 747-770.	2.9	24
40	Aesthetics and Professionalism of Virtual Servicescapes. <i>Journal of Service Research</i> , 2006, 8, 245-259.	7.8	85
41	Recruiting through advertising or employee referrals: Costs, yields, and the effects of geographic focus. <i>European Journal of Work and Organizational Psychology</i> , 2005, 14, 355-366.	2.2	22
42	Instrumentality, Aesthetics, and Symbolism of Office Design. <i>Environment and Behavior</i> , 2005, 37, 533-551.	2.1	117
43	Emotion as a Connection of Physical Artifacts and Organizations. <i>Organization Science</i> , 2004, 15, 671-686.	3.0	257
44	Instrumentality, aesthetics and symbolism of physical artifacts as triggers of emotion. <i>Theoretical Issues in Ergonomics Science</i> , 2004, 5, 91-112.	1.0	91
45	Store environment, emotions and approach behaviour: applying environmental aesthetics to retailing. <i>International Review of Retail, Distribution and Consumer Research</i> , 2003, 13, 195-211.	1.3	113
46	Discerning Organizational Boundaries Through Physical Artifacts. , 2003, , 188-210.		4
47	The Effects of Queue Structure on Attitudes. <i>Journal of Service Research</i> , 2002, 5, 125-139.	7.8	108
48	Organizational Routines as Sources of Connections and Understandings. <i>Journal of Management Studies</i> , 2002, 39, 309-331.	6.0	347
49	3. Symbols as a language of organizational relationships. <i>Research in Organizational Behavior</i> , 2001, 23, 93-132.	0.9	76
50	Individual emotion in work organizations. <i>Social Science Information</i> , 2001, 40, 95-123.	1.1	107
51	Pre-Employment Screening and Applicants' Attitudes Toward an Employment Opportunity. <i>Journal of Social Psychology</i> , 1999, 139, 700-712.	1.0	7
52	Employment Ads. <i>Journal of Management Inquiry</i> , 1998, 7, 342-358.	2.5	67
53	The Dynamics of Service: Reflections on the Changing Nature of Customer/Provider Interactions.. <i>Administrative Science Quarterly</i> , 1997, 42, 833.	4.8	1
54	Navigating By Attire: The Use Of Dress By Female Administrative Employees. <i>Academy of Management Journal</i> , 1997, 40, 9-45.	4.3	43

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55	Organizational Dress as a Symbol of Multilayered Social Identities. <i>Academy of Management Journal</i> , 1997, 40, 862-898.	4.3	167
56	Tailored Meanings: On the Meaning and Impact of Organizational Dress. <i>Academy of Management Review</i> , 1993, 18, 32.	7.4	31
57	Tailored Meanings: On the Meaning and Impact of Organizational Dress. <i>Academy of Management Review</i> , 1993, 18, 32-55.	7.4	145
58	Emotional Contrast Strategies as Means of Social Influence: Lessons From Criminal Interrogators and Bill Collectors. <i>Academy of Management Journal</i> , 1991, 34, 749-775.	4.3	53
59	The Second Shift.. <i>Administrative Science Quarterly</i> , 1991, 36, 667.	4.8	0
60	The Sociology of Emotions: Original Essays and Research Papers.. <i>Administrative Science Quarterly</i> , 1991, 36, 134.	4.8	1
61	Busy Stores and Demanding Customers: How Do They Affect the Display of Positive Emotion?. <i>Academy of Management Journal</i> , 1990, 33, 623-637.	4.3	19
62	RESEARCH NOTES. BUSY STORES AND DEMANDING CUSTOMERS: HOW DO THEY AFFECT THE DISPLAY OF POSITIVE EMOTION?. <i>Academy of Management Journal</i> , 1990, 33, 623-637.	4.3	245
63	WHEN CASHIERS MEET CUSTOMERS: AN ANALYSIS OF THE ROLE OF SUPERMARKET CASHIERS.. <i>Academy of Management Journal</i> , 1989, 32, 245-273.	4.3	249
64	When clerks meet customers: A test of variables related to emotional expressions on the job.. <i>Journal of Applied Psychology</i> , 1989, 74, 385-393.	4.2	160
65	Graphological Assessments for Personnel Selection: Concerns and Suggestions for Research. <i>Perceptual and Motor Skills</i> , 1988, 66, 743-759.	0.6	8
66	Untangling the Relationship between Displayed Emotions and Organizational Sales: The Case of Convenience Stores. <i>Academy of Management Journal</i> , 1988, 31, 461-487.	4.3	119
67	Expression of Emotion as Part of the Work Role. <i>Academy of Management Review</i> , 1987, 12, 23-37.	7.4	987
68	Expression of Emotion as Part of the Work Role. <i>Academy of Management Review</i> , 1987, 12, 23.	7.4	707
69	Characteristics of Work Stations as Potential Occupational Stressors. <i>Academy of Management Journal</i> , 1987, 30, 260-276.	4.3	11
70	Employee attitudes toward working with computers. <i>Journal of Organizational Behavior</i> , 1986, 7, 89-106.	2.9	47
71	Word processing technology and perceptions of control among clerical workers. <i>Behaviour and Information Technology</i> , 1986, 5, 31-37.	2.5	23
72	QUALITY CIRCLES AND EMPLOYEE ATTITUDES. <i>Personnel Psychology</i> , 1985, 38, 603-615.	2.2	49

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73	Inferring personal qualities through handwriting analysis. Journal of Occupational Psychology, 1983, 56, 191-202.	1.5	58
74	Predicting sales success through handwriting analysis: An evaluation of the effects of training and handwriting sample content.. Journal of Applied Psychology, 1983, 68, 212-217.	4.2	31
75	Chapter 8 Emotion Management in Cross-Cultural Perspective: "Smile Training" in Japanese and North American Service Organizations. Research on Emotion in Organizations, 0, , 199-220.	0.1	5
76	Understanding Aggression of Members of Israeli Cultural Sub Groups Through the Lens of Cultural Values of Honor and Dignity. SSRN Electronic Journal, 0, , .	0.4	2
77	Integrating emotional load into service operations. Queueing Systems, 0, , 1.	0.6	0