

Stephen S Tax

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4184609/publications.pdf>

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14
papers

4,750
citations

840776

11
h-index

996975

15
g-index

15
all docs

15
docs citations

15
times ranked

2113
citing authors

#	ARTICLE	IF	CITATIONS
1	Customer Evaluations of Service Complaint Experiences: Implications for Relationship Marketing. Journal of Marketing, 1998, 62, 60-76.	11.3	1,443
2	Customer Evaluations of Service Complaint Experiences: Implications for Relationship Marketing. Journal of Marketing, 1998, 62, 60.	11.3	1,212
3	The effects of distributive, procedural, and interactional justice on postcomplaint behavior. Journal of Retailing, 1997, 73, 185-210.	6.2	1,038
4	Satisfaction Strength and Customer Loyalty. Journal of Marketing Research, 2007, 44, 153-163.	4.8	232
5	Growing Existing Customersâ€™ Revenue Streams through Customer Referral Programs. Journal of Marketing, 2013, 77, 17-32.	11.3	202
6	Designing and implementing new services: The challenges of integrating service systems. Journal of Retailing, 1997, 73, 105-134.	6.2	160
7	Planning for service quality: an integrative approach. Journal of Service Management, 1996, 7, 58-77.	2.0	81
8	Measuring word of mouth: the questions of who and when?. Journal of Marketing Communications, 2000, 6, 185-199.	4.0	59
9	Forgiven But Not Forgotten: Covert Uncertainty in Overt Responses and the Paradox of Defection-Despite-Trust. Journal of Consumer Psychology, 2006, 16, 283-294.	4.5	30
10	Managing the industrial salesforce culture. Journal of Business and Industrial Marketing, 1995, 10, 34-47.	3.0	15
11	Reinforcing Punishment and Extinguishing Reward. Journal of Organizational Behavior Management, 1988, 9, 33-46.	1.2	11
12	Customer participation risk management: conceptual model and managerial assessment tool. Journal of Service Management, 2020, 32, 27-51.	7.2	7
13	Getting the right payoff from customer penalty fees. Business Horizons, 2013, 56, 377-386.	5.2	5
14	Services Education: Cross-Functional Integration for Quality. Journal of Marketing Education, 1994, 16, 56-70.	2.4	3