

Dennis Herhausen

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4471384/publications.pdf>

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33
papers

1,370
citations

687363

13
h-index

552781

26
g-index

34
all docs

34
docs citations

34
times ranked

1037
citing authors

#	ARTICLE	IF	CITATIONS
1	Integrating Bricks with Clicks: Retailer-Level and Channel-Level Outcomes of Online-Offline Channel Integration. <i>Journal of Retailing</i> , 2015, 91, 309-325.	6.2	459
2	Detecting, Preventing, and Mitigating Online Firestorms in Brand Communities. <i>Journal of Marketing</i> , 2019, 83, 1-21.	11.3	178
3	Loyalty Formation for Different Customer Journey Segments. <i>Journal of Retailing</i> , 2019, 95, 9-29.	6.2	135
4	The digital marketing capabilities gap. <i>Industrial Marketing Management</i> , 2020, 90, 276-290.	6.7	116
5	Unfolding the ambidextrous effects of proactive and responsive market orientation. <i>Journal of Business Research</i> , 2016, 69, 2585-2593.	10.2	93
6	How and when do big data investments pay off? The role of marketing affordances and service innovation. <i>Journal of the Academy of Marketing Science</i> , 2021, 49, 790-810.	11.2	78
7	Re-examining Strategic Flexibility: A Meta-Analysis of its Antecedents, Consequences and Contingencies. <i>British Journal of Management</i> , 2021, 32, 435-455.	5.0	48
8	Overcoming the pitfalls and perils of algorithms: A classification of machine learning biases and mitigation methods. <i>Journal of Business Research</i> , 2022, 144, 93-106.	10.2	48
9	The Future of Digital Communication Research: Considering Dynamics and Multimodality. <i>Journal of Retailing</i> , 2022, 98, 224-240.	6.2	41
10	Face Forward: How Employees' Digital Presence on Service Websites Affects Customer Perceptions of Website and Employee Service Quality. <i>Journal of Marketing Research</i> , 2020, 57, 917-936.	4.8	31
11	Websites as Information Hubs: How Informational Channel Integration and Shopping Benefit Density Interact in Steering Customers to the Physical Store. <i>Journal of the Association for Consumer Research</i> , 2018, 3, 330-342.	1.7	26
12	How and when customer feedback influences organizational health. <i>Journal of Managerial Psychology</i> , 2016, 31, 624-640.	2.2	21
13	The Interplay Between Employee and Firm Customer Orientation: Substitution Effect and the Contingency Role of Performance-Related Rewards. <i>British Journal of Management</i> , 2018, 29, 534-553.	5.0	18
14	Profiting from customer relationship management. <i>Management Decision</i> , 2013, 51, 1678-1700.	3.9	13
15	Steering customers to the online channel: The influence of personal relationships, learning investments, and attitude toward the firm. <i>Journal of Retailing and Consumer Services</i> , 2012, 19, 368-379.	9.4	11
16	When Does Customer-Oriented Leadership Pay Off? An Investigation of Frontstage and Backstage Service Teams. <i>Journal of Service Research</i> , 2017, 20, 409-425.	12.2	11
17	Capability-driven industrial firms: Considering resources, capabilities, and competencies for marketing developments. <i>Industrial Marketing Management</i> , 2019, 83, 1-7.	6.7	10
18	Start with why: The transfer of work meaningfulness from leaders to followers and the role of dyadic tenure. <i>Journal of Organizational Behavior</i> , 2022, 43, 1287-1309.	4.7	9

#	ARTICLE	IF	CITATIONS
19	Key account management configurations and their effectiveness: A quasi-replication and extension. <i>Industrial Marketing Management</i> , 2022, 101, 98-112.	6.7	7
20	The Impact of Customer Contact on Collective Human Energy in Firms. <i>Group and Organization Management</i> , 2019, 44, 915-952.	4.4	5
21	The Impact of Family Management on Employee Well-Being: A Multilevel Study. <i>Proceedings - Academy of Management</i> , 2017, 2017, 11313.	0.1	3
22	One size does not fit all: How construal fit determines the effectiveness of organizational brand communication. <i>BRQ Business Research Quarterly</i> , 2020, 23, 305-318.	3.7	3
23	Auditing Marketing Strategy Implementation Success. <i>Marketing Review St Gallen</i> , 2014, 31, 55-65.	0.6	2
24	How family CEOs affect employees' feelings and behaviors: A study on positive emotions. <i>Long Range Planning</i> , 2023, 56, 102209.	4.9	2
25	A Meta Analysis of the Antecedents and Consequences of Strategic Flexibility. <i>Proceedings - Academy of Management</i> , 2014, 2014, 14094.	0.1	1
26	Learnings from "healthymagination" How GE Provides Better Care to More People at Lower Cost. <i>Marketing Review St Gallen</i> , 2011, 28, 26-33.	0.6	0
27	Marketingrealisierung. <i>Marketing Review St Gallen</i> , 2013, 30, 1-1.	0.6	0
28	Energizing Companies through Customer Compliments. <i>Marketing Review St Gallen</i> , 2015, 32, 80-89.	0.6	0
29	One size doesn't fit all: How construal fit determines the effectiveness of organizational brand communication. <i>BRQ Business Research Quarterly</i> , 2019, , .	3.7	0
30	Strategy Implementation as Social Exchange: A Processual Analysis of Multi-Level Exigencies. <i>Proceedings - Academy of Management</i> , 2013, 2013, 11407.	0.1	0
31	How and when does customer feedback influence organizational health? An organizational-level study. <i>Proceedings - Academy of Management</i> , 2014, 2014, 11517.	0.1	0
32	The Effect of Internal versus External Communication on Organizational Identification. <i>Proceedings - Academy of Management</i> , 2015, 2015, 10870.	0.1	0
33	Trickle down effects of work meaningfulness through visionary leadership. <i>Proceedings - Academy of Management</i> , 2015, 2015, 10801.	0.1	0