

Kenneth R Evans

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4903102/publications.pdf>

Version: 2024-02-01

13
papers

6,405
citations

1040056

9
h-index

1125743

13
g-index

13
all docs

13
docs citations

13
times ranked

2557
citing authors

#	ARTICLE	IF	CITATIONS
1	Relationship Quality in Services Selling: An Interpersonal Influence Perspective. <i>Journal of Marketing</i> , 1990, 54, 68-81.	11.3	2,578
2	Relationship Quality in Services Selling: An Interpersonal Influence Perspective. <i>Journal of Marketing</i> , 1990, 54, 68.	11.3	2,449
3	The effects of customer participation in co-created service recovery. <i>Journal of the Academy of Marketing Science</i> , 2008, 36, 123-137.	11.2	564
4	Influence of customer participation on creating and sharing of new product value. <i>Journal of the Academy of Marketing Science</i> , 2008, 36, 322-336.	11.2	344
5	Achieving relationship marketing effectiveness in business-to-business exchanges. <i>Journal of the Academy of Marketing Science</i> , 2008, 36, 174-190.	11.2	177
6	The interactive effects of sales control systems on salesperson performance: a job demandsâ€“resources perspective. <i>Journal of the Academy of Marketing Science</i> , 2013, 41, 73-90.	11.2	151
7	How First Impressions of a Customer Impact Effectiveness in an Initial Sales Encounter. <i>Journal of the Academy of Marketing Science</i> , 2000, 28, 512-526.	11.2	61
8	Customer query handling in sales interactions. <i>Journal of the Academy of Marketing Science</i> , 2018, 46, 837-856.	11.2	34
9	The impact of salesperson credibility-building statements on later stages of the sales encounter. <i>Journal of Personal Selling and Sales Management</i> , 2014, 34, 19-32.	2.8	17
10	The Influence of Spirituality on Buyer Perception Within Business-to-Business Marketing Relationships: A Cross-Cultural Exploration and Comparison. <i>Journal of Relationship Marketing</i> , 2010, 9, 132-160.	4.4	13
11	Who do I look at? Mutual gaze in triadic sales encounters. <i>Journal of Business Research</i> , 2020, 111, 91-101.	10.2	8
12	Competent or threatening? When looking like a â€œsalespersonâ€“is disadvantageous. <i>Journal of Retailing and Consumer Services</i> , 2019, 47, 166-176.	9.4	5
13	Manufacturersâ€™ Representativeâ€™ Principal Relationship Management: A Principal Leadership Style and Support Perspective. <i>Journal of Relationship Marketing</i> , 2012, 11, 125-148.	4.4	4