

Simon J Bell

List of Publications by Year in descending order

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33
papers

4,390
citations

201674

27
h-index

395702

33
g-index

33
all docs

33
docs citations

33
times ranked

3187
citing authors

#	ARTICLE	IF	CITATIONS
1	Co-production and customer loyalty in financial services. <i>Journal of Retailing</i> , 2007, 83, 359-370.	6.2	683
2	The employee-organization relationship, organizational citizenship behaviors, and superior service quality. <i>Journal of Retailing</i> , 2002, 78, 131-146.	6.2	366
3	Customer Relationship Dynamics: Service Quality and Customer Loyalty in the Context of Varying Levels of Customer Expertise and Switching Costs. <i>Journal of the Academy of Marketing Science</i> , 2005, 33, 169-183.	11.2	329
4	Just entrepreneurial enough: the moderating effect of entrepreneurship on the relationship between market orientation and performance. <i>Journal of Business Research</i> , 2005, 58, 9-17.	10.2	317
5	How can clusters sustain performance? The role of network strength, network openness, and environmental uncertainty. <i>Research Policy</i> , 2010, 39, 239-253.	6.4	228
6	Why recommend a brand face-to-face but not on Facebook? How word-of-mouth on online social sites differs from traditional word-of-mouth. <i>Journal of Consumer Psychology</i> , 2015, 25, 120-128.	4.5	212
7	Corporate reputation, stakeholders and the social performance-financial performance relationship. <i>European Journal of Marketing</i> , 2005, 39, 1184-1198.	2.9	202
8	Perceived Service Quality and Customer Trust. <i>Journal of Service Research</i> , 2008, 10, 256-268.	12.2	191
9	Stakeholder Salience Revisited: Refining, Redefining, and Refueling an Underdeveloped Conceptual Tool. <i>Journal of Business Ethics</i> , 2011, 102, 357-378.	6.0	189
10	Global Consumer Innovativeness: Cross-Country Differences and Demographic Commonalities. <i>Journal of International Marketing</i> , 2009, 17, 1-22.	4.4	185
11	Schools of Thought in Organizational Learning. <i>Journal of the Academy of Marketing Science</i> , 2002, 30, 70-86.	11.2	153
12	When Customers Disappoint: A Model of Relational Internal Marketing and Customer Complaints. <i>Journal of the Academy of Marketing Science</i> , 2004, 32, 112-126.	11.2	142
13	The paradox of customer education. <i>European Journal of Marketing</i> , 2007, 41, 466-486.	2.9	127
14	Maintaining customer relationships in high credence services. <i>Journal of Services Marketing</i> , 2007, 21, 253-262.	3.0	120
15	THE ORGANIZATION OF REGIONAL CLUSTERS.. <i>Academy of Management Review</i> , 2009, 34, 623-642.	11.7	116
16	The Organization of Regional Clusters. <i>Academy of Management Review</i> , 2009, 34, 623-642.	11.7	103
17	Relationship marketing in the financial services industry: The importance of customer education, participation and problem management for customer loyalty. <i>Journal of Financial Services Marketing</i> , 2006, 10, 86-97.	3.4	100
18	Social capital, customer service orientation and creativity in retail stores. <i>Journal of Business Research</i> , 2006, 59, 1214-1221.	10.2	89

#	ARTICLE	IF	CITATIONS
19	Image and consumer attraction to intraurban retail areas: An environmental psychology approach. <i>Journal of Retailing and Consumer Services</i> , 1999, 6, 67-78.	9.4	81
20	Salesperson learning, organizational learning, and retail store performance. <i>Journal of the Academy of Marketing Science</i> , 2010, 38, 187-201.	11.2	78
21	Coping With Customer Complaints. <i>Journal of Service Research</i> , 2006, 8, 221-233.	12.2	68
22	Organizing for new product development speed and the implications for organizational stress. <i>Industrial Marketing Management</i> , 2002, 31, 349-355.	6.7	48
23	Unraveling the Customer Education Paradox. <i>Journal of Service Research</i> , 2017, 20, 306-321.	12.2	48
24	Bringing "Place" Back In: Regional Clusters, Project Governance, and New Product Outcomes. <i>Journal of Marketing</i> , 2014, 78, 1-16.	11.3	43
25	Managing networks of interorganizational linkages and sustainable firm performance in business-to-business service contexts. <i>Journal of Services Marketing</i> , 2008, 22, 494-504.	3.0	39
26	Buyer-supplier relationship dynamics: a systematic review. <i>Journal of the Academy of Marketing Science</i> , 2021, 49, 418-436.	11.2	31
27	Future scenarios of the collaborative economy. <i>Journal of Service Management</i> , 2018, 29, 859-882.	7.2	30
28	Strategic Market Position and R&D Capability in Global Manufacturing Industries. <i>Industrial Marketing Management</i> , 2000, 29, 565-574.	6.7	20
29	The Temporary Marketing Organization. <i>Journal of Marketing</i> , 2019, 83, 1-18.	11.3	20
30	Variability in Health Care Services: The Role of Service Employee Flexibility. <i>Australasian Marketing Journal</i> , 2014, 22, 168-178.	5.4	18
31	When the Honeymoon Is Over: A Theory of Relationship Liabilities and Evolutionary Processes. <i>Journal of Marketing</i> , 2022, 86, 32-49.	11.3	6
32	Frontline knowledge networks in open collaboration models for service innovations. <i>AMS Review</i> , 2019, 9, 268-288.	2.5	4
33	Who We Are and How We Govern: The Effect of Identity Orientation on Governance Choice. <i>Journal of Marketing</i> , 2023, 87, 45-63.	11.3	4