

# Jagdip

## List of Publications by Year in descending order

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49  
papers

11,574  
citations

117625

34  
h-index

206112

48  
g-index

49  
all docs

49  
docs citations

49  
times ranked

6114  
citing authors

#	ARTICLE	IF	CITATIONS
1	One-Voice Strategy for Customer Engagement. <i>Journal of Service Research</i> , 2021, 24, 42-65.	12.2	41
2	Business-to-Business E-Negotiations and Influence Tactics. <i>Journal of Marketing</i> , 2020, 84, 47-68.	11.3	45
3	Synergies at the Intersection of Retailing and Organizational Frontlines Research. <i>Journal of Retailing</i> , 2019, 95, 90-93.	6.2	28
4	Sales profession and professionals in the age of digitization and artificial intelligence technologies: concepts, priorities, and questions. <i>Journal of Personal Selling and Sales Management</i> , 2019, 39, 2-22.	2.8	168
5	Frontline knowledge networks in open collaboration models for service innovations. <i>AMS Review</i> , 2019, 9, 268-288.	2.5	4
6	Customer query handling in sales interactions. <i>Journal of the Academy of Marketing Science</i> , 2018, 46, 837-856.	11.2	34
7	The Emergent Field of Organizational Frontlines. <i>Journal of Service Research</i> , 2017, 20, 3-11.	12.2	122
8	Consumer decision to upgrade or downgrade a service membership. <i>Journal of the Academy of Marketing Science</i> , 2014, 42, 596-618.	11.2	26
9	When Institutional Work Backfires: Organizational Control of Professional Work in the Pharmaceutical Industry. <i>Journal of Management Studies</i> , 2013, 50, 900-929.	8.3	30
10	Stemming frontline performance losses in service innovation implementation. <i>Marketing Review St Gallen</i> , 2013, 30, 10-21.	0.6	4
11	"Retail Store Managers As Entrepreneurs: Focus, Tension, and Consequences". <i>Proceedings - Academy of Management</i> , 2013, 2013, 12954.	0.1	0
12	Bottom-up learning in marketing frontlines: conceptualization, processes, and consequences. <i>Journal of the Academy of Marketing Science</i> , 2012, 40, 821-844.	11.2	46
13	Innovations in Retail Business Models. <i>Journal of Retailing</i> , 2011, 87, S3-S16.	6.2	363
14	First- and second-order effects of consumers' institutional logics on firm-consumer relationships: A cross-market comparative analysis. <i>Journal of International Business Studies</i> , 2011, 42, 307-333.	7.3	19
15	Appraisals, Burnout and Outcomes in Informal Caregiving. <i>Asian Nursing Research</i> , 2010, 4, 32-44.	1.4	19
16	Pragmatic Learning Theory: An Inquiry-Action Framework for Distributed Consumer Learning in Online Communities. <i>Journal of Consumer Research</i> , 2010, 36, 1058-1081.	5.1	73
17	THE NATURE AND EXPERIENCE OF ENTREPRENEURIAL PASSION. <i>Academy of Management Review</i> , 2009, 34, 511-532.	11.7	1,228
18	Do Frontline Mechanisms Matter? Impact of Quality and Productivity Orientations on Unit Revenue, Efficiency, and Customer Satisfaction. <i>Journal of Marketing</i> , 2008, 72, 28-45.	11.3	97

#	ARTICLE	IF	CITATIONS
19	Strategic Change Implementation and Performance Loss in the Front Lines. <i>Journal of Marketing</i> , 2007, 71, 156-171.	11.3	99
20	A Psychometric Assessment of the H & H Lactation Scale in a Sample of Thai Mothers Using a Repeated Measurement Design. <i>Nursing Research</i> , 2005, 54, 313-323.	1.7	10
21	Curvilinear Effects of Consumer Loyalty Determinants in Relational Exchanges. <i>Journal of Marketing Research</i> , 2005, 42, 96-108.	4.8	494
22	What Goes around Comes Around: Understanding Trustâ€™Value Dilemmas of Market Relationships. <i>Journal of Public Policy and Marketing</i> , 2005, 24, 38-62.	3.4	23
23	Tackling measurement problems with Item Response Theory. <i>Journal of Business Research</i> , 2004, 57, 184-208.	10.2	72
24	Toward understanding consumers' role in medical decisions for emerging treatments. <i>Journal of Business Research</i> , 2004, 57, 1054-1065.	10.2	18
25	Investigating Industry Context Effects in Consumer-Firm Relationships: Preliminary Results From a Dispositional Approach. <i>Journal of the Academy of Marketing Science</i> , 2003, 31, 46-60.	11.2	82
26	A Reviewer's Gold. <i>Journal of the Academy of Marketing Science</i> , 2003, 31, 331-336.	11.2	15
27	Consumer Trust, Value, and Loyalty in Relational Exchanges. <i>Journal of Marketing</i> , 2002, 66, 15-37.	11.3	2,854
28	Agency and Trust Mechanisms in Consumer Satisfaction and Loyalty Judgments. <i>Journal of the Academy of Marketing Science</i> , 2000, 28, 150-167.	11.2	1,097
29	Performance Productivity and Quality of Frontline Employees in Service Organizations. <i>Journal of Marketing</i> , 2000, 64, 15-34.	11.3	554
30	Are Tradeoffs Inherent in Diversification Moves? A Simultaneous Model for Type of Diversification and Mode of Expansion Decisions. <i>Management Science</i> , 1999, 45, 25-41.	4.1	58
31	Striking a Balance in Boundary-Spanning Positions: An Investigation of Some Unconventional Influences of Role Stressors and Job Characteristics on Job Outcomes of Salespeople. <i>Journal of Marketing</i> , 1998, 62, 69-86.	11.3	375
32	Does the CEO matter? An empirical study of small Swedish firms operating in turbulent environments. <i>Scandinavian Journal of Management</i> , 1997, 13, 251-270.	1.9	73
33	When Consumers Complain: A Path Analysis of the Key Antecedents of Consumer Complaint Response Estimates. <i>Journal of the Academy of Marketing Science</i> , 1996, 24, 350-365.	11.2	296
34	Do Organizational Practices Matter in Role Stress Processes? A Study of Direct and Moderating Effects for Marketing-Oriented Boundary Spanners. <i>Journal of Marketing</i> , 1996, 60, 69.	11.3	309
35	Measurement Issues in Cross-National Research. <i>Journal of International Business Studies</i> , 1995, 26, 597-619.	7.3	445
36	Behavioral and Psychological Consequences of Boundary Spanning Burnout for Customer Service Representatives. <i>Journal of Marketing Research</i> , 1994, 31, 558.	4.8	371

#	ARTICLE	IF	CITATIONS
37	The Youth Self-Report inventory: A study of its measurements fidelity.. Psychological Assessment, 1994, 6, 236-245.	1.5	54
38	Boundary Role Ambiguity: Facets, Determinants, and Impacts. Journal of Marketing, 1993, 57, 11-31.	11.3	210
39	What Occurs Once Consumers Complain? A Theoretical Model for Understanding Satisfaction/Dissatisfaction Outcomes of Complaint Responses. European Journal of Marketing, 1991, 25, 30-46.	2.9	77
40	Redundancy in constructs: Problem, assessment, and an illustrative example. Journal of Business Research, 1991, 22, 255-280.	10.2	47
41	Understanding the structure of consumersâ€™ satisfaction evaluations of service delivery. Journal of the Academy of Marketing Science, 1991, 19, 223-244.	11.2	125
42	Industry Characteristics and Consumer Dissatisfaction. Journal of Consumer Affairs, 1991, 25, 19-56.	2.3	52
43	Boundary Role Ambiguity in Marketing-Oriented Positions: A Multidimensional, Multifaceted Operationalization. Journal of Marketing Research, 1991, 28, 328.	4.8	179
44	Consumers' Satisfaction with Health Care Delivery. Journal of Ambulatory Care Marketing, 1991, 4, 105-115.	0.0	3
45	Voice, exit, and negative word-of-mouth behaviors: An investigation across three service categories. Journal of the Academy of Marketing Science, 1990, 18, 1-15.	11.2	364
46	Identifying Consumer Dissatisfaction Response Styles: An Agenda for Future Research. European Journal of Marketing, 1990, 24, 55-72.	2.9	60
47	Adaptive Designs for Likert-Type Data: An Approach for Implementing Marketing Surveys. Journal of Marketing Research, 1990, 27, 304.	4.8	34
48	Determinants of Consumersâ€™ Decisions to Seek Third Party Redress: An Empirical Study of Dissatisfied Patients. Journal of Consumer Affairs, 1989, 23, 329-363.	2.3	112
49	Consumer Complaint Intentions and Behavior: Definitional and Taxonomical Issues. Journal of Marketing, 1988, 52, 93-107.	11.3	665