

## Select Papers on Customer Service: Alan Witt

Perry, S. J., Witt, L. A., Callison, K. R., & Malka, A. (2013). Developing dedicated service employees: Psychological climate for service and internal service as service-oriented resources. *Journal of Psychological Issues in Organizational Culture*, 4, 35-52.

Ehrhart, K. H., Witt, L. A., Schneider, B., & Perry, S. J. (2011). Service employees give as they get: Internal service as a moderator of the service climate-service outcomes link. *Journal of Applied Psychology*, 96, 423-431.

Callison, K., Perry, S. J., Witt, L. A., & Roth, L. W. (2009, November). *The effects of gender diversity, internal service, and work-life flexibility on workgroup emotional exhaustion*. Presented at the Eighth International Conference on Work, Stress, and Health, San Juan, Puerto Rico.

Perry, S. J. & Witt, L. A. (2009, November). *Service with a disengaged smile: Climate for service and internal service as service-oriented resources*. Presented at the annual conference of the Southern Management Association.

Ehrhart, K. H., Witt, L. A., & Schneider, B. (2007, May). Customer segmentation as the moderator for the service climate-customer satisfaction relationship. In H. Liao (Chair), *Service management around the globe*. Presented at the annual conference of the Society for Industrial and Organizational Psychology, New York City.

Ehrhart, K. H., Witt, L. A., & Schneider, B. (2006, May). Service Climate and service quality: The role of internal service. In H. Liao (Chair), *Linkage research in customer service: Connecting levels, stakeholders, and disciplines*. Presented at the annual conference of the Society for Industrial and Organizational Psychology, Dallas.

Witt, L. A., Ehrhart, K. H., & Schneider, B. (2006, May). *Goal congruence, customer satisfaction, and revenue*. Presented during the Featured Posters session at the All-Conference Reception of the annual conference of the Society for Industrial and Organizational Psychology, Dallas.

Witt, L. A., Henry, P., & Emberger, M. (2003). Customer service programs. In J. E. Edwards, J. S. Scott., and N. S. Raju (Eds.), *The human resources program-evaluation handbook* (pp. 407-425). Thousand Oaks, CA: Sage.

Witt, L. A., & Voss, L. (1995, May). *Person-organisation fit, customer focus, and commitment*. Presented at the annual conference of the Society for Industrial and Organizational Psychology, Orlando.

Witt, L. A., & Voss, L. (1995, April). *Enhancing a quality service culture*. Presented at the Southeastern Psychological Association meeting, Savannah.