

Inger Roos

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11886804/publications.pdf>

Version: 2024-02-01

18
papers

2,135
citations

516710

16
h-index

839539

18
g-index

19
all docs

19
docs citations

19
times ranked

1366
citing authors

| # | ARTICLE | IF | CITATIONS |
|----|--|------|-----------|
| 1 | The Effects of Customer Satisfaction, Relationship Commitment Dimensions, and Triggers on Customer Retention. <i>Journal of Marketing</i> , 2005, 69, 210-218. | 11.3 | 1,096 |
| 2 | Switching Processes in Customer Relationships. <i>Journal of Service Research</i> , 1999, 2, 68-85. | 12.2 | 246 |
| 3 | Critical incident techniques. <i>Journal of Service Management</i> , 2001, 12, 251-268. | 2.0 | 177 |
| 4 | Customerâ€™relationship levels â€™ from spurious to true relationships. <i>Journal of Services Marketing</i> , 2002, 16, 593-614. | 3.0 | 107 |
| 5 | Methods of Investigating Critical Incidents. <i>Journal of Service Research</i> , 2002, 4, 193-204. | 12.2 | 101 |
| 6 | Understanding Frequent Switching Patterns. <i>Journal of Service Research</i> , 2007, 10, 93-108. | 12.2 | 53 |
| 7 | Emotional experiences in customer relationships â€™ a telecommunication study. <i>Journal of Service Management</i> , 2008, 19, 281-301. | 2.0 | 36 |
| 8 | Emotions and stability in telecomâ€™customer relationships. <i>Journal of Service Management</i> , 2009, 20, 192-208. | 7.2 | 34 |
| 9 | The influence of active and passive customer behavior on switching in customer relationships. <i>Managing Service Quality</i> , 2011, 21, 448-464. | 2.4 | 30 |
| 10 | The role of customer clubs in recent telecom relationships. <i>Journal of Service Management</i> , 2005, 16, 436-454. | 2.0 | 28 |
| 11 | Customer clubs in a relationship perspective: a telecom case. <i>Managing Service Quality</i> , 2004, 14, 157-168. | 2.4 | 25 |
| 12 | Defining relationship quality for customerâ€™driven business development. <i>Journal of Service Management</i> , 2006, 17, 207-223. | 2.0 | 24 |
| 13 | The household as an instrumental and affective trigger in intervention programs for travel behavior change. <i>Travel Behaviour & Society</i> , 2017, 6, 83-89. | 5.0 | 21 |
| 14 | Customer Complaints and Switching Behaviorâ€™A Study of Relationship Dynamics in a Telecommunication Company. <i>Journal of Relationship Marketing</i> , 2003, 2, 43-68. | 4.4 | 20 |
| 15 | Customerâ€™support service in the relationship perspective. <i>Managing Service Quality</i> , 2008, 18, 87-107. | 2.4 | 18 |
| 16 | My Customers Are in My Blind Spot. <i>Journal of Service Research</i> , 2012, 15, 150-165. | 12.2 | 10 |
| 17 | Applying SPAT for understanding Bâ€™toâ€™B supplier switching processes. <i>Managing Service Quality</i> , 2013, 23, 321-340. | 2.4 | 10 |
| 18 | Service Quality Grounded in Customer Experiences, Affect and Relationships. , 2007, , 271-285. | | 0 |