

# 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 household as an instrumental and affective trigger in intervention programs for travel behavior change. <i>Travel Behaviour &amp; Society</i> , 2017, 6, 83-89.	5.0	21
2	Applying SPAT for understanding B2B supplier switching processes. <i>Managing Service Quality</i> , 2013, 23, 321-340.	2.4	10
3	My Customers Are in My Blind Spot. <i>Journal of Service Research</i> , 2012, 15, 150-165.	12.2	10
4	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
5	Emotions and stability in telecom customer relationships. <i>Journal of Service Management</i> , 2009, 20, 192-208.	7.2	34
6	Emotional experiences in customer relationships – a telecommunication study. <i>Journal of Service Management</i> , 2008, 19, 281-301.	2.0	36
7	Customer support service in the relationship perspective. <i>Managing Service Quality</i> , 2008, 18, 87-107.	2.4	18
8	Understanding Frequent Switching Patterns. <i>Journal of Service Research</i> , 2007, 10, 93-108.	12.2	53
9	Service Quality Grounded in Customer Experiences, Affect and Relationships. , 2007, , 271-285.		0
10	Defining relationship quality for customer-driven business development. <i>Journal of Service Management</i> , 2006, 17, 207-223.	2.0	24
11	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
12	The role of customer clubs in recent telecom relationships. <i>Journal of Service Management</i> , 2005, 16, 436-454.	2.0	28
13	Customer clubs in a relationship perspective: a telecom case. <i>Managing Service Quality</i> , 2004, 14, 157-168.	2.4	25
14	Customer Complaints and Switching Behavior – A Study of Relationship Dynamics in a Telecommunication Company. <i>Journal of Relationship Marketing</i> , 2003, 2, 43-68.	4.4	20
15	Customer relationship levels – from spurious to true relationships. <i>Journal of Services Marketing</i> , 2002, 16, 593-614.	3.0	107
16	Methods of Investigating Critical Incidents. <i>Journal of Service Research</i> , 2002, 4, 193-204.	12.2	101
17	Critical incident techniques. <i>Journal of Service Management</i> , 2001, 12, 251-268.	2.0	177
18	Switching Processes in Customer Relationships. <i>Journal of Service Research</i> , 1999, 2, 68-85.	12.2	246