

Michael Kleinaltenkamp

List of Publications by Year in descending order

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69
papers

2,036
citations

361413
20
h-index

254184
43
g-index

76
all docs

76
docs citations

76
times ranked

1093
citing authors

#	ARTICLE	IF	CITATIONS
1	Actor Ecosystem Readiness: Understanding the Nature and Role of Human Abilities and Motivation in a Service Ecosystem. <i>Journal of Service Research</i> , 2022, 25, 260-280.	12.2	19
2	A sense-based perspective on market shaping: Theorizing strategies for the origination and propagation of new resource linkages. <i>Industrial Marketing Management</i> , 2022, 100, 145-156.	6.7	5
3	What drives the implementation of customer success management? Antecedents of customer success management from suppliers' and customers' perspectives. <i>Industrial Marketing Management</i> , 2022, 102, 338-350.	6.7	11
4	Service Management: Scope, Challenges, and Future Developments. , 2022, , 53-69.		1
5	Solution business fitness: measuring and managing across business logics. <i>Journal of Business and Industrial Marketing</i> , 2021, 36, 1116-1129.	3.0	4
6	Unpacking value creation and capture in B2B relationships. <i>Industrial Marketing Management</i> , 2021, 92, 163-177.	6.7	18
7	How business customers judge customer success management. <i>Industrial Marketing Management</i> , 2021, 96, 197-212.	6.7	18
8	Engagement-driven institutionalization in market shaping: Synchronizing and stabilizing collective engagement. <i>Industrial Marketing Management</i> , 2021, 99, 69-78.	6.7	13
9	Advancing marketing theory and practice: guidelines for crafting research propositions. <i>AMS Review</i> , 2021, 11, 395-406.	2.5	17
10	A typology of business usage center members. <i>Industrial Marketing Management</i> , 2020, 85, 21-31.	6.7	20
11	The Future of B2B Customer Solutions in a Post-COVID-19 Economy: Managerial Issues and an Agenda for Academic Inquiry. <i>Journal of Service Research</i> , 2020, 23, 401-408.	12.2	46
12	Customer capabilities for solution offerings in business markets. <i>Industrial Marketing Management</i> , 2020, 90, 44-59.	6.7	14
13	Aligning resource integration and organizational identities in project networks. <i>Journal of Business and Industrial Marketing</i> , 2020, 35, 1581-1589.	3.0	7
14	Connect, engage, transform: how B2B researchers can engage in impactful industry collaboration. <i>Journal of Business and Industrial Marketing</i> , 2020, 35, 1305-1310.	3.0	0
15	Managing value in use in business markets. <i>Industrial Marketing Management</i> , 2020, 91, 563-580.	6.7	33
16	Commentary essay on "blueprinting the service company" managing service processes efficiently. <i>Journal of Global Scholars of Marketing Science</i> , 2019, 29, 281-292.	2.0	4
17	Collective engagement in organizational settings. <i>Industrial Marketing Management</i> , 2019, 80, 11-23.	6.7	62
18	Mapping value in business markets: An integrative framework. <i>Industrial Marketing Management</i> , 2019, 79, 13-20.	6.7	60

#	ARTICLE	IF	CITATIONS
19	Leaders in industrial marketing research: 25 years of analysis. Journal of Business and Industrial Marketing, 2019, 35, 586-601.	3.0	2
20	Dispersion of marketing activities in business-to-business firms. Journal of Business and Industrial Marketing, 2019, 34, 1160-1170.	3.0	5
21	Customer Engagement in the Process of Service Provision. Journal of Service Management Research, 2019, 3, 12-23.	0.3	2
22	Peter LaPlaca â€œ The best marketer of industrial and B2B marketing research. Industrial Marketing Management, 2018, 69, 125-126.	6.7	7
23	The role of proto-institutions within the change of service ecosystems. Journal of Service Theory and Practice, 2018, 28, 609-635.	3.2	22
24	Boundary objects for institutional work across service ecosystems. Journal of Service Management, 2018, 29, 615-640.	7.2	26
25	Changes of Organizational Usage Processes: Attitudes, Behaviours and Consequences. Marketing, Zeitschrift Fur Forschung Und Praxis, 2018, 40, 17-30.	0.2	7
26	The Impact of Psychological Ownership on Value in Use and Relational Outcomes. Journal of Service Management Research, 2018, 2, 50-70.	0.3	6
27	Social Attribution of Value â€œ the Case of Electronic Engagement Platforms. , 2018, , 93-112.		1
28	Customer acceptance of tradable service contracts. Journal of Business Economics, 2017, 87, 155-183.	1.9	2
29	Usage center â€œ value cocreation in multi-actor usage processes. Journal of Service Theory and Practice, 2017, 27, 721-737.	3.2	36
30	Der Wert des Kunden als Informant. , 2017, , 189-209.		0
31	Customization of B2B Services: Measurement and Impact on Firm Performance. Journal of Service Management Research, 2017, 1, 39-56.	0.3	6
32	Introduction on the Commentaries on Roger A. Layton's â€œThere Could be More to Marketing than you Might Have Thought!â€œ(). Australasian Marketing Journal, 2016, 24, 238-240.	5.4	1
33	The antecedents and consequences of humour for service. Journal of Service Theory and Practice, 2016, 26, 137-162.	3.2	54
34	How Business Customers Judge Solutions: Solution Quality and Value in Use. Journal of Marketing, 2016, 80, 96-120.	11.3	281
35	Marketing-EinfÃ¼hrung. , 2016, , .		8
36	How Relationship Conditions Affect Suppliersâ€™ Resource Inputs. Australasian Marketing Journal, 2015, 23, 117-123.	5.4	11

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37	Which types of multi-stage marketing increase direct customers' willingness-to-pay? Evidence from a scenario-based experiment in a B2B setting. <i>Industrial Marketing Management</i> , 2015, 47, 175-189.	6.7	23
38	Leistungsindividualisierung und -standardisierung. , 2015, , 277-295.		7
39	Instruments of Business Relationship Management. <i>Springer Texts in Business and Economics</i> , 2015, , 195-243.	0.3	1
40	Theoretical Perspectives of Business Relationships: Explanation and Configuration. <i>Springer Texts in Business and Economics</i> , 2015, , 27-54.	0.3	3
41	Introduction to Business-to-Business Marketing. <i>Springer Texts in Business and Economics</i> , 2015, , 129-170.	0.3	1
42	Deal-Making Negotiations by Governments and Major Product Suppliers: A Case Study of the U.S. Department of Defense and Airbus versus Boeing. <i>Advances in Business Marketing and Purchasing</i> , 2014, , 1-11.	0.3	0
43	Institutional logics matter when coordinating resource integration. <i>Marketing Theory</i> , 2014, 14, 291-309.	3.1	181
44	Produktivität im Gesundheitssektor – Wertschöpfung in Nutzungsprozessen. , 2014, , 59-87.		1
45	Einzelkundenbezogene Dienstleistungserstellung. , 2013, , 97-122.		1
46	Antecedents of knowledge generation competence and its impact on innovativeness. <i>Journal of Business and Industrial Marketing</i> , 2012, 27, 468-485.	3.0	29
47	Chapter 6 Multistage Marketing. <i>Advances in Business Marketing and Purchasing</i> , 2012, , 141-174.	0.3	3
48	The bonding effects of relationship value and switching costs in industrial buyer-seller relationships: An investigation into role differences. <i>Industrial Marketing Management</i> , 2012, 41, 82-93.	6.7	116
49	Resource integration. <i>Marketing Theory</i> , 2012, 12, 201-205.	3.1	149
50	Property Rights Design and Market Process: Implications for Market Theory, Marketing Theory, and S-D Logic. <i>Journal of Macromarketing</i> , 2011, 31, 148-159.	2.6	55
51	Modelling customer process activities in interactive value creation. <i>Journal of Service Management</i> , 2011, 22, 650-663.	7.2	63
52	Theoretische Perspektiven auf Geschäftsbeziehungen – Erklärung und Gestaltung. , 2011, , 45-77.		1
53	Instrumente des Geschäftsbeziehungsmanagements. , 2011, , 195-253.		1
54	Is Marketing Academia Losing Its Way? – a Commentary from a German Perspective. <i>Australasian Marketing Journal</i> , 2010, 18, 171-173.	5.4	3

#	ARTICLE	IF	CITATIONS
55	Technischer Vertrieb. , 2009, , .		22
56	Business-to-Business Markets â€“ Status Quo and Future Trends. Journal of Business Market Management, 2007, 1, 7-40.	0.7	24
57	The value added by specific investments: a framework for managing relationships in the context of value networks. Journal of Business and Industrial Marketing, 2006, 21, 65-71.	3.0	43
58	Auswahl von Vertriebswegen. , 2006, , 321-367.		10
59	Controlling der Kundenintegration. , 2006, , 343-372.		1
60	Blueprinting the service company. Journal of Business Research, 2004, 57, 392-404.	10.2	325
61	Neue Strukturen in Wertschöpfungsketten auf Business-to-Business-Märkten. , 2004, , 187-207.		1
62	From the Old Economy towards the New Economy: Managing the Transformation from the Marketing Point of View. , 2004, , 85-109.		5
63	German approaches to business-to-business marketing theory: origins and structure. Journal of Business Research, 2002, 55, 149-155.	10.2	60
64	Einführung in das Business-to-Business-Marketing. , 2000, , 171-247.		42
65	Customer Integration in Business-to-Business-Marketing. , 1997, , 27-48.		9
66	Berufsbilder und Weiterbildungsbedarf im Technischen Vertrieb. , 1995, , .		5
67	Die Dynamisierung strategischer Marketing-Konzepte. , 1995, , 59-83.		0
68	Marketing advantages via new manufacturing technologies. Robotics and Computer-Integrated Manufacturing, 1990, 7, 127-131.	9.9	1
69	Probleme der Implementierung und des Vertriebs von CIM-Systemen. Marketing, Zeitschrift Fur Forschung Und Praxis, 1990, 12, 193-204.	0.2	0