

# Jeroen Schepers

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/7309792/publications.pdf>

Version: 2024-02-01

25  
papers

4,386  
citations

331670

21  
h-index

610901

24  
g-index

25  
all docs

25  
docs citations

25  
times ranked

3609  
citing authors

#	ARTICLE	IF	CITATIONS
1	A meta-analysis of the technology acceptance model: Investigating subjective norm and moderation effects. <i>Information and Management</i> , 2007, 44, 90-103.	6.5	1,073
2	Principles and Principals: Do Customer Stewardship and Agency Control Compete or Complement When Shaping Frontline Employee Behavior?. <i>Journal of Marketing</i> , 2012, 76, 1-20.	11.3	983
3	The acceptance and use of a virtual learning environment in China. <i>Computers and Education</i> , 2008, 50, 838-852.	8.3	607
4	Service robot implementation: a theoretical framework and research agenda. <i>Service Industries Journal</i> , 2020, 40, 203-225.	8.3	281
5	Identifying Cross-Channel Dissynergies for Multichannel Service Providers. <i>Journal of Service Research</i> , 2007, 10, 143-160.	12.2	175
6	Robots or frontline employees? Exploring customers' attributions of responsibility and stability after service failure or success. <i>Journal of Service Management</i> , 2020, 31, 267-289.	7.2	140
7	The service quality-satisfaction link revisited: exploring asymmetries and dynamics. <i>Journal of the Academy of Marketing Science</i> , 2010, 38, 288-302.	11.2	137
8	Trust transfer in the continued usage of public e-services. <i>Information and Management</i> , 2014, 51, 627-640.	6.5	137
9	Leadership styles in technology acceptance: do followers practice what leaders preach?. <i>Managing Service Quality</i> , 2005, 15, 496-508.	2.4	128
10	Multichannel customer segmentation: Does the after-sales channel matter? A replication and extension. <i>International Journal of Research in Marketing</i> , 2015, 32, 453-456.	4.2	116
11	Examining the effects of robots' physical appearance, warmth, and competence in frontline services: The Humanness-Value-Loyalty model. <i>Psychology and Marketing</i> , 2021, 38, 2357-2376.	8.2	112
12	Psychological safety and social support in groupware adoption: A multi-level assessment in education. <i>Computers and Education</i> , 2008, 51, 757-775.	8.3	78
13	How mobile payment influences the overall store price image. <i>Journal of Business Research</i> , 2016, 69, 2417-2423.	10.2	64
14	Don't just fix it, make it better! Using frontline service employees to improve recovery performance. <i>Journal of the Academy of Marketing Science</i> , 2013, 41, 515-530.	11.2	61
15	Understanding workplace boredom among white collar employees: Temporary reactions and individual differences. <i>European Journal of Work and Organizational Psychology</i> , 2012, 21, 349-375.	3.7	52
16	How Smart Should a Service Robot Be?. <i>Journal of Service Research</i> , 2022, 25, 565-582.	12.2	46
17	Innovation in the frontline: Exploring the relationship between role conflict, ideas for improvement, and employee service performance. <i>International Journal of Research in Marketing</i> , 2016, 33, 797-817.	4.2	39
18	Do Retailers Really Profit from Ambidextrous Managers? The Impact of Frontline Mechanisms on New and Existing Product Selling Performance. <i>Journal of Product Innovation Management</i> , 2014, 31, 710-727.	9.5	32

#	ARTICLE	IF	CITATIONS
19	Brand advocacy in the frontline: how does it affect customer satisfaction?. Journal of Service Management, 2018, 29, 230-252.	7.2	28
20	Fields of Gold. Journal of Service Research, 2011, 14, 372-389.	12.2	26
21	Are conservative approaches to new product selling a blessing in disguise?. Journal of the Academy of Marketing Science, 2018, 46, 857-878.	11.2	25
22	When do they care to share? How manufacturers make contracted service partners share knowledge. Industrial Marketing Management, 2014, 43, 1225-1235.	6.7	23
23	To serve and protect: a typology of service robots and their role in physically safe services. Journal of Service Management, 2022, 33, 197-209.	7.2	16
24	Exploring the Motivational and Behavioral Foundations of External Technology Experts' Knowledge Sharing in Collaborative R&D Projects: The Contingency Role of Project Formalization. Journal of Product Innovation Management, 2019, 36, 467-489.	9.5	6
25	The innovative work behavior of external technology experts in collaborative R&D Projects: Uncovering the role of multiple identifications and extent of involvement. Journal of Product Innovation Management, 2022, 39, 797-823.	9.5	1