Jeroen Schepers

List of Publications by Year
in descending order

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	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
2	How Smart Should a Service Robot Be?. Journal of Service Research, 2022, 25, 565-582.	12.2	46
3	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
4	Examining the effects of robots' physical appearance, warmth, and competence in frontline services: The Humannessâ€Valueâ€Loyalty model. Psychology and Marketing, 2021, 38, 2357-2376.	8.2	112
5	Service robot implementation: a theoretical framework and research agenda. Service Industries Journal, 2020, 40, 203-225.	8.3	281
6	Robots or frontline employees? Exploring customersâ€™ attributions of responsibility and stability after service failure or success. Journal of Service Management, 2020, 31, 267-289.	7.2	140
7	Exploring the Motivational and Behavioral Foundations of External Technology Expertsâ€™ 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
8	Brand advocacy in the frontline: how does it affect customer satisfaction?. Journal of Service Management, 2018, 29, 230-252.	7.2	28
9	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
10	How mobile payment influences the overall store price image. Journal of Business Research, 2016, 69, 2417-2423.	10.2	64
11	Innovation in the frontline: Exploring the relationship between role conflict, ideas for improvement, and employee service performance. International Journal of Research in Marketing, 2016, 33, 797-817.	4.2	39
12	Multichannel customer segmentation: Does the after-sales channel matter? A replication and extension. International Journal of Research in Marketing, 2015, 32, 453-456.	4.2	116
13	When do they care to share? How manufacturers make contracted service partners share knowledge. Industrial Marketing Management, 2014, 43, 1225-1235.	6.7	23
14	Do Retailers Really Profit from Ambidextrous Managers? The Impact of Frontline Mechanisms on New and Existing Product Selling Performance. Journal of Product Innovation Management, 2014, 31, 710-727.	9.5	32
15	Trust transfer in the continued usage of public e-services. Information and Management, 2014, 51, 627-640.	6.5	137
16	Donâ€™t just fix it, make it better! Using frontline service employees to improve recovery performance. Journal of the Academy of Marketing Science, 2013, 41, 515-530.	11.2	61
17	Understanding workplace boredom among white collar employees: Temporary reactions and individual differences. European Journal of Work and Organizational Psychology, 2012, 21, 349-375.	3.7	52
18	Principles and Principals: Do Customer Stewardship and Agency Control Compete or Complement When Shaping Frontline Employee Behavior?. Journal of Marketing, 2012, 76, 1-20.	11.3	983

#	Article	IF	Citations
19	Fields of Gold. Journal of Service Research, 2011, 14, 372-389.	12.2	26
20	The service quality-satisfaction link revisited: exploring asymmetries and dynamics. Journal of the Academy of Marketing Science, 2010, 38, 288-302.	11.2	137
21	The acceptance and use of a virtual learning environment in China. Computers and Education, 2008, 50, 838-852.	8.3	607
22	Psychological safety and social support in groupware adoption: A multi-level assessment in education. Computers and Education, 2008, 51, 757-775.	8.3	78
23	Identifying Cross-Channel Dissynergies for Multichannel Service Providers. Journal of Service Research, 2007, 10, 143-160.	12.2	175
24	A meta-analysis of the technology acceptance model: Investigating subjective norm and moderation effects. Information and Management, 2007, 44, 90-103.	6.5	1,073
25	Leadership styles in technology acceptance: do followers practice what leaders preach?. Managing Service Quality, 2005, 15, 496-508.	2.4	128