

Markus Groth

List of Publications by Year in descending order

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53
papers

4,429
citations

186265

28
h-index

243625

44
g-index

59
all docs

59
docs citations

59
times ranked

2676
citing authors

#	ARTICLE	IF	CITATIONS
1	Are All Smiles Created Equal? How Emotional Contagion and Emotional Labor Affect Service Relationships. <i>Journal of Marketing</i> , 2006, 70, 58-73.	11.3	681
2	Customers as Good Soldiers: Examining Citizenship Behaviors in Internet Service Deliveries. <i>Journal of Management</i> , 2005, 31, 7-27.	9.3	561
3	Are All Smiles Created Equal? How Emotional Contagion and Emotional Labor Affect Service Relationships. <i>Journal of Marketing</i> , 2006, 70, 58-73.	11.3	465
4	Customer Reactions to Emotional Labor: the Roles of Employee Acting Strategies and Customer Detection Accuracy. <i>Academy of Management Journal</i> , 2009, 52, 958-974.	6.3	429
5	Free to be you and me: A climate of authenticity alleviates burnout from emotional labor.. <i>Journal of Occupational Health Psychology</i> , 2012, 17, 1-14.	3.3	291
6	Willing and able to fake emotions: A closer examination of the link between emotional dissonance and employee well-being.. <i>Journal of Applied Psychology</i> , 2011, 96, 377-390.	5.3	245
7	Relationships between emotional labor, job performance, and turnover. <i>Journal of Vocational Behavior</i> , 2011, 79, 538-548.	3.4	191
8	From bad to worse. <i>Organizational Psychology Review</i> , 2012, 2, 208-233.	4.3	158
9	Buffering the negative effects of employee surface acting: The moderating role of employee's customer relationship strength and personalized services.. <i>Journal of Applied Psychology</i> , 2014, 99, 341-350.	5.3	117
10	Following Display Rules in Good or Bad Faith?: Customer Orientation as a Moderator of the Display Rule-Emotional Labor Relationship. <i>Human Performance</i> , 2010, 23, 101-115.	2.4	106
11	IMPROVING APPLICANTS' REACTIONS TO REJECTION LETTERS: AN APPLICATION OF FAIRNESS THEORY. <i>Personnel Psychology</i> , 2001, 54, 669-703.	2.8	91
12	Feeling bad and doing good: The effect of customer mistreatment on service employee's daily display of helping behaviors. <i>Personnel Psychology</i> , 2017, 70, 769-808.	2.8	89
13	The Impact of Service Scripts on Customer Citizenship Behavior and the Moderating Role of Employee Customer Orientation. <i>Psychology and Marketing</i> , 2014, 31, 1096-1109.	8.2	85
14	B2B services: linking service loyalty and brand equity. <i>Journal of Services Marketing</i> , 2009, 23, 175-186.	3.0	66
15	When the Going Gets Tough, the Tough Keep Working. <i>Journal of Management</i> , 2016, 42, 615-643.	9.3	60
16	Achieving service success through relationships and enhanced encounters. <i>Academy of Management Perspectives</i> , 2002, 16, 132-144.	6.8	58
17	A review and agenda for examining how technology-driven changes at work will impact workplace mental health and employee well-being. <i>Australian Journal of Management</i> , 2020, 45, 402-424.	2.2	58
18	Four Decades of Frontline Service Employee Research: An Integrative Bibliometric Review. <i>Journal of Service Research</i> , 2021, 24, 230-248.	12.2	55

#	ARTICLE	IF	CITATIONS
19	The Moment of Truth: A Review, Synthesis, and Research Agenda for the Customer Service Experience. Annual Review of Organizational Psychology and Organizational Behavior, 2019, 6, 89-113.	9.9	53
20	An Examination of Consumers' Motives to Switch Energy Suppliers. Journal of Marketing Management, 2005, 21, 421-440.	2.3	52
21	Commitment to legal claiming: Influences of attributions, social guidance and organizational tenure.. Journal of Applied Psychology, 2002, 87, 781-788.	5.3	51
22	A framework to create more mentally healthy workplaces: A viewpoint. Australian and New Zealand Journal of Psychiatry, 2018, 52, 15-23.	2.3	49
23	The role of procedural justice in the delivery of services. Journal of Quality Management, 2001, 6, 77-97.	0.3	33
24	Learning and development: promoting nurses' performance and work attitudes. Journal of Advanced Nursing, 2011, 67, 609-620.	3.3	33
25	Service work in 2050: toward a work ecosystems perspective. Journal of Service Management, 2018, 29, 956-974.	7.2	33
26	Having to Wait for Service: Customer Reactions to Delays in Service Delivery. Applied Psychology, 2006, 55, 107-129.	7.1	32
27	Accelerating employee-related scholarship in service management. Journal of Service Management, 2017, 28, 837-865.	7.2	32
28	Workplace aggression and organisational effectiveness: The mediating role of employee engagement. Australian Journal of Management, 2018, 43, 614-631.	2.2	30
29	A Dyadic Model of Customer Orientation: Mediation and Moderation Effects. British Journal of Management, 2015, 26, 292-309.	5.0	29
30	Time to change: a review of organisational culture change in health care organisations. Journal of Organizational Effectiveness, 2016, 3, 265-288.	2.3	27
31	When Heroes and Villains Are Victims: How Different Withdrawal Strategies Moderate the Depleting Effects of Customer Incivility on Frontline Employees. Journal of Service Research, 0, , 109467052096799.	12.2	23
32	Reaping the Rewards of Functional Diversity in Healthcare Teams: Why Team Processes Improve Performance. Group and Organization Management, 2018, 43, 440-474.	4.4	18
33	Attitudes toward Suicide: German and U.S. Nationals. Omega: Journal of Death and Dying, 1997, 35, 309-319.	1.0	17
34	Tightening or loosening the "iron cage"? The impact of formal and informal display controls on service customers. Journal of Business Research, 2015, 68, 1062-1073.	10.2	17
35	Effects of service mechanisms and modes on customers' attributions about service delivery. Journal of Quality Management, 2001, 6, 331-348.	0.3	14
36	The impact of surface acting on coworker-directed voluntary workplace behaviours. European Journal of Work and Organizational Psychology, 2016, 25, 447-458.	3.7	12

#	ARTICLE	IF	CITATIONS
37	Enacting Service Work in a Changing World: Time for a Dialogue. Journal of Service Research, 2021, 24, 226-229.	12.2	11
38	Gender and Service Delivery. , 0, , 47-68.		11
39	The Changing Value of Skill Utilisation: Interactions with Job Demands on Job Satisfaction and Absenteeism. Applied Psychology, 2020, 69, 30-58.	7.1	9
40	Chapter 9 A conceptual model of the effects of emotional labor strategies on customer outcomes. Research on Emotion in Organizations, 0, , 219-236.	0.1	7
41	Caught out! The role of customer emotional intelligence and dual thinking processes in perceptions of frontline service employees' inauthentic positive displays. Psychology and Marketing, 2021, 38, 2191.	8.2	6
42	Customer service.. , 2011, , 329-357.		5
43	It Went Downhill From There: The Spillover Effect from Previous Customer Mistreatment on Frontline Employeesâ€™ Service Delivery. Journal of Service Research, 2022, 25, 478-493.	12.2	5
44	Goal-Directedness and Personal Identity as Correlates of Life Outcomes. Psychological Reports, 2002, 91, 153-166.	1.7	3
45	A motivational approach to emotional labor: Examining the link between goal orientation and emotional labor strategies. Journal of Management and Organization, 2022, 28, 1280-1300.	3.0	3
46	Why emotions matter to the practice of management. Organizational Dynamics, 2020, 49, 100718.	2.6	2
47	â€œThat was a good shiftâ€ Journal of Health Organization and Management, 2017, 31, 471-486.	1.3	1
48	Holding Back or Letting Go? The Effect of Emotion Suppression on Relationship Viability in New Venture Teams. Entrepreneurship Theory and Practice, 0, , 104225872210932.	10.2	1
49	Incivility breeds civility? Effect of customer mistreatment on employeesâ€™ daily helping behavior. Proceedings - Academy of Management, 2015, 2015, 10334.	0.1	0
50	Moderating the effect of emotional labor: The role of relationship strength & personalized service. Proceedings - Academy of Management, 2012, 2012, 11808.	0.1	0
51	An Investigation of the Effects of Individual- and Unit-level Display Rules on Work Outcomes. Proceedings - Academy of Management, 2012, 2012, 13457.	0.1	0
52	Service with a fake smile: Detecting inauthentic emotions in service settings.. Proceedings - Academy of Management, 2017, 2017, 13117.	0.1	0
53	The Spillover Effect of Customer Mistreatment on Frontline Employeesâ€™ Subsequent Performance. Proceedings - Academy of Management, 2018, 2018, 10650.	0.1	0