

Jens Hogleve

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/7658852/publications.pdf>

Version: 2024-02-01

25
papers

1,513
citations

623734

14
h-index

752698

20
g-index

28
all docs

28
docs citations

28
times ranked

1226
citing authors

| # | ARTICLE | IF | CITATIONS |
|----|---|------|-----------|
| 1 | Financial well-being: A conceptualization and research agenda. <i>Journal of Business Research</i> , 2017, 79, 228-237. | 10.2 | 357 |
| 2 | Revenue and Profit Implications of Industrial Service Strategies. <i>Journal of Service Research</i> , 2014, 17, 23-39. | 12.2 | 241 |
| 3 | Industrial services, product innovations, and firm profitability: A multiple-group latent growth curve analysis. <i>Industrial Marketing Management</i> , 2011, 40, 661-670. | 6.7 | 172 |
| 4 | The Service-Profit Chain: A Meta-Analytic Test of a Comprehensive Theoretical Framework. <i>Journal of Marketing</i> , 2017, 81, 41-61. | 11.3 | 141 |
| 5 | Understanding Money-Back Guarantees: Cognitive, Affective, and Behavioral Outcomes. <i>Journal of Retailing</i> , 2011, 87, 462-478. | 6.2 | 95 |
| 6 | Toward a deeper understanding of service marketing: The past, the present, and the future. <i>International Journal of Research in Marketing</i> , 2011, 28, 231-247. | 4.2 | 92 |
| 7 | Twenty Years of Service Guarantee Research. <i>Journal of Service Research</i> , 2009, 11, 322-343. | 12.2 | 88 |
| 8 | Buffering effects of brand community identification in service failures: The role of customer citizenship behaviors. <i>Journal of Business Research</i> , 2020, 107, 130-137. | 10.2 | 75 |
| 9 | Service Recovery on Stage: Effects of Social Media Recovery on Virtually Present Others. <i>Journal of Service Research</i> , 2019, 22, 421-439. | 12.2 | 65 |
| 10 | Unveiling the recovery time zone of tolerance: when time matters in service recovery. <i>Journal of the Academy of Marketing Science</i> , 2017, 45, 866-883. | 11.2 | 61 |
| 11 | Overcoming vulnerability: Channel design strategies to alleviate vulnerability perceptions in customer journeys. <i>Journal of Business Research</i> , 2020, 116, 377-386. | 10.2 | 22 |
| 12 | Do Service Guarantees Guarantee Greater Market Value?. <i>Journal of Service Research</i> , 2014, 17, 150-163. | 12.2 | 21 |
| 13 | The Service-Profit Chain: Reflections, Revisions, and Reimaginings. <i>Journal of Service Research</i> , 2022, 25, 460-477. | 12.2 | 17 |
| 14 | Explaining social exchanges in information-based online communities (IBOCs). <i>Journal of Service Management</i> , 2016, 27, 460-480. | 7.2 | 16 |
| 15 | How Do Social Norms Influence Parents' Food Choices for Their Children? The Role of Social Comparison and Implicit Self-Theories. <i>Journal of Retailing</i> , 2021, 97, 173-190. | 6.2 | 13 |
| 16 | Relative measures in service research. <i>Journal of Services Marketing</i> , 2015, 29, 448-452. | 3.0 | 9 |
| 17 | Building on the past: advancing theory in services through meta-analysis. <i>Journal of Service Management</i> , 2016, 27, 37-42. | 7.2 | 8 |
| 18 | Coping With Governmental Restrictions: The Relationship Between Stay-at-Home Orders, Resilience, and Functional, Social, Mental, Physical, and Financial Well-Being. <i>Frontiers in Psychology</i> , 2020, 11, 577972. | 2.1 | 8 |

| # | ARTICLE | IF | CITATIONS |
|----|--|-----|-----------|
| 19 | Mit industriellen Dienstleistungen zum Erfolg – Ein –berblick. , 2013, , 85-100. | | 5 |
| 20 | Configuring Customer Touchpoints: A Fuzzy-Set Analysis of Service Encounter Satisfaction. Journal of Service Management Research, 2019, 3, 3-11. | 0.3 | 3 |
| 21 | Methoden und Instrumente zur Messung und Verbesserung der Produktivität industrieller Dienstleistungen in KMU. , 2014, , 1-51. | | 1 |
| 22 | Value creation and cost reduction in health care – outcomes of –online– participation by –health-care professionals. Journal of Service Management, 2023, 34, 553-579. | 7.2 | 1 |
| 23 | Paying for a Higher Workload? An Experimental Investigation of the Relationship between Customer’s Co-Production and Willingness-to-Pay. SSRN Electronic Journal, 0, , . | 0.4 | 0 |
| 24 | Does the Service-Profit Chain Hold True? A Meta-Analysis (WITHDRAWN). Proceedings - Academy of Management, 2013, 2013, 15569. | 0.1 | 0 |
| 25 | Professionalism Kills the Trading Star: Explaining Member Participation in Trading Communities. Journal of Service Management Research, 2019, 3, 54-65. | 0.3 | 0 |