

# 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	Value creation and cost reduction in health care – outcomes of online participation by health-care professionals. <i>Journal of Service Management</i> , 2023, 34, 553-579.	7.2	1
2	The Service-Profit Chain: Reflections, Revisions, and Reimaginings. <i>Journal of Service Research</i> , 2022, 25, 460-477.	12.2	17
3	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
4	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
5	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
6	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
7	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
8	Configuring Customer Touchpoints: A Fuzzy-Set Analysis of Service Encounter Satisfaction. <i>Journal of Service Management Research</i> , 2019, 3, 3-11.	0.3	3
9	Professionalism Kills the Trading Star: Explaining Member Participation in Trading Communities. <i>Journal of Service Management Research</i> , 2019, 3, 54-65.	0.3	0
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	Financial well-being: A conceptualization and research agenda. <i>Journal of Business Research</i> , 2017, 79, 228-237.	10.2	357
12	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
13	Explaining social exchanges in information-based online communities (IBOCs). <i>Journal of Service Management</i> , 2016, 27, 460-480.	7.2	16
14	Building on the past: advancing theory in services through meta-analysis. <i>Journal of Service Management</i> , 2016, 27, 37-42.	7.2	8
15	Relative measures in service research. <i>Journal of Services Marketing</i> , 2015, 29, 448-452.	3.0	9
16	Revenue and Profit Implications of Industrial Service Strategies. <i>Journal of Service Research</i> , 2014, 17, 23-39.	12.2	241
17	Do Service Guarantees Guarantee Greater Market Value?. <i>Journal of Service Research</i> , 2014, 17, 150-163.	12.2	21
18	Methoden und Instrumente zur Messung und Verbesserung der Produktivität industrieller Dienstleistungen in KMU. , 2014, , 1-51.		1

#	ARTICLE	IF	CITATIONS
19	Mit industriellen Dienstleistungen zum Erfolg – Ein –berblick. , 2013, , 85-100.		5
20	Does the Service-Profit Chain Hold True? A Meta-Analysis (WITHDRAWN). Proceedings - Academy of Management, 2013, 2013, 15569.	0.1	0
21	Toward a deeper understanding of service marketing: The past, the present, and the future. International Journal of Research in Marketing, 2011, 28, 231-247.	4.2	92
22	Understanding Money-Back Guarantees: Cognitive, Affective, and Behavioral Outcomes. Journal of Retailing, 2011, 87, 462-478.	6.2	95
23	Industrial services, product innovations, and firm profitability: A multiple-group latent growth curve analysis. Industrial Marketing Management, 2011, 40, 661-670.	6.7	172
24	Twenty Years of Service Guarantee Research. Journal of Service Research, 2009, 11, 322-343.	12.2	88
25	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