

Holger Roschk

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/8388495/publications.pdf>

Version: 2024-02-01

22
papers

1,122
citations

933447

10
h-index

888059

17
g-index

24
all docs

24
docs citations

24
times ranked

820
citing authors

#	ARTICLE	IF	CITATIONS
1	A Meta-Analysis of Organizational Complaint Handling and Customer Responses. Journal of Service Research, 2011, 14, 24-43.	12.2	323
2	Calibrating 30 Years of Experimental Research: A Meta-Analysis of the Atmospheric Effects of Music, Scent, and Color. Journal of Retailing, 2017, 93, 228-240.	6.2	172
3	The nature of an apology: An experimental study on how to apologize after a service failure. Marketing Letters, 2013, 24, 293-309.	2.9	133
4	Identifying Appropriate Compensation Types for Service Failures. Journal of Service Research, 2014, 17, 195-211.	12.2	116
5	Differential effects of atmospheric cues on emotions and loyalty intention with respect to age under online/offline environment. Journal of Retailing and Consumer Services, 2014, 21, 211-219.	9.4	103
6	Pleasant Ambient Scents: A Meta-Analysis of Customer Responses and Situational Contingencies. Journal of Marketing, 2020, 84, 125-145.	11.3	53
7	Do complainants appreciate overcompensation? A meta-analysis on the effect of simple compensation vs. overcompensation on post-complaint satisfaction. Marketing Letters, 2011, 22, 31-47.	2.9	52
8	Compensation Revisited. Journal of Service Research, 2017, 20, 393-408.	12.2	51
9	Eastern versus Western Culture Pricing Strategy: Superstition, Lucky Numbers, and Localization. Journal of International Marketing, 2017, 25, 72-90.	4.4	30
10	Age matters: How developmental stages of adulthood affect customer reaction to complaint handling efforts. Journal of Retailing and Consumer Services, 2013, 20, 154-164.	9.4	25
11	Consumer Brand Bullying Behaviour in Online Communities of Service Firms. , 2018, , 289-312.		16
12	What else can your payment card do? Multifunctionality of payment modes can reduce payment transparency. Marketing Letters, 2018, 29, 61-72.	2.9	11
13	Talking about Films: Word-of-Mouth Behavior and the Network of Success Determinants of Motion Pictures. Journal of Promotion Management, 2013, 19, 299-316.	3.4	10
14	Bad Intentions: Customers'™ Negative Reactions to Intentional Failures and Mitigating Conditions. Journal of Travel Research, 2022, 61, 1808-1827.	9.0	10
15	Cognitive Image, Mental Imagery, and Responses (CI-MI-R): Mediation and Moderation Effects. Journal of Travel Research, 2022, 61, 903-920.	9.0	7
16	Investigating consumers'™ motives for consumer brand-cyberbullying on social media. Information Society, 2022, 38, 1-12.	2.9	5
17	Insights from Social Resource Theory for Service Business Development. , 2018, , 41-58.		2
18	Premiumhandelsmarken - Erkenntnisstand aus zehn Jahren Forschung im Lebensmitteleinzelhandel. Marketing, Zeitschrift Fur Forschung Und Praxis, 2015, 37, 173-187.	0.2	1

#	ARTICLE	IF	CITATIONS
19	Gerechtigkeit bei der Beschwerdebehandlung. , 2011, , .		1
20	â€œTit for Tatâ€œ”The Outcomes of Coaching in Service Companies. Coaching Theorie & Praxis, 0, , 1.	1.5	0
21	A Cross-National Observation of Counter-Cultural Consumer Behaviour. Marketing, Zeitschrift Fur Forschung Und Praxis, 2016, 38, 150-162.	0.2	0
22	Urban Agriculture as Cooperative Service and Its Contribution to Food Security â€“ Participants and Nonparticipants Perspective. Forum Dienstleistungsmanagement, 2019, , 113-129.	1.2	0