

Magnus SÅderlund

List of Publications by Year in descending order

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48
papers

1,942
citations

331670

21
h-index

265206

42
g-index

48
all docs

48
docs citations

48
times ranked

1273
citing authors

#	ARTICLE	IF	CITATIONS
1	When service robots look at themselves in the mirror: An examination of the effects of perceptions of robotic self-recognition. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102820.	9.4	12
2	Responsible service employee behaviour and its impact on customer satisfaction during the coronavirus crisis. <i>International Review of Retail, Distribution and Consumer Research</i> , 2022, 32, 184-200.	2.0	1
3	The hard-working virtual agent in the service encounter boosts customer satisfaction. <i>International Review of Retail, Distribution and Consumer Research</i> , 2022, 32, 388-404.	2.0	6
4	Service robots with (perceived) theory of mind: An examination of humans' reactions. <i>Journal of Retailing and Consumer Services</i> , 2022, 67, 102999.	9.4	26
5	There is no place like home: home satisfaction and customer satisfaction in online grocery retailing. <i>International Review of Retail, Distribution and Consumer Research</i> , 2022, 32, 370-387.	2.0	2
6	The happy virtual agent and its impact on the human customer in the service encounter. <i>Journal of Retailing and Consumer Services</i> , 2021, 59, 102401.	9.4	30
7	Service encounters with virtual agents: an examination of perceived humanness as a source of customer satisfaction. <i>European Journal of Marketing</i> , 2021, 55, 94-121.	2.9	38
8	The robot-to-robot service encounter: an examination of the impact of inter-robot warmth. <i>Journal of Services Marketing</i> , 2021, 35, 15-27.	3.0	21
9	Employee encouragement of self-disclosure in the service encounter and its impact on customer satisfaction. <i>Journal of Retailing and Consumer Services</i> , 2020, 53, 102001.	9.4	15
10	Extending the experience construct: an examination of online grocery shopping. <i>European Journal of Marketing</i> , 2020, 54, 2419-2446.	2.9	49
11	Employee norm-violations in the service encounter during the corona pandemic and their impact on customer satisfaction. <i>Journal of Retailing and Consumer Services</i> , 2020, 57, 102209.	9.4	20
12	Can the label "member" in a loyalty program context boost customer satisfaction?. <i>International Review of Retail, Distribution and Consumer Research</i> , 2019, 29, 340-357.	2.0	5
13	Screen size effects in online data collections. <i>Journal of Consumer Marketing</i> , 2019, 36, 751-759.	2.3	3
14	Thinking about service encounters boosts talking about them. <i>Journal of Consumer Marketing</i> , 2019, 36, 506-515.	2.3	1
15	Employee emotional displays in the extended service encounter. <i>Journal of Service Management</i> , 2019, 31, 115-136.	7.2	10
16	Watching Others Receive Unearned Superior Treatment: Examining the Effects on Tourists Who Receive Less Than Their Peers. <i>Journal of Travel Research</i> , 2019, 58, 1175-1192.	9.0	9
17	Short brand stories on packaging: An examination of consumer responses. <i>Psychology and Marketing</i> , 2018, 35, 294-306.	8.2	32
18	Joking with customers in the service encounter has a negative impact on customer satisfaction: Replication and extension. <i>Journal of Retailing and Consumer Services</i> , 2018, 42, 55-64.	9.4	23

#	ARTICLE	IF	CITATIONS
19	The proactive employee on the floor of the store and the impact on customer satisfaction. <i>Journal of Retailing and Consumer Services</i> , 2018, 43, 46-53.	9.4	38
20	The allure of the bottle as a package: an assessment of perceived effort in a packaging context. <i>Journal of Product and Brand Management</i> , 2017, 26, 91-100.	4.3	15
21	Jokes in the store and its effects on customer satisfaction. <i>International Review of Retail, Distribution and Consumer Research</i> , 2017, 27, 260-283.	2.0	9
22	The depicted service employee in marketing communications: An empirical assessment of the impact of facial happiness. <i>Journal of Retailing and Consumer Services</i> , 2017, 38, 186-193.	9.4	22
23	Influencing consumers to choose environment friendly offerings: Evidence from field experiments. <i>Journal of Business Research</i> , 2017, 76, 89-97.	10.2	40
24	The consumer experience: The impact of supplier effort and consumer effort on customer satisfaction. <i>Journal of Retailing and Consumer Services</i> , 2017, 39, 219-229.	9.4	39
25	Employee display of burnout in the service encounter and its impact on customer satisfaction. <i>Journal of Retailing and Consumer Services</i> , 2017, 37, 168-176.	9.4	31
26	Employee Mere Presence and Its Impact on Customer Satisfaction. <i>Psychology and Marketing</i> , 2016, 33, 449-464.	8.2	37
27	Multi-level loyalty program rewards and their effects on top-tier customers and second-tier customers. <i>Journal of Consumer Marketing</i> , 2016, 33, 162-171.	2.3	17
28	The Effects of Humour in Online Recruitment Advertising. <i>Australasian Marketing Journal</i> , 2016, 24, 180-186.	5.4	14
29	Spreading joy: examining the effects of smiling models on consumer joy and attitudes. <i>Journal of Consumer Marketing</i> , 2015, 32, 459-469.	2.3	34
30	Merely asking the customer to recommend has an impact on word-of-mouth activity. <i>Journal of Retailing and Consumer Services</i> , 2015, 27, 80-89.	9.4	15
31	Loyalty program rewards and their impact on perceived justice, customer satisfaction, and repatronize intentions. <i>Journal of Retailing and Consumer Services</i> , 2015, 25, 47-57.	9.4	54
32	Preferential treatment in the service encounter. <i>Journal of Service Management</i> , 2014, 25, 512-530.	7.2	18
33	When the customer has left the store: An examination of the potential for satisfaction rub-off effects and purchase versus no purchase implications. <i>Journal of Retailing and Consumer Services</i> , 2014, 21, 529-536.	9.4	15
34	Positive social behaviors and suggestive selling in the same service encounter. <i>Managing Service Quality</i> , 2013, 23, 305-320.	2.4	14
35	The Homicidol Effect: Investigating Murder as a Fitness Signal. <i>Journal of Social Psychology</i> , 2012, 152, 147-157.	1.5	4
36	Other customers in the retail environment and their impact on the customer's evaluations of the retailer. <i>Journal of Retailing and Consumer Services</i> , 2011, 18, 174-182.	9.4	52

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37	The "killer" ad: an assessment of advertising violence. <i>European Journal of Marketing</i> , 2010, 44, 1811-1838.	2.9	17
38	The happy versus unhappy service worker in the service encounter: Assessing the impact on customer satisfaction. <i>Journal of Retailing and Consumer Services</i> , 2010, 17, 161-169.	9.4	38
39	Physical attractiveness of the service worker in the moment of truth and its effects on customer satisfaction. <i>Journal of Retailing and Consumer Services</i> , 2009, 16, 216-226.	9.4	100
40	Revisiting the smiling service worker and customer satisfaction. <i>Journal of Service Management</i> , 2008, 19, 552-574.	2.0	87
41	Receiving word-of-mouth from the service customer: An emotion-based effectiveness assessment. <i>Journal of Retailing and Consumer Services</i> , 2007, 14, 123-136.	9.4	153
42	Measuring customer loyalty with multi-item scales. <i>Journal of Service Management</i> , 2006, 17, 76-98.	2.0	207
43	Assessing behavior before it becomes behavior. <i>Journal of Service Management</i> , 2005, 16, 169-185.	2.0	56
44	The variable nature of services: An empirical examination of trust and its effects on customers' satisfaction responses to poor and good service. <i>Total Quality Management and Business Excellence</i> , 2003, 14, 291-304.	3.8	14
45	The retrospective and the prospective mind and the temporal framing of customer satisfaction. <i>European Journal of Marketing</i> , 2003, 37, 1375-1390.	2.9	19
46	Customer Satisfaction and its Influence on Different Behavioural Intention Constructs. <i>Journal of Customer Behavior</i> , 2002, 1, 145-166.	0.0	9
47	Customer familiarity and its effects on satisfaction and behavioral intentions. <i>Psychology and Marketing</i> , 2002, 19, 861-879.	8.2	168
48	Customer satisfaction and its consequences on customer behaviour revisited. <i>Journal of Service Management</i> , 1998, 9, 169-188.	2.0	303