

Jonas Holmqvist

List of Publications by Year in descending order

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Version: 2024-02-01

22
papers

947
citations

471371

17
h-index

713332

21
g-index

22
all docs

22
docs citations

22
times ranked

534
citing authors

#	ARTICLE	IF	CITATIONS
1	How Does Language Matter for Services? Challenges and Propositions for Service Research. Journal of Service Research, 2012, 15, 430-442.	7.8	100
2	Moments of luxury: Hedonic escapism as a luxury experience. Journal of Business Research, 2020, 116, 503-513.	5.8	96
3	Luxury services. Journal of Service Management, 2020, 31, 665-691.	4.4	86
4	Luxury in the digital age: A multi-actor service encounter perspective. Journal of Business Research, 2020, 121, 747-756.	5.8	67
5	Consumer willingness to communicate in a second language. Management Decision, 2014, 52, 950-966.	2.2	62
6	Conceptualizing unconventional luxury. Journal of Business Research, 2020, 116, 441-445.	5.8	62
7	Consumer language preferences in service encounters: a cross-cultural perspective. Managing Service Quality, 2011, 21, 178-191.	2.4	59
8	The impact of an exciting store environment on consumer pleasure and shopping intentions. International Journal of Research in Marketing, 2015, 32, 117-119.	2.4	57
9	Speak my language if you want my money. European Journal of Marketing, 2013, 47, 1276-1292.	1.7	54
10	Language use in services: Recent advances and directions for future research. Journal of Business Research, 2017, 72, 114-118.	5.8	51
11	Examining the relationship between language divergence and word-of-mouth intentions. Journal of Business Research, 2014, 67, 1601-1608.	5.8	40
12	The authentic service employee: Service employees' language use for authentic service experiences. Journal of Business Research, 2017, 72, 199-209.	5.8	40
13	Understanding the value process: Value creation in a luxury service context. Journal of Business Research, 2020, 120, 114-126.	5.8	39
14	The role of psychological distance in value creation. Management Decision, 2015, 53, 1430-1451.	2.2	32
15	Perceived importance of native language use in service encounters. Service Industries Journal, 2013, 33, 1659-1671.	5.0	30
16	Assembling tribes. European Journal of Marketing, 2020, 54, 999-1024.	1.7	23
17	The Language Backfire Effect: How Frontline Employees Decrease Customer Satisfaction through Language Use. Journal of Retailing, 2019, 95, 115-129.	4.0	21
18	Service ecosystems, markets and business networks. TQM Journal, 2017, 29, 800-810.	2.1	20

#	ARTICLE	IF	CITATIONS
19	Discrimination in Services: How Service Recovery Efforts Change with Customer Accent. Journal of Business Ethics, 2022, 180, 355-372.	3.7	4
20	Cross-Border Communication and Private Participation Projects: The Role of Genealogical Language Distance. Management International Review, 2019, 59, 1009-1033.	2.1	2
21	Liquid, solid and in-between: service relationships in global mobility. Consumption Markets and Culture, 2021, 24, 575-595.	1.3	1
22	Managing the Exclusivity of Luxury Service Experiences. , 2022, , 263-276.		1