

Jonas Holmqvist

List of Publications by Citations

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

22
papers

595
citations

15
h-index

22
g-index

22
ext. papers

770
ext. citations

6
avg, IF

4.93
L-index

#	Paper	IF	Citations
22	How Does Language Matter for Services? Challenges and Propositions for Service Research. <i>Journal of Service Research</i> , 2012 , 15, 430-442	6	71
21	Consumer willingness to communicate in a second language. <i>Management Decision</i> , 2014 , 52, 950-966	4.4	51
20	Consumer language preferences in service encounters: a cross-cultural perspective. <i>Managing Service Quality</i> , 2011 , 21, 178-191		50
19	Moments of luxury: Hedonic escapism as a luxury experience. <i>Journal of Business Research</i> , 2020 , 116, 503-513	8.7	46
18	The impact of an exciting store environment on consumer pleasure and shopping intentions. <i>International Journal of Research in Marketing</i> , 2015 , 32, 117-119	5.5	38
17	Speak my language if you want my money. <i>European Journal of Marketing</i> , 2013 , 47, 1276-1292	4.4	37
16	Language use in services: Recent advances and directions for future research. <i>Journal of Business Research</i> , 2017 , 72, 114-118	8.7	35
15	Conceptualizing unconventional luxury. <i>Journal of Business Research</i> , 2020 , 116, 441-445	8.7	34
14	Examining the relationship between language divergence and word-of-mouth intentions. <i>Journal of Business Research</i> , 2014 , 67, 1601-1608	8.7	33
13	Luxury services. <i>Journal of Service Management</i> , 2020 , 31, 665-691	7.4	33
12	Luxury in the digital age: A multi-actor service encounter perspective. <i>Journal of Business Research</i> , 2020 , 121, 747-756	8.7	31
11	The authentic service employee: Service employees' language use for authentic service experiences. <i>Journal of Business Research</i> , 2017 , 72, 199-209	8.7	29
10	Perceived importance of native language use in service encounters. <i>Service Industries Journal</i> , 2013 , 33, 1659-1671	5.7	28
9	The role of psychological distance in value creation. <i>Management Decision</i> , 2015 , 53, 1430-1451	4.4	25
8	Service ecosystems, markets and business networks. <i>TQM Journal</i> , 2017 , 29, 800-810	3.4	15
7	Understanding the value process: Value creation in a luxury service context. <i>Journal of Business Research</i> , 2020 , 120, 114-126	8.7	15
6	The Language Backfire Effect: How Frontline Employees Decrease Customer Satisfaction through Language Use. <i>Journal of Retailing</i> , 2019 , 95, 115-129	6.5	14

5	Assembling tribes. <i>European Journal of Marketing</i> , 2020 , 54, 999-1024	4.4	8
4	Cross-Border Communication and Private Participation Projects: The Role of Genealogical Language Distance. <i>Management International Review</i> , 2019 , 59, 1009-1033	3.2	2
3	Liquid, solid and in-between: service relationships in global mobility. <i>Consumption Markets and Culture</i> , 1-21	1.7	0
2	Discrimination in Services: How Service Recovery Efforts Change with Customer Accent. <i>Journal of Business Ethics</i> , 1	4.3	0
1	Managing the Exclusivity of Luxury Service Experiences 2022 , 263-276		