

Thorsten Gruber

List of Publications by Citations

Source: <https://exaly.com/author-pdf/2986129/thorsten-gruber-publications-by-citations.pdf>

Version: 2024-04-27

This document has been generated based on the publications and citations recorded by exaly.com. For the latest version of this publication list, visit the link given above.

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

52
papers

3,894
citations

26
h-index

54
g-index

54
ext. papers

4,707
ext. citations

4.5
avg, IF

5.87
L-index

#	Paper	IF	Citations
52	Expanding understanding of service exchange and value co-creation: a social construction approach. <i>Journal of the Academy of Marketing Science</i> , 2011 , 39, 327-339	12.4	828
51	Understanding Generation Y and their use of social media: a review and research agenda. <i>Journal of Service Management</i> , 2013 , 24, 245-267	7.4	585
50	Brave new world: service robots in the frontline. <i>Journal of Service Management</i> , 2018 , 29, 907-931	7.4	503
49	A triadic framework for collaborative consumption (CC): Motives, activities and resources & capabilities of actors. <i>Journal of Business Research</i> , 2017 , 79, 219-227	8.7	246
48	Examining student satisfaction with higher education services. <i>International Journal of Public Sector Management</i> , 2010 , 23, 105-123	1.9	196
47	Service quality in higher education: The role of student expectations. <i>Journal of Business Research</i> , 2007 , 60, 949-959	8.7	195
46	Co-creation in Radical Service Innovation: A Systematic Analysis of Microlevel Processes. <i>Journal of Product Innovation Management</i> , 2012 , 29, 935-951	7.1	116
45	Individual values and motivational complexities in ethical clothing consumption: A means-end approach. <i>Journal of Marketing Management</i> , 2012 , 28, 373-396	3.2	106
44	Service robots, customers and service employees: what can we learn from the academic literature and where are the gaps?. <i>Journal of Service Theory and Practice</i> , 2020 , 30, 361-391	3.1	104
43	Analyzing Customer Experience Feedback Using Text Mining: A Linguistics-Based Approach. <i>Journal of Service Research</i> , 2014 , 17, 278-295	6	100
42	Every cloud has a silver lining [Exploring the dark side of value co-creation in B2B service networks. <i>Industrial Marketing Management</i> , 2016 , 55, 97-109	6.9	96
41	New development: Healing at a distance Telemedicine and COVID-19. <i>Public Money and Management</i> , 2020 , 40, 483-485	1.5	73
40	Academic sell-out: how an obsession with metrics and rankings is damaging academia. <i>Journal of Marketing for Higher Education</i> , 2014 , 24, 165-177	1.1	59
39	The desired teaching qualities of lecturers in higher education: a means end analysis. <i>Quality Assurance in Education</i> , 2006 , 14, 217-242	1.3	57
38	I want to believe they really care. <i>Journal of Service Management</i> , 2011 , 22, 85-110	7.4	40
37	Complaint management expectations: An online laddering analysis of small versus large firms. <i>Industrial Marketing Management</i> , 2009 , 38, 584-598	6.9	39
36	Handling customer complaints effectively. <i>Managing Service Quality</i> , 2009 , 19, 636-656		38

35	The iPod phenomenon: identifying a market leader's secrets through qualitative marketing research. <i>Journal of Product and Brand Management</i> , 2006 , 15, 239-249	4.3	37
34	Exploring the impact of customer feedback on the well-being of service entities. <i>Journal of Service Management</i> , 2014 , 25, 531-555	7.4	36
33	Services networks: Concept and research agenda. <i>Industrial Marketing Management</i> , 2013 , 42, 3-8	6.9	36
32	Understanding the characteristics of effective professors: the student's perspective. <i>Journal of Marketing for Higher Education</i> , 2010 , 20, 175-190	1.1	35
31	Developing a deeper understanding of the attributes of effective customer contact employees in personal complaint-handling encounters. <i>Journal of Services Marketing</i> , 2009 , 23, 422-435	4	35
30	The Desired Qualities of Customer Contact Employees in Complaint Handling Encounters. <i>Journal of Marketing Management</i> , 2006 , 22, 619-642	3.2	35
29	Service recovery in higher education: Does national culture play a role?. <i>Journal of Marketing Management</i> , 2011 , 27, 1261-1293	3.2	33
28	Designing and conducting online interviews to investigate interesting consumer phenomena. <i>Qualitative Market Research</i> , 2008 , 11, 256-274	1.6	28
27	Analysing the preferred characteristics of frontline employees dealing with customer complaints. <i>TQM Journal</i> , 2011 , 23, 128-144	3.4	26
26	When good news is bad news: the negative impact of positive customer feedback on front-line employee well-being. <i>Journal of Services Marketing</i> , 2015 , 29, 599-612	4	24
25	Investigating the Influence of Professor Characteristics on Student Satisfaction and Dissatisfaction: A Comparative Study. <i>Journal of Marketing Education</i> , 2012 , 34, 165-178	2.1	21
24	Uncovering the desired qualities and behaviours of general practitioners (GPs) during medical (service recovery) encounters. <i>Journal of Service Management</i> , 2011 , 22, 491-521	7.4	21
23	Customer deviance: A framework, prevention strategies, and opportunities for future research. <i>Journal of Business Research</i> , 2020 , 116, 387-400	8.7	19
22	Which classroom service encounters make students happy or unhappy?. <i>International Journal of Educational Management</i> , 2010 , 24, 615-636	0.9	17
21	Elevating the human experience (HX) through service research collaborations: introducing ServCollab. <i>Journal of Service Management</i> , 2020 , 31, 615-635	7.4	15
20	A Cross-Cultural Comparison of Business Complaint Management Expectations. <i>Journal of Marketing Theory and Practice</i> , 2015 , 23, 254-271	2.2	14
19	Getting in with the In Crowd: how to put marketing back on the CEO's agenda. <i>Journal of Service Management</i> , 2014 , 25, 195-212	7.4	14
18	Developing a deeper understanding of positive customer feedback. <i>Journal of Services Marketing</i> , 2018 , 32, 142-160	4	11

17	Complaint resolution management expectations in an asymmetric business-to-business context. <i>Journal of Business and Industrial Marketing</i> , 2010 , 25, 360-371	3	9
16	Revealing the expectations and preferences of complaining customers by combining the laddering interviewing technique with the Kano model of customer satisfaction. <i>Qualitative Market Research</i> , 2008 , 11, 400-413	1.6	9
15	The Long and Winding Road: Building Legitimacy for Complex Social Innovation in Networks. <i>Journal of Product Innovation Management</i> , 2019 , 36, 695-720	7.1	7
14	Does culture impact preferred employee attributes in complaint-handling encounters?. <i>Total Quality Management and Business Excellence</i> , 2013 , 24, 1301-1315	2.7	7
13	Consumer perceptions of Interactive Service Robots: A Value-Dominant Logic perspective 2014 ,		5
12	Special section: advancing customer experience and big data impact via academic-practitioner collaboration. <i>Journal of Services Marketing</i> , 2017 , 31, 142-147	4	4
11	Understanding satisfying service encounters in retail banking - a dyadic perspective. <i>International Journal of Services, Economics and Management</i> , 2013 , 5, 222	0.4	3
10	Service Robots, Customers, and Service Employees: What Can We Learn from the Academic Literature and Where are the Gaps?. <i>SSRN Electronic Journal</i> ,	1	3
9	Online Laddering 2009 , 569-581		2
8	The Dawn of the AI Robots: Towards a New Framework of AI Robot Accountability. <i>Journal of Business Ethics</i> , ¹	4.3	2
7	Justice (is not the same) for all: The role of relationship activity for post-recovery outcomes. <i>Journal of Business Research</i> , 2021 , 134, 342-351	8.7	1
6	Online Laddering 2007 , 569-581		
5	Kollaborativer Konsum in der Sharing Economy [Motive, Aktivitäten und Ressourcen sowie Fähigkeiten von Akteuren. <i>Forum Dienstleistungsmanagement</i> , 2019 , 257-285	0.5	
4	Academic sell-out: How an obsession with metrics and rankings is damaging academia. <i>Zbornik Matice Srpske Za Drustvene Nauke</i> , 2016 , 161-172	0.1	
3	Designing Online Laddering Studies 2012 , 193-215		
2	Service Recovery Encounters in the Classroom. <i>International Journal of Technology and Educational Marketing</i> , 2012 , 2, 1-19		
1	Service Recovery Encounters in the Classroom 2013 , 219-239		