

# Thorsten Gruber

## List of Publications by Year in Descending Order

**Source:** <https://exaly.com/author-pdf/2986129/thorsten-gruber-publications-by-year.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	Justice (is not the same) for all: The role of relationship activity for post-recovery outcomes. <i>Journal of Business Research</i> , <b>2021</b> , 134, 342-351	8.7	1
51	New development: Healing at a distance   Telemedicine and COVID-19. <i>Public Money and Management</i> , <b>2020</b> , 40, 483-485	1.5	73
50	Customer deviance: A framework, prevention strategies, and opportunities for future research. <i>Journal of Business Research</i> , <b>2020</b> , 116, 387-400	8.7	19
49	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> , <b>2020</b> , 30, 361-391	3.1	104
48	Elevating the human experience (HX) through service research collaborations: introducing ServCollab. <i>Journal of Service Management</i> , <b>2020</b> , 31, 615-635	7.4	15
47	The Long and Winding Road: Building Legitimacy for Complex Social Innovation in Networks. <i>Journal of Product Innovation Management</i> , <b>2019</b> , 36, 695-720	7.1	7
46	Kollaborativer Konsum in der Sharing Economy   Motive, Aktivitäten und Ressourcen sowie Fähigkeiten von Akteuren. <i>Forum Dienstleistungsmanagement</i> , <b>2019</b> , 257-285	0.5	
45	Developing a deeper understanding of positive customer feedback. <i>Journal of Services Marketing</i> , <b>2018</b> , 32, 142-160	4	11
44	Brave new world: service robots in the frontline. <i>Journal of Service Management</i> , <b>2018</b> , 29, 907-931	7.4	503
43	Special section: advancing customer experience and big data impact via academic-practitioner collaboration. <i>Journal of Services Marketing</i> , <b>2017</b> , 31, 142-147	4	4
42	A triadic framework for collaborative consumption (CC): Motives, activities and resources & capabilities of actors. <i>Journal of Business Research</i> , <b>2017</b> , 79, 219-227	8.7	246
41	Every cloud has a silver lining   Exploring the dark side of value co-creation in B2B service networks. <i>Industrial Marketing Management</i> , <b>2016</b> , 55, 97-109	6.9	96
40	Academic sell-out: How an obsession with metrics and rankings is damaging academia. <i>Zbornik Matice Srpske Za Društvene Nauke</i> , <b>2016</b> , 161-172	0.1	
39	A Cross-Cultural Comparison of Business Complaint Management Expectations. <i>Journal of Marketing Theory and Practice</i> , <b>2015</b> , 23, 254-271	2.2	14
38	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> , <b>2015</b> , 29, 599-612	4	24
37	Analyzing Customer Experience Feedback Using Text Mining: A Linguistics-Based Approach. <i>Journal of Service Research</i> , <b>2014</b> , 17, 278-295	6	100
36	Exploring the impact of customer feedback on the well-being of service entities. <i>Journal of Service Management</i> , <b>2014</b> , 25, 531-555	7.4	36

35	Getting in with the In Crowd: how to put marketing back on the CEO's agenda. <i>Journal of Service Management</i> , <b>2014</b> , 25, 195-212	7.4	14
34	Academic sell-out: how an obsession with metrics and rankings is damaging academia. <i>Journal of Marketing for Higher Education</i> , <b>2014</b> , 24, 165-177	1.1	59
33	Consumer perceptions of Interactive Service Robots: A Value-Dominant Logic perspective <b>2014</b> ,		5
32	Services networks: Concept and research agenda. <i>Industrial Marketing Management</i> , <b>2013</b> , 42, 3-8	6.9	36
31	Understanding Generation Y and their use of social media: a review and research agenda. <i>Journal of Service Management</i> , <b>2013</b> , 24, 245-267	7.4	585
30	Does culture impact preferred employee attributes in complaint-handling encounters?. <i>Total Quality Management and Business Excellence</i> , <b>2013</b> , 24, 1301-1315	2.7	7
29	Understanding satisfying service encounters in retail banking - a dyadic perspective. <i>International Journal of Services, Economics and Management</i> , <b>2013</b> , 5, 222	0.4	3
28	Service Recovery Encounters in the Classroom <b>2013</b> , 219-239		
27	Investigating the Influence of Professor Characteristics on Student Satisfaction and Dissatisfaction: A Comparative Study. <i>Journal of Marketing Education</i> , <b>2012</b> , 34, 165-178	2.1	21
26	Co-creation in Radical Service Innovation: A Systematic Analysis of Microlevel Processes. <i>Journal of Product Innovation Management</i> , <b>2012</b> , 29, 935-951	7.1	116
25	Individual values and motivational complexities in ethical clothing consumption: A means-end approach. <i>Journal of Marketing Management</i> , <b>2012</b> , 28, 373-396	3.2	106
24	Designing Online Laddering Studies <b>2012</b> , 193-215		
23	Service Recovery Encounters in the Classroom. <i>International Journal of Technology and Educational Marketing</i> , <b>2012</b> , 2, 1-19		
22	Analysing the preferred characteristics of frontline employees dealing with customer complaints. <i>TQM Journal</i> , <b>2011</b> , 23, 128-144	3.4	26
21	Expanding understanding of service exchange and value co-creation: a social construction approach. <i>Journal of the Academy of Marketing Science</i> , <b>2011</b> , 39, 327-339	12.4	828
20	I want to believe they really care. <i>Journal of Service Management</i> , <b>2011</b> , 22, 85-110	7.4	40
19	Service recovery in higher education: Does national culture play a role?. <i>Journal of Marketing Management</i> , <b>2011</b> , 27, 1261-1293	3.2	33
18	Uncovering the desired qualities and behaviours of general practitioners (GPs) during medical (service recovery) encounters. <i>Journal of Service Management</i> , <b>2011</b> , 22, 491-521	7.4	21

17	Understanding the characteristics of effective professors: the student's perspective. <i>Journal of Marketing for Higher Education</i> , <b>2010</b> , 20, 175-190	1.1	35
16	Complaint resolution management expectations in an asymmetric business-to-business context. <i>Journal of Business and Industrial Marketing</i> , <b>2010</b> , 25, 360-371	3	9
15	Examining student satisfaction with higher education services. <i>International Journal of Public Sector Management</i> , <b>2010</b> , 23, 105-123	1.9	196
14	Which classroom service encounters make students happy or unhappy?. <i>International Journal of Educational Management</i> , <b>2010</b> , 24, 615-636	0.9	17
13	Developing a deeper understanding of the attributes of effective customer contact employees in personal complaint-handling encounters. <i>Journal of Services Marketing</i> , <b>2009</b> , 23, 422-435	4	35
12	Complaint management expectations: An online laddering analysis of small versus large firms. <i>Industrial Marketing Management</i> , <b>2009</b> , 38, 584-598	6.9	39
11	Handling customer complaints effectively. <i>Managing Service Quality</i> , <b>2009</b> , 19, 636-656		38
10	Online Laddering <b>2009</b> , 569-581		2
9	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> , <b>2008</b> , 11, 400-413	1.6	9
8	Designing and conducting online interviews to investigate interesting consumer phenomena. <i>Qualitative Market Research</i> , <b>2008</b> , 11, 256-274	1.6	28
7	Service quality in higher education: The role of student expectations. <i>Journal of Business Research</i> , <b>2007</b> , 60, 949-959	8.7	195
6	Online Laddering <b>2007</b> , 569-581		
5	The desired teaching qualities of lecturers in higher education: a means end analysis. <i>Quality Assurance in Education</i> , <b>2006</b> , 14, 217-242	1.3	57
4	The iPod phenomenon: identifying a market leader's secrets through qualitative marketing research. <i>Journal of Product and Brand Management</i> , <b>2006</b> , 15, 239-249	4.3	37
3	The Desired Qualities of Customer Contact Employees in Complaint Handling Encounters. <i>Journal of Marketing Management</i> , <b>2006</b> , 22, 619-642	3.2	35
2	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
1	The Dawn of the AI Robots: Towards a New Framework of AI Robot Accountability. <i>Journal of Business Ethics</i> , <sup>1</sup>	4.3	2