

Jamie Carlson

List of Publications by Year in descending order

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Version: 2024-02-01

46
papers

2,754
citations

279701

23
h-index

265120

42
g-index

47
all docs

47
docs citations

47
times ranked

1891
citing authors

#	ARTICLE	IF	CITATIONS
1	Setting the future of digital and social media marketing research: Perspectives and research propositions. <i>International Journal of Information Management</i> , 2021, 59, 102168.	10.5	637
2	Examining the drivers and brand performance implications of customer engagement with brands in the social media environment. <i>Journal of Brand Management</i> , 2014, 21, 495-515.	2.0	297
3	Exploring the relationships between e-service quality, satisfaction, attitudes and behaviours in content-driven e-service web sites. <i>Journal of Services Marketing</i> , 2010, 24, 112-127.	1.7	241
4	Customer engagement behaviours in social media: capturing innovation opportunities. <i>Journal of Services Marketing</i> , 2018, 32, 83-94.	1.7	193
5	Examining the effects of website-induced flow in professional sporting team websites. <i>Internet Research</i> , 2010, 20, 115-134.	2.7	149
6	Enhancing brand relationship performance through customer participation and value creation in social media brand communities. <i>Journal of Retailing and Consumer Services</i> , 2019, 50, 333-341.	5.3	120
7	Assessing customers' perceived value of the online channel of multichannel retailers: A two country examination. <i>Journal of Retailing and Consumer Services</i> , 2015, 27, 90-102.	5.3	112
8	Feel the VIBE: Examining value-in-the-brand-page-experience and its impact on satisfaction and customer engagement behaviours in mobile social media. <i>Journal of Retailing and Consumer Services</i> , 2019, 46, 149-162.	5.3	111
9	Developing a framework for understanding e-service quality, its antecedents, consequences, and mediators. <i>Managing Service Quality</i> , 2011, 21, 264-286.	2.4	105
10	An E-Retailing Assessment of Perceived Website-Service Innovativeness: Implications for Website Quality Evaluations, Trust, Loyalty and Word of Mouth. <i>Australasian Marketing Journal</i> , 2012, 20, 28-36.	3.5	84
11	An empirical assessment of consumers' evaluations of web site service quality: conceptualizing and testing a formative model. <i>Journal of Services Marketing</i> , 2012, 26, 419-434.	1.7	56
12	The Effects of Market Orientation, Technological Opportunism, and E-Business Adoption on Performance: A Moderated Mediation Analysis. <i>Australasian Marketing Journal</i> , 2012, 20, 136-146.	3.5	49
13	Optimizing the Online Channel in Professional Sport to Create Trusting and Loyal Consumers: The Role of the Professional Sports Team Brand and Service Quality. <i>Journal of Sport Management</i> , 2012, 26, 463-478.	0.7	48
14	Creating commercially compelling website-service encounters: an examination of the effect of website-service interface performance components on flow experiences. <i>Electronic Markets</i> , 2011, 21, 237-253.	4.4	45
15	Theories Informing eHealth Implementation: Systematic Review and Typology Classification. <i>Journal of Medical Internet Research</i> , 2021, 23, e18500.	2.1	44
16	B2B marketing scholarship and the UN sustainable development goals (SDGs): A systematic literature review. <i>Industrial Marketing Management</i> , 2022, 101, 12-32.	3.7	41
17	Factors Affecting Group-Oriented Travel Intention to Major Events. <i>Journal of Travel and Tourism Marketing</i> , 2012, 29, 185-204.	3.1	39
18	Go with the flow: engineering flow experiences for customer engagement value creation in branded social media environments. <i>Journal of Brand Management</i> , 2017, 24, 334-348.	2.0	39

#	ARTICLE	IF	CITATIONS
19	Customer engagement with brands in social media platforms. <i>European Journal of Marketing</i> , 2019, 53, 1733-1758.	1.7	36
20	Engaging Gen Y Customers in Online Brand Communities: A Cross-National Assessment. <i>International Journal of Information Management</i> , 2021, 56, 102252.	10.5	36
21	Managing web site performance taking account of the contingency role of branding in multi-channel retailing. <i>Journal of Consumer Marketing</i> , 2011, 28, 524-531.	1.2	30
22	Understanding communal and individual customer experiences in group-oriented event tourism: an activity theory perspective. <i>Journal of Marketing Management</i> , 2016, 32, 900-925.	1.2	24
23	A Data-Driven Approach to Reverse Engineering Customer Engagement Models: Towards Functional Constructs. <i>PLoS ONE</i> , 2014, 9, e102768.	1.1	24
24	Cultivating group-oriented travel behaviour to major events: assessing the importance of customer-perceived value, enduring event involvement and attitude towards the host destination. <i>Journal of Marketing Management</i> , 2015, 31, 1065-1089.	1.2	23
25	Modeling a Formative Measure of Relationship Quality and Its Effects: Evidence From the Hong Kong Retail Banking Industry. <i>Services Marketing Quarterly</i> , 2013, 34, 139-158.	0.7	22
26	Examining the influence of different levels of sexual-stimuli intensity by gender on advertising effectiveness. <i>Journal of Marketing Management</i> , 2014, 30, 697-718.	1.2	22
27	Families and food: exploring food well-being in poverty. <i>European Journal of Marketing</i> , 2018, 52, 2423-2448.	1.7	21
28	Examining determinants of cross buying behaviour in retail banking. <i>International Journal of Quality and Reliability Management</i> , 2015, 32, 863-880.	1.3	16
29	A Hierarchical Model of Perceived Value of Group-Oriented Travel Experiences to Major Events and its Influences on Satisfaction and Future Group-Travel Intentions. <i>Journal of Travel and Tourism Marketing</i> , 2016, 33, 1251-1267.	3.1	16
30	Re-imagining Marketing Scholarship in the era of the UN Sustainable Development Goals. <i>Australasian Marketing Journal</i> , 2022, 30, 97-106.	3.5	14
31	An Examination of Not-For-Profit Stakeholder Networks for Relationship Management: A Small-Scale Analysis on Social Media. <i>PLoS ONE</i> , 2016, 11, e0163914.	1.1	8
32	Does Sexual-Stimuli Intensity and Sexual Self-Schema Influence Female Consumers' Reactions toward Sexualised Advertising? An Australian Perspective. <i>Australasian Marketing Journal</i> , 2015, 23, 188-195.	3.5	6
33	The ties that bind us: examining relationship marketing orientation and its impact on firm performance in the information systems outsourcing services sector. <i>Journal of Strategic Marketing</i> , 2017, 25, 495-510.	3.7	6
34	The weight of the saddened soul: the bidirectionality between physical heaviness and sadness and its implications for sensory marketing. <i>Journal of Marketing Management</i> , 2017, 33, 917-941.	1.2	5
35	To follow the yellow brick road: exploring the journey to mental well-being consumption. <i>Journal of Marketing Management</i> , 2018, 34, 1557-1586.	1.2	5
36	Introduction to the special issue "Retailing and Consumer Services in Emerging Markets. <i>Journal of Retailing and Consumer Services</i> , 2019, 46, 130-132.	5.3	5

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37	eHealth Services and SDG3: Increasing the Capacity of Care. Australasian Marketing Journal, 2022, 30, 131-141.	3.5	5
38	Advancing Food Well-Being in Poverty Through Intersectionality. Australasian Marketing Journal, 2022, 30, 278-287.	3.5	4
39	New Insights into Consumer Loyalty of Website-Services. , 2013, , 246-257.		4
40	SafeCX: a framework for safe customer experience in omnichannel retailing. Journal of Services Marketing, 2022, 36, 499-529.	1.7	4
41	An Examination of Website Quality Dimensions in Australian e-Retailing: A Confirmatory Factor Analysis Approach. Lecture Notes in Computer Science, 2004, , 410-418.	1.0	3
42	Engagement in Motion: Exploring Short Term Dynamics in Page-Level Social Media Metrics. , 2014, , .		3
43	Examining word association networks: A cross-country comparison of women's perceptions of HPV testing and vaccination. PLoS ONE, 2017, 12, e0185669.	1.1	1
44	Return on Investment of Complaint Management: A Review and Research Agenda. Australasian Marketing Journal, 2023, 31, 350-360.	3.5	1
45	Examining Factors Affecting Mobile Social Media Customer-To-Customer Interactions in Real-Time Service Encounters. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2016, , 457-465.	0.1	0
46	Clustering Consumers and Cluster-Specific Behavioural Models. , 2019, , 235-267.		0