Jamie Carlson

List of Publications by Year
in descending order

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	Return on Investment of Complaint Management: A Review and Research Agenda. Australasian Marketing Journal, 2023, 31, 350-360.	3.5	1
2	Advancing Food Well-Being in Poverty Through Intersectionality. Australasian Marketing Journal, 2022, 30, 278-287.	3.5	4
3	B2B marketing scholarship and the UN sustainable development goals (SDGs): A systematic literature review. Industrial Marketing Management, 2022, 101, 12-32.	3.7	41
4	SafeCX: a framework for safe customer experience in omnichannel retailing. Journal of Services Marketing, 2022, 36, 499-529.	1.7	4
5	eHealth Services and SDG3: Increasing the Capacity of Care. Australasian Marketing Journal, 2022, 30, 131-141.	3.5	5
6	Re-imagining Marketing Scholarship in the era of the UN Sustainable Development Goals. Australasian Marketing Journal, 2022, 30, 97-106.	3.5	14
7	Setting the future of digital and social media marketing research: Perspectives and research propositions. International Journal of Information Management, 2021, 59, 102168.	10.5	637
8	Engaging Gen Y Customers in Online Brand Communities: A Cross-National Assessment. International Journal of Information Management, 2021, 56, 102252.	10.5	36
9	Theories Informing eHealth Implementation: Systematic Review and Typology Classification. Journal of Medical Internet Research, 2021, 23, e18500.	2.1	44
10	Enhancing brand relationship performance through customer participation and value creation in social media brand communities. Journal of Retailing and Consumer Services, 2019, 50, 333-341.	5.3	120
11	Clustering Consumers and Cluster-Specific Behavioural Models. , 2019, , 235-267.		0
12	Customer engagement with brands in social media platforms. European Journal of Marketing, 2019, 53, 1733-1758.	1.7	36
13	Introduction to the special issue â€" Retailing and Consumer Services in Emerging Markets. Journal of Retailing and Consumer Services, 2019, 46, 130-132.	5.3	5
14	Feel the VIBE: Examining value-in-the-brand-page-experience and its impact on satisfaction and customer engagement behaviours in mobile social media. Journal of Retailing and Consumer Services, 2019, 46, 149-162.	5.3	111
15	Customer engagement behaviours in social media: capturing innovation opportunities. Journal of Services Marketing, 2018, 32, 83-94.	1.7	193
16	To follow the yellow brick road: exploring the journey to mental well-being consumption. Journal of Marketing Management, 2018, 34, 1557-1586.	1.2	5
17	Families and food: exploring food well-being in poverty. European Journal of Marketing, 2018, 52, 2423-2448.	1.7	21
18	The ties that bind us: examining relationship marketing orientation and its impact on firm performance in the information systems outsourcing services sector. Journal of Strategic Marketing, 2017, 25, 495-510.	3.7	6

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19	The weight of the saddened soul: the bidirectionality between physical heaviness and sadness and its implications for sensory marketing. Journal of Marketing Management, 2017, 33, 917-941.	1.2	5
20	Go with the flow: engineering flow experiences for customer engagement value creation in branded social media environments. Journal of Brand Management, 2017, 24, 334-348.	2.0	39
21	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
22	Understanding communal and individual customer experiences in group-oriented event tourism: an activity theory perspective. Journal of Marketing Management, 2016, 32, 900-925.	1.2	24
23	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
24	A Hierarchical Model of Perceived Value of Group-Oriented Travel Experiences to Major Events and its Influences on Satisfaction and Future Group-Travel Intentions. Journal of Travel and Tourism Marketing, 2016, 33, 1251-1267.	3.1	16
25	An Examination of Not-For-Profit Stakeholder Networks for Relationship Management: A Small-Scale Analysis on Social Media. PLoS ONE, 2016, 11, e0163914.	1.1	8
26	Examining determinants of cross buying behaviour in retail banking. International Journal of Quality and Reliability Management, 2015, 32, 863-880.	1.3	16
27	Assessing customers' perceived value of the online channel of multichannel retailers: A two country examination. Journal of Retailing and Consumer Services, 2015, 27, 90-102.	5.3	112
28	Cultivating group-oriented travel behaviour to major events: assessing the importance of customer-perceived value, enduring event involvement and attitude towards the host destination. Journal of Marketing Management, 2015, 31, 1065-1089.	1.2	23
29	Does Sexual-Stimuli Intensity and Sexual Self-Schema Influence Female Consumers' Reactions toward Sexualised Advertising? An Australian Perspective. Australasian Marketing Journal, 2015, 23, 188-195.	3.5	6
30	Examining the influence of different levels of sexual-stimuli intensity by gender on advertising effectiveness. Journal of Marketing Management, 2014, 30, 697-718.	1.2	22
31	Engagement in Motion: Exploring Short Term Dynamics in Page-Level Social Media Metrics. , 2014, , .		3
32	Examining the drivers and brand performance implications of customer engagement with brands in the social media environment. Journal of Brand Management, 2014, 21, 495-515.	2.0	297
33	A Data-Driven Approach to Reverse Engineering Customer Engagement Models: Towards Functional Constructs. PLoS ONE, 2014, 9, e102768.	1.1	24
34	Modeling a Formative Measure of Relationship Quality and Its Effects: Evidence From the Hong Kong Retail Banking Industry. Services Marketing Quarterly, 2013, 34, 139-158.	0.7	22
35	New Insights into Consumer Loyalty of Website-Services. , 2013, , 246-257.		4
36	Factors Affecting Group-Oriented Travel Intention to Major Events. Journal of Travel and Tourism Marketing, 2012, 29, 185-204.	3.1	39

#	ARTICLE	IF	CITATIONS
37	Optimizing the Online Channel in Professional Sport to Create Trusting and Loyal Consumers: The Role of the Professional Sports Team Brand and Service Quality. Journal of Sport Management, 2012, 26, 463-478.	0.7	48
38	The Effects of Market Orientation, Technological Opportunism, and E-Business Adoption on Performance: A Moderated Mediation Analysis. Australasian Marketing Journal, 2012, 20, 136-146.	3.5	49
39	An E-Retailing Assessment of Perceived Website-Service Innovativeness: Implications for Website Quality Evaluations, Trust, Loyalty and Word of Mouth. Australasian Marketing Journal, 2012, 20, 28-36.	3.5	84
40	An empirical assessment of consumers' evaluations of web site service quality: conceptualizing and testing a formative model. Journal of Services Marketing, 2012, 26, 419-434.	1.7	56
41	Creating commercially compelling website-service encounters: an examination of the effect of website-service interface performance components on flow experiences. Electronic Markets, 2011, 21, 237-253.	4.4	45
42	Managing web site performance taking account of the contingency role of branding in multiâ€channel retailing. Journal of Consumer Marketing, 2011, 28, 524-531.	1.2	30
43	Developing a framework for understanding eâ€service quality, its antecedents, consequences, and mediators. Managing Service Quality, 2011, 21, 264-286.	2.4	105
44	Examining the effects of websiteâ€induced flow in professional sporting team websites. Internet Research, 2010, 20, 115-134.	2.7	149
45	Exploring the relationships between eâ€service quality, satisfaction, attitudes and behaviours in contentâ€driven eâ€service web sites. Journal of Services Marketing, 2010, 24, 112-127.	1.7	241
46	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