

Kristina Heinonen

List of Publications by Citations

Source: <https://exaly.com/author-pdf/3917142/kristina-heinonen-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.

40
papers

2,181
citations

21
h-index

46
g-index

46
ext. papers

2,564
ext. citations

4.5
avg. IF

5.86
L-index

#	Paper	IF	Citations
40	A customer-dominant logic of service. <i>Journal of Service Management</i> , 2010 , 21, 531-548	7.4	408
39	Consumer activity in social media: Managerial approaches to consumers' social media behavior. <i>Journal of Consumer Behaviour</i> , 2011 , 10, 356-364	3	292
38	Customer dominant value formation in service. <i>European Business Review</i> , 2013 , 25, 104-123	13.1	189
37	Digitizing smart service: implications for service researchers and managers. <i>Journal of Services Marketing</i> , 2015 , 29, 442-447	4	186
36	Customer-dominant logic: foundations and implications. <i>Journal of Services Marketing</i> , 2015 , 29, 472-484		156
35	Customer engagement in a Big Data world. <i>Journal of Services Marketing</i> , 2017 , 31, 161-171	4	115
34	Reconceptualizing customer perceived value: the value of time and place. <i>Managing Service Quality</i> , 2004 , 14, 205-215		110
33	Reframing service innovation: COVID-19 as a catalyst for imposed service innovation. <i>Journal of Service Management</i> , 2020 , 32, 101-112	7.4	75
32	Netnography as a tool for understanding customers: implications for service research and practice. <i>Journal of Services Marketing</i> , 2018 , 32, 657-679	4	66
31	Temporal and spatial e-service value. <i>Journal of Service Management</i> , 2006 , 17, 380-400		61
30	Invisible value formation: a netnography in retail banking. <i>International Journal of Bank Marketing</i> , 2014 , 32, 590-607	4	52
29	Monitoring value-in-use of e-service. <i>Journal of Service Management</i> , 2009 , 20, 33-51	7.4	47
28	Consumer responsiveness to mobile marketing. <i>International Journal of Mobile Communications</i> , 2007 , 5, 603	1.2	44
27	Developing service research paving the way to transdisciplinary research. <i>Journal of Service Management</i> , 2016 , 27, 9-20	7.4	39
26	Future service technologies: is service research on track with business reality?. <i>Journal of Services Marketing</i> , 2019 , 33, 479-487	4	37
25	Positive and negative valence influencing consumer engagement. <i>Journal of Service Theory and Practice</i> , 2018 , 28, 147-169	3.1	37
24	Communication as an element of service value. <i>Journal of Service Management</i> , 2005 , 16, 186-198		33

23	Reflections on customers' primary role in markets. <i>European Management Journal</i> , 2018 , 36, 1-11	4.8	32
22	Drivers, types and value outcomes of customer-to-customer interaction. <i>Journal of Service Theory and Practice</i> , 2018 , 28, 710-732	3.1	27
21	Conceptualising online banking service value. <i>Journal of Financial Services Marketing</i> , 2007 , 12, 39-52	2.8	25
20	Technology in use – characterizing customer self-service devices (SSDS). <i>Journal of Services Marketing</i> , 2019 , 33, 44-56	4	22
19	Multiple perspectives on customer relationships. <i>International Journal of Bank Marketing</i> , 2014 , 32, 450-456	4	20
18	THE ROLE OF PROXIMITY IN VALUE PREFERENCES: A STUDY OF CONSUMER CO-OPERATIVES. <i>Annals of Public and Cooperative Economics</i> , 2015 , 86, 339-361	1.5	16
17	The use of digital channels to create customer relationships. <i>International Journal of Internet Marketing and Advertising</i> , 2010 , 6, 1	0.7	15
16	Conceptualising consumers' dynamic relationship engagement: the development of online community relationships. <i>Journal of Customer Behavior</i> , 2011 , 10, 49-72	2.4	14
15	Diagnosing service brand strength: customer-dominant brand relationship mapping. <i>Journal of Service Management</i> , 2013 , 24, 502-519	7.4	12
14	The influence of customer activity on e-service value-in-use. <i>International Journal of Electronic Business</i> , 2009 , 7, 190	0.8	12
13	Strategies for creating value through individual and collective customer experiences. <i>Business Horizons</i> , 2019 , 62, 95-104	10.1	12
12	The Role of Digital Service Encounters on Customers' Perceptions of Companies. <i>Journal of Electronic Commerce in Organizations</i> , 2008 , 6, 1-10	1	5
11	Revealing business customers' hidden value formation in service. <i>Journal of Business and Industrial Marketing</i> , 2019 , 34, 1145-1159	3	4
10	Frontline employees' motivation to align with value propositions. <i>Journal of Business and Industrial Marketing</i> , 2020 , 35, 420-436	3	3
9	Crafting customer insight: What we can learn from the revival of the vinyl record. <i>Business Horizons</i> , 2021 , 64, 261-271	10.1	3
8	Customer ecosystems: exploring how ecosystem actors shape customer experience. <i>Journal of Services Marketing</i> , 2022 , 36, 1-17	4	3
7	How do consumers react to mobile marketing? 2006 ,		2
6	A customer-centric five actor model for sustainability and service innovation. <i>Journal of Business Research</i> , 2021 , 136, 389-401	8.7	2

- 5 Social Media Activities. *Advances in Marketing, Customer Relationship Management, and E-services Book Series*, **2013**, 1-15 0.3 1
- 4 Customer-dominant logic and the need for exploring app usage in different customer contexts. *Journal of Indian Business Research*, **2019**, 11, 50-59 1.3 1
- 3 Social Media Activities88-103
- 2 Towards a Better Understanding of Smart Services - A Cross-Disciplinary Investigation. *Lecture Notes in Business Information Processing*, **2020**, 164-173 0.6
- 1 Customer-to-Customer Interactions in Service **2022**, 629-654