

Jochen Wirtz

List of Publications by Year in descending order

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Version: 2024-02-01

128
papers

10,805
citations

31902

53
h-index

33814

99
g-index

140
all docs

140
docs citations

140
times ranked

5417
citing authors

#	ARTICLE	IF	CITATIONS
1	Brave new world: service robots in the frontline. <i>Journal of Service Management</i> , 2018, 29, 907-931.	4.4	1,036
2	Congruency of scent and music as a driver of in-store evaluations and behavior. <i>Journal of Retailing</i> , 2001, 77, 273-289.	4.0	829
3	Consumer responses to compensation, speed of recovery and apology after a service failure. <i>Journal of Service Management</i> , 2004, 15, 150-166.	2.2	510
4	Managing brands and customer engagement in online brand communities. <i>Journal of Service Management</i> , 2013, 24, 223-244.	4.4	494
5	Consumer Satisfaction with Services. <i>Journal of Business Research</i> , 1999, 44, 55-66.	5.8	327
6	The effects of incentives, deal proneness, satisfaction and tie strength on word-of-mouth behaviour. <i>Journal of Service Management</i> , 2002, 13, 141-162.	2.2	298
7	Consumer online privacy concerns and responses: a power-responsibility equilibrium perspective. <i>Journal of the Academy of Marketing Science</i> , 2007, 35, 572-585.	7.2	261
8	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.	1.9	260
9	The moderating role of target-arousal on the impact of affect on satisfaction – an examination in the context of service experiences. <i>Journal of Retailing</i> , 2000, 76, 347-365.	4.0	243
10	The role of store environmental stimulation and social factors on impulse purchasing. <i>Journal of Services Marketing</i> , 2008, 22, 562-567.	1.7	238
11	Platforms in the peer-to-peer sharing economy. <i>Journal of Service Management</i> , 2019, 30, 452-483.	4.4	235
12	Customers behaving badly: a state of the art review, research agenda and implications for practitioners. <i>Journal of Services Marketing</i> , 2010, 24, 417-429.	1.7	220
13	Unlocking value from machines: business models and the industrial internet of things. <i>Journal of Marketing Management</i> , 2017, 33, 111-130.	1.2	181
14	The Moderating Role of Familiarity in Fairness Perceptions of Revenue Management Pricing. <i>Journal of Service Research</i> , 2007, 9, 229-240.	7.8	171
15	Artificial intelligence in marketing: Topic modeling, scientometric analysis, and research agenda. <i>Journal of Business Research</i> , 2021, 124, 389-404.	5.8	166
16	Corporate digital responsibility. <i>Journal of Business Research</i> , 2021, 122, 875-888.	5.8	159
17	How Effective Are Loyalty Reward Programs in Driving Share of Wallet?. <i>Journal of Service Research</i> , 2007, 9, 327-334.	7.8	153
18	The role of preconsumption affect in postpurchase evaluation of services. <i>Psychology and Marketing</i> , 2000, 17, 587-605.	4.6	147

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19	Cost-effective service excellence. <i>Journal of the Academy of Marketing Science</i> , 2018, 46, 59-80.	7.2	144
20	AI in marketing, consumer research and psychology: A systematic literature review and research agenda. <i>Psychology and Marketing</i> , 2022, 39, 755-776.	4.6	144
21	Consumer Cheating on Service Guarantees. <i>Journal of the Academy of Marketing Science</i> , 2004, 32, 159-175.	7.2	138
22	Causes and consequences of consumer online privacy concern. <i>Journal of Service Management</i> , 2007, 18, 326-348.	2.2	136
23	Regulatory Focus Theory, Trust, and Privacy Concern. <i>Journal of Service Research</i> , 2009, 12, 190-207.	7.8	132
24	Consumer Processing of Interior Service Environments. <i>Journal of Service Research</i> , 2014, 17, 296-309.	7.8	126
25	Services Marketing. , 2016, , .		126
26	Consumer complaining to firms: the determinants of channel choice. <i>Journal of Services Marketing</i> , 2004, 18, 147-155.	1.7	125
27	Opportunistic customer claiming during service recovery. <i>Journal of the Academy of Marketing Science</i> , 2010, 38, 654-675.	7.2	123
28	The Role of Marketing in Digital Business Platforms. <i>Journal of Interactive Marketing</i> , 2020, 51, 72-90.	4.3	113
29	Perceived fairness of demand-based pricing for Restaurants. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2002, 43, 31-37.	1.1	106
30	Emotion display rules at work in the global service economy: the special case of the customer. <i>Journal of Service Management</i> , 2010, 21, 388-412.	4.4	102
31	Revenue management: Resolving potential customer conflicts. <i>Journal of Revenue and Pricing Management</i> , 2003, 2, 216-226.	0.7	99
32	Managing service employees: literature review, expert opinions, and research directions. <i>Service Industries Journal</i> , 2016, 36, 757-788.	5.0	91
33	An experimental investigation of halo effects in satisfaction measures of service attributes. <i>Journal of Service Management</i> , 1995, 6, 84-102.	2.2	89
34	Luxury services. <i>Journal of Service Management</i> , 2020, 31, 665-691.	4.4	86
35	Title is missing!. <i>Social Indicators Research</i> , 2000, 49, 317-333.	1.4	84
36	The impact of knowledge types on the consumer search process. <i>Journal of Service Management</i> , 2002, 13, 214-230.	2.2	84

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37	The Role of Metaperception on the Effectiveness of Referral Reward Programs. <i>Journal of Service Research</i> , 2013, 16, 82-98.	7.8	80
38	The role of arousal congruency in influencing consumers' satisfaction evaluations and in-store behaviors. <i>Journal of Service Management</i> , 2007, 18, 6-24.	2.2	79
39	Development of a Service Guarantee Model. <i>Asia Pacific Journal of Management</i> , 1998, 15, 51-75.	2.9	72
40	Should a firm with a reputation for outstanding service quality offer a service guarantee?. <i>Journal of Services Marketing</i> , 2000, 14, 502-512.	1.7	71
41	Managing human resources for service excellence and cost effectiveness at Singapore Airlines. <i>Managing Service Quality</i> , 2008, 18, 4-19.	2.4	71
42	Service robots, agency and embarrassing service encounters. <i>Journal of Service Management</i> , 2022, 33, 389-414.	4.4	68
43	Luxury in the digital age: A multi-actor service encounter perspective. <i>Journal of Business Research</i> , 2020, 121, 747-756.	5.8	67
44	Halo in customer satisfaction measures. <i>Journal of Service Management</i> , 2003, 14, 96-119.	2.2	66
45	The effects of consumer expertise on evoked set size and service loyalty. <i>Journal of Services Marketing</i> , 2003, 17, 649-665.	1.7	66
46	Contrasting the Drivers of Switching Intent and Switching Behavior in Contractual Service Settings. <i>Journal of Retailing</i> , 2014, 90, 463-480.	4.0	64
47	Service Employee Responses to Angry Customer Complaints. <i>Journal of Service Research</i> , 2017, 20, 362-378.	7.8	64
48	Perceived service encounter pace and customer satisfaction. <i>Journal of Service Management</i> , 2009, 20, 380-403.	4.4	63
49	The Effect of Meal Pace on Customer Satisfaction. <i>The Cornell Hotel and Restaurant Administration Quarterly</i> , 2007, 48, 231-244.	1.1	62
50	Business models: Impact on business markets and opportunities for marketing research. <i>Industrial Marketing Management</i> , 2013, 42, 649-655.	3.7	62
51	The privacy dyad. <i>Internet Research</i> , 2016, 26, 919-941.	2.7	62
52	Global business services. <i>Journal of Service Management</i> , 2015, 26, 565-587.	4.4	61
53	Service robots: Applying social exchange theory to better understand human-robot interactions. <i>Tourism Management</i> , 2022, 92, 104537.	5.8	57
54	The strategic role of unused service capacity. <i>Journal of Service Management</i> , 1999, 10, 211-244.	2.2	56

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55	Firms' Intentions to Use Nonownership Services. <i>Journal of Service Research</i> , 2013, 16, 171-185.	7.8	56
56	Division of Labor between Firms: Business Services, Non-Ownership-Value and the Rise of the Service Economy. <i>Service Science</i> , 2010, 2, 136-145.	0.9	54
57	Exploring the Role of Alternative Perceived Performance Measures and Needs-Congruency in the Consumer Satisfaction Process. <i>Journal of Consumer Psychology</i> , 2001, 11, 181-192.	3.2	53
58	Organizational learning from customer feedback received by service employees. <i>Journal of Service Management</i> , 2010, 21, 363-387.	4.4	52
59	How long should dinner take? Measuring expected meal duration for restaurant revenue management. <i>Journal of Revenue and Pricing Management</i> , 2002, 1, 220-233.	0.7	49
60	Designing service guarantees "is full satisfaction the best you can guarantee?". <i>Journal of Services Marketing</i> , 2001, 15, 282-299.	1.7	39
61	Arousal expectations and service evaluations. <i>Journal of Service Management</i> , 2006, 17, 229-244.	2.2	39
62	Biometrics: the next frontier in service excellence, productivity and security in the service sector. <i>Managing Service Quality</i> , 2006, 16, 12-22.	2.4	38
63	Social media brand engagement: dimensions, drivers and consequences. <i>Journal of Consumer Marketing</i> , 2019, 37, 191-204.	1.2	34
64	Relational Governance Mechanisms and Uncertainties in Nonownership Services. <i>Psychology and Marketing</i> , 2016, 33, 250-266.	4.6	32
65	Accelerating employee-related scholarship in service management. <i>Journal of Service Management</i> , 2017, 28, 837-865.	4.4	32
66	Singapore Airlines: what it takes to sustain service excellence "a senior management perspective. <i>Managing Service Quality</i> , 2003, 13, 10-19.	2.4	30
67	Strategy and organization at Singapore Airlines: Achieving sustainable advantage through dual strategy. <i>Journal of Air Transport Management</i> , 2009, 15, 274-279.	2.4	30
68	Improving the measurement of customer satisfaction: a test of three methods to reduce halo. <i>Managing Service Quality</i> , 2001, 11, 99-112.	2.4	29
69	Cost-Effective Service Excellence: Lessons from Singapore Airlines. <i>Business Strategy Review</i> , 2004, 15, 33-38.	0.0	29
70	Singapore Airlines. <i>Journal of Applied Behavioral Science</i> , The, 2014, 50, 150-170.	2.0	29
71	Artificial Intelligence and Robots in the Service Encounter. <i>Journal of Service Management Research</i> , 2020, 4, 3-8.	0.2	29
72	Introducing uncertain performance expectations in satisfaction models for services. <i>Journal of Service Management</i> , 1999, 10, 82-99.	2.2	28

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73	Organizational Ambidexterity: Cost-Effective Service Excellence, Service Robots, and Artificial Intelligence. <i>Organizational Dynamics</i> , 2020, 49, 100719.	1.6	28
74	Institutionalising customer-driven learning through fully integrated customer feedback systems. <i>Managing Service Quality</i> , 2000, 10, 205-215.	2.4	27
75	The role of marketing in today's enterprises. <i>Journal of Service Management</i> , 2014, 25, 171-194.	4.4	26
76	Revenue Management: Advanced Strategies and Tools to Enhance Firm Profitability. <i>Foundations and Trends in Marketing</i> , 2015, 8, 1-68.	0.7	25
77	Bridging the data divide between practitioners and academics. <i>Journal of Service Management</i> , 2019, 30, 524-548.	4.4	25
78	Psychological drivers of referral reward program effectiveness. <i>Journal of Services Marketing</i> , 2018, 32, 256-268.	1.7	24
79	Engaging customers through online and offline referral reward programs. <i>European Journal of Marketing</i> , 2019, 53, 1962-1987.	1.7	24
80	Service Robots and the Future of Services. , 2020, , 423-435.		24
81	The enhanced loyalty drivers of customers acquired through referral reward programs. <i>Journal of Service Management</i> , 2017, 28, 687-706.	4.4	22
82	The impact of expected variance in performance on the satisfaction process. <i>Journal of Service Management</i> , 2001, 12, 342-358.	2.2	21
83	Creative reconstruction – how business services drive economic evolution. <i>European Business Review</i> , 2009, 21, 380-394.	1.9	21
84	The Effect of Perceived Control on Consumer Responses to Service Encounter Pace. <i>Cornell Hospitality Quarterly</i> , 2012, 53, 295-307.	2.2	21
85	Shopping experiences in visually complex environments: a self-regulation account. <i>Journal of Service Management</i> , 2016, 27, 194-217.	4.4	21
86	When and Why a Squeakier Wheel Gets More Grease: The Influence of Cultural Values and Anger Intensity on Customer Compensation. <i>Journal of Service Research</i> , 2019, 22, 223-240.	7.8	21
87	Psychometric sifting to efficiently select the right service employees. <i>Managing Service Quality</i> , 2014, 24, 418-433.	2.4	20
88	How do innovators stay innovative? A longitudinal case analysis. <i>Journal of Services Marketing</i> , 2018, 32, 34-45.	1.7	20
89	Proactive Handling of Flight Overbooking: How to Reduce Negative eWOM and the Costs of Bumping Customers. <i>Journal of Service Research</i> , 2021, 24, 206-225.	7.8	19
90	An examination of the presence, magnitude and impact of halo on consumer satisfaction measures. <i>Journal of Retailing and Consumer Services</i> , 2000, 7, 89-99.	5.3	18

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91	Successful referral behavior in referral reward programs. <i>Journal of Service Management</i> , 2019, 30, 48-74.	4.4	18
92	Service products and productization. <i>Journal of Business Research</i> , 2021, 137, 411-421.	5.8	17
93	Two-directional convergence of platform and pipeline business models. <i>Journal of Service Management</i> , 2020, 31, 693-721.	4.4	16
94	The three-stage model of service consumption. , 2015, , .		15
95	Putting the "service" into B2B marketing: key developments in service research and their relevance for B2B. <i>Journal of Business and Industrial Marketing</i> , 2023, 38, 272-289.	1.8	15
96	Optimizing referral reward programs under impression management considerations. <i>European Journal of Operational Research</i> , 2011, , .	3.5	14
97	Kung-Fu Service Development at Singapore Airlines. <i>Business Strategy Review</i> , 2005, 16, 26-31.	0.0	12
98	Asset-Based Strategies for Capturing Value in the Service Economy. <i>Service Science: Research and Innovations in the Service Economy</i> , 2019, , 785-810.	1.1	7
99	Corporate Digital Responsibility at the Dawn of the Digital Service Revolution. <i>SSRN Electronic Journal</i> , 0, , .	0.4	7
100	Viewpoint: Service products, development of service knowledge and our community's target audience. <i>Journal of Services Marketing</i> , 2021, 35, 265-270.	1.7	7
101	Service Robots, Customers, and Service Employees: What Can We Learn from the Academic Literature and Where are the Gaps?. <i>SSRN Electronic Journal</i> , 0, , .	0.4	7
102	Title is missing!. <i>Asia Pacific Journal of Management</i> , 1999, 16, 229-248.	2.9	6
103	Sifting to efficiently select the right service employees. <i>Organizational Dynamics</i> , 2014, 43, 312-320.	1.6	6
104	Cost-effective service excellence in healthcare. <i>AMS Review</i> , 2019, 9, 98-104.	1.1	6
105	Segmentation of library visitors in Singapore: learning and reading related lifestyles. <i>Library Management</i> , 2003, 24, 20-33.	0.6	5
106	Ownership of Co-creation Assets: Driving B2B Value Propositions in the Service Economy. <i>Journal of Creating Value</i> , 2018, 4, 42-60.	0.3	4
107	Business Analytics: Concept and Applications. , 2019, , 1-8.		4
108	Revenue Management at Prego Italian Restaurant. <i>Asian Case Research Journal</i> , 2003, 07, 67-87.	0.1	3

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109	Viewpoint: cost-effective health care developments and research opportunities in China, India and Singapore. <i>Journal of Services Marketing</i> , 2022, ahead-of-print, .	1.7	3
110	Toward a New Service Reality: Human-Robot Collaboration at the Service Frontline. , 2022, , 991-1008.		3
111	Are customer satisfaction measures equally applicable across research contexts, or do we need a more differentiated approach?. <i>Markt</i> , 1998, 37, 83-101.	0.8	2
112	Should a Firm with a Reputation for Outstanding Service Quality Offer a Service Guarantee? An Experimental Study. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2015, , 195-197.	0.1	2
113	Wahrgenommene Preisfairness und Ansätze zur Konfliktlösung im Revenue Management. , 2014, , 83-103.		2
114	Sharing uncertainty across organizations: service capital and customer engagement for realizing nonownership value. , 2019, , 423-440.		2
115	Exploring the Role of Alternative Perceived Performance Measures and Needs-Congruency in the Consumer Satisfaction Process. <i>Journal of Consumer Psychology</i> , 2001, 10, 181-192.	3.2	1
116	Services research - a truly global discipline. <i>Journal of Service Management</i> , 2006, 17, .	2.2	1
117	How to Reduce Consumer Cheating on Service Guarantees? Results from Two Experimental Studies. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2015, , 198-203.	0.1	1
118	Service Geschäftsmodelle für das industrielle Internet der Dinge. , 2018, , 113-132.		1
119	Managing HR for Service Excellence and Cost Effectiveness at Singapore Airlines. , 2007, , 307-327.		1
120	Managing the Exclusivity of Luxury Service Experiences. , 2022, , 263-276.		1
121	Marketing in Singapore: An analysis off macro trends. <i>Markt</i> , 1995, 34, 128-145.	0.8	0
122	Values, attitudes and aspirations of Singaporeans - summary findings from a large-scale lifestyle study. <i>Markt</i> , 1999, 38, 21-48.	0.8	0
123	Determinants of Membership Marketing Programs. <i>Markt</i> , 2001, 40, 40-49.	0.8	0
124	GULFSTREAM AEROSPACE CORPORATION - PENETRATING ASIA'S CORPORATE JET MARKET. <i>Asian Case Research Journal</i> , 2001, 05, 97-120.	0.1	0
125	Message from Program Co-chairs. , 2013, , .		0
126	Contrasting the Drivers of Switching Intent and Switching Behavior in Contractual Service Settings. <i>SSRN Electronic Journal</i> , 0, , .	0.4	0

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127	Halo in Consumer Satisfaction: Replication and Extension of an Experimental Study. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2015, , 265-265.	0.1	0
128	How to Reduce Halo in Attribute-Specific Customer Satisfaction Measures: An Empirical Investigation. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2015, , 264-264.	0.1	0