

Jrg Finsterwalder

List of Publications by Citations

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

26

papers

469

citations

14

h-index

21

g-index

33

ext. papers

642

ext. citations

5.8

avg, IF

5.07

L-index

#	Paper	IF	Citations
26	Transformative service research and service dominant logic: Quo Vaditis?. <i>Journal of Retailing and Consumer Services</i> , 2016 , 28, 91-98	8.5	74
25	Equilibrating resources and challenges during crises: a framework for service ecosystem well-being. <i>Journal of Service Management</i> , 2020 , 31, 1107-1129	7.4	47
24	An integrative transformative service framework to improve engagement in a social service ecosystem: the case of He Waka Tapu. <i>Journal of Services Marketing</i> , 2017 , 31, 423-437	4	36
23	Co-creation by engaging beyond oneself: the influence of task contribution on perceived customer-to-customer social interaction during a group service encounter. <i>Journal of Strategic Marketing</i> , 2011 , 19, 607-618	2.7	34
22	Conceptual underpinnings for transformative research in a service ecosystems context to resolve social issues [framework foundations and extensions. <i>Service Industries Journal</i> , 2017 , 37, 766-782	5.7	26
21	Quality in group service encounters. <i>Managing Service Quality</i> , 2010 , 20, 109-122		26
20	From free to fee: Acceptability of airline ancillary fees and the effects on customer behavior. <i>Journal of Retailing and Consumer Services</i> , 2014 , 21, 98-107	8.5	25
19	Dynamics of wellbeing co-creation: a psychological ownership perspective. <i>Journal of Service Management</i> , 2021 , 32, 383-406	7.4	23
18	Intentionality and transformative services: Wellbeing co-creation and spill-over effects. <i>Journal of Retailing and Consumer Services</i> , 2020 , 52, 101922	8.5	22
17	The effects of film trailers on shaping consumer expectations in the entertainment industry: A qualitative analysis. <i>Journal of Retailing and Consumer Services</i> , 2012 , 19, 589-595	8.5	21
16	Refugee influx: Repercussions and research agenda for service scholars. <i>Journal of Retailing and Consumer Services</i> , 2017 , 37, 177-181	8.5	18
15	A 360-degree view of actor engagement in service co-creation. <i>Journal of Retailing and Consumer Services</i> , 2018 , 40, 276-278	8.5	17
14	Social distancing and wellbeing: conceptualizing actor distance and actor safe zone for pandemics. <i>Service Industries Journal</i> , 2021 , 41, 9-31	5.7	16
13	Psychological safety, contributions and service satisfaction of customers in group service experiences. <i>Managing Service Quality</i> , 2011 , 21, 617-635		14
12	Segmenting outbound tourists based on their activities: toward experiential consumption spheres in tourism services?. <i>Tourism Review</i> , 2013 , 68, 21-43	5.2	13
11	Would you forgive Kristen Stewart or Tiger Woods or maybe Lance Armstrong? Exploring consumers' forgiveness of celebrities' transgressions. <i>Journal of Marketing Management</i> , 2017 , 33, 1204-1229	3.2	12
10	Towards co-created food well-being: culinary consumption, braggart word-of-mouth and the role of participative co-design, service provider support and C2C interactions. <i>European Journal of Marketing</i> , 2021 , 55, 2464-2490	4.4	9

9	Rethinking Service Systems and Public Policy: A Transformative Refugee Service Experience Framework. <i>Journal of Public Policy and Marketing</i> , 2021 , 40, 165-183	3.8	8
8	Creating hospitable service systems for refugees during a pandemic: leveraging resources for service inclusion. <i>Journal of Service Theory and Practice</i> , 2021 , 31, 247-263	3.1	7
7	Developing a film-based service experience blueprinting technique. <i>Journal of Business Research</i> , 2018 , 85, 459-466	8.7	7
6	The concept of near money in loyalty programmes. <i>Journal of Retailing and Consumer Services</i> , 2016 , 31, 246-255	8.5	4
5	Disasters, urban regeneration and the temporality of servicescapes 2016 , 230-248		3
4	"Doing more with less": service imperatives of the twenty-first century. <i>Managing Service Quality</i> , 2011 , 21,		2
3	Survival strategies of cultural service providers in a post-earthquake context 2016 , 65-78		1
2	Infusing tribal reciprocity into service research: towards an integrated and dynamic view of repayment, retaliation and restorative justice for regenerative service ecosystem wellbeing. <i>Service Business</i> , 2021 , 15, 563	3.9	0
1	Dynamics of individual actors' self, social, and task pre-dispositions in multi-actor service ecosystems. <i>Journal of Business Research</i> , 2022 , 147, 518-531	8.7	0