

Jörg Finsterwalder

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/5861300/publications.pdf>

Version: 2024-02-01

32
papers

790
citations

471061

17
h-index

552369

26
g-index

33
all docs

33
docs citations

33
times ranked

606
citing authors

#	ARTICLE	IF	CITATIONS
1	Transformative service research and service dominant logic: Quo Vaditis?. Journal of Retailing and Consumer Services, 2016, 28, 91-98.	5.3	101
2	Equilibrating resources and challenges during crises: a framework for service ecosystem well-being. Journal of Service Management, 2020, 31, 1107-1129.	4.4	92
3	Dynamics of wellbeing co-creation: a psychological ownership perspective. Journal of Service Management, 2021, 32, 383-406.	4.4	58
4	An integrative transformative service framework to improve engagement in a social service ecosystem: the case of He Waka Tapu. Journal of Services Marketing, 2017, 31, 423-437.	1.7	56
5	Intentionality and transformative services: Wellbeing co-creation and spill-over effects. Journal of Retailing and Consumer Services, 2020, 52, 101922.	5.3	43
6	Co-creation by engaging beyond oneself: the influence of task contribution on perceived customer-to-customer social interaction during a group service encounter. Journal of Strategic Marketing, 2011, 19, 607-618.	3.7	38
7	Conceptual underpinnings for transformative research in a service ecosystems context to resolve social issues – framework foundations and extensions. Service Industries Journal, 2017, 37, 766-782.	5.0	36
8	From “free”™ to fee: Acceptability of airline ancillary fees and the effects on customer behavior. Journal of Retailing and Consumer Services, 2014, 21, 98-107.	5.3	35
9	Social distancing and wellbeing: conceptualizing actor distance and actor safe zone for pandemics. Service Industries Journal, 2021, 41, 9-31.	5.0	31
10	Rethinking Service Systems and Public Policy: A Transformative Refugee Service Experience Framework. Journal of Public Policy and Marketing, 2021, 40, 165-183.	2.2	31
11	Refugee influx: Repercussions and research agenda for service scholars. Journal of Retailing and Consumer Services, 2017, 37, 177-181.	5.3	30
12	Quality in group service encounters. Managing Service Quality, 2010, 20, 109-122.	2.4	28
13	The effects of film trailers on shaping consumer expectations in the entertainment industry – A qualitative analysis. Journal of Retailing and Consumer Services, 2012, 19, 589-595.	5.3	28
14	Would you forgive Kristen Stewart or Tiger Woods or maybe Lance Armstrong? Exploring consumers’™ forgiveness of celebrities’™ transgressions. Journal of Marketing Management, 2017, 33, 1204-1229.	1.2	25
15	Creating hospitable service systems for refugees during a pandemic: leveraging resources for service inclusion. Journal of Service Theory and Practice, 2021, 31, 247-263.	1.9	24
16	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. European Journal of Marketing, 2021, 55, 2464-2490.	1.7	22
17	A 360-degree view of actor engagement in service co-creation. Journal of Retailing and Consumer Services, 2018, 40, 276-278.	5.3	21
18	Psychological safety, contributions and service satisfaction of customers in group service experiences. Managing Service Quality, 2011, 21, 617-635.	2.4	20

#	ARTICLE	IF	CITATIONS
19	Segmenting outbound tourists based on their activities: toward experiential consumption spheres in tourism services?. <i>Tourism Review</i> , 2013, 68, 21-43.	3.8	17
20	Developing a film-based service experience blueprinting technique. <i>Journal of Business Research</i> , 2018, 85, 459-466.	5.8	14
21	The concept of near money in loyalty programmes. <i>Journal of Retailing and Consumer Services</i> , 2016, 31, 246-255.	5.3	7
22	Online student engagement and place attachment to campus in the new service marketplace: an exploratory study. <i>Journal of Services Marketing</i> , 2022, 36, 597-611.	1.7	6
23	Disasters, urban regeneration and the temporality of servicescapes. , 2016, , 230-248.		5
24	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, 563-586.	2.2	4
25	Māori knowledge and consumer tribes. , 2018, 7, .		4
26	A systematic literature review of service-related research on refugees. <i>Journal of Services Marketing</i> , 2022, 36, 908-939.	1.7	4
27	"Doing more with less": service imperatives of the twenty-first century. <i>Managing Service Quality</i> , 2011, 21, .	2.4	3
28	Guest editorial: services marketing for impact. <i>Journal of Service Theory and Practice</i> , 2020, 30, 395-399.	1.9	2
29	Place Attachment in a Post-Earthquake Scenario: Some Preliminary Findings: An Abstract. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2019, , 827-827.	0.1	1
30	Survival strategies of cultural service providers in a post-earthquake context. , 2016, , 65-78.		1
31	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.	5.8	1
32	Guest editorial: Service marketing and the winds of change. <i>Journal of Service Theory and Practice</i> , 2022, 32, 101-104.	1.9	0