

# Margareta Friman

## List of Publications by Year in descending order

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Version: 2024-02-01

92  
papers

5,509  
citations

81900

39  
h-index

82547

72  
g-index

94  
all docs

94  
docs citations

94  
times ranked

3128  
citing authors

#	ARTICLE	IF	CITATIONS
1	Quality attributes of public transport that attract car users: A research review. <i>Transport Policy</i> , 2013, 25, 119-127.	6.6	519
2	Happiness and Satisfaction with Work Commute. <i>Social Indicators Research</i> , 2013, 111, 255-263.	2.7	314
3	Satisfaction with travel and subjective well-being: Development and test of a measurement tool. <i>Transportation Research Part F: Traffic Psychology and Behaviour</i> , 2011, 14, 167-175.	3.7	310
4	Behaviour theory and soft transport policy measures. <i>Transport Policy</i> , 2011, 18, 228-235.	6.6	272
5	How in-vehicle activities affect work commutersâ€™ satisfaction with public transport. <i>Journal of Transport Geography</i> , 2012, 24, 215-222.	5.0	246
6	Subjective well-being related to satisfaction with daily travel. <i>Transportation</i> , 2011, 38, 1-15.	4.0	236
7	Out-of-home activities, daily travel, and subjective well-being. <i>Transportation Research, Part A: Policy and Practice</i> , 2010, 44, 723-732.	4.2	183
8	An analysis of international business-to-business relationships based on the Commitmentâ€“Trust theory. <i>Industrial Marketing Management</i> , 2002, 31, 403-409.	6.7	181
9	Fresh perspectives on customer experience. <i>Journal of Services Marketing</i> , 2015, 29, 430-435.	3.0	180
10	Frequency of negative critical incidents and satisfaction with public transport services. I. <i>Journal of Retailing and Consumer Services</i> , 2001, 8, 95-104.	9.4	171
11	The measurement of core affect: A Swedish self-report measure derived from the affect circumplex. <i>Scandinavian Journal of Psychology</i> , 2002, 43, 19-31.	1.5	137
12	Service Supply and Customer Satisfaction in Public Transportation: The Quality Paradox. <i>Journal of Public Transportation</i> , 2009, 12, 57-69.	1.2	112
13	A new approach to accessibility â€“ Examining perceived accessibility in contrast to objectively measured accessibility in daily travel. <i>Research in Transportation Economics</i> , 2018, 69, 501-511.	4.1	109
14	Frequency of negative critical incidents and satisfaction with public transport services. II. <i>Journal of Retailing and Consumer Services</i> , 2001, 8, 105-114.	9.4	93
15	Transport and child well-being: An integrative review. <i>Travel Behaviour &amp; Society</i> , 2017, 9, 32-49.	5.0	92
16	Measuring service experience: Applying the satisfaction with travel scale in public transport. <i>Journal of Retailing and Consumer Services</i> , 2012, 19, 413-418.	9.4	82
17	Soft Transport Policy Measures: Gaps in Knowledge. <i>International Journal of Sustainable Transportation</i> , 2011, 5, 199-215.	4.1	80
18	Perceived Accessibility of Public Transport as a Potential Indicator of Social Inclusion. <i>Social Inclusion</i> , 2016, 4, 36-45.	0.9	80

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19	How does travel affect emotional well-being and life satisfaction?. <i>Transportation Research, Part A: Policy and Practice</i> , 2017, 106, 170-180.	4.2	79
20	The road to happiness: Measuring Dutch car drivers'™ satisfaction with travel. <i>Transport Policy</i> , 2013, 27, 171-178.	6.6	78
21	Development and test of the Perceived Accessibility Scale (PAC) in public transport. <i>Journal of Transport Geography</i> , 2016, 54, 257-263.	5.0	72
22	Implementing Quality Improvements in Public Transport. <i>Journal of Public Transportation</i> , 2004, 7, 49-65.	1.2	71
23	Psychometric analysis of the satisfaction with travel scale. <i>Transportation Research, Part A: Policy and Practice</i> , 2013, 48, 132-145.	4.2	64
24	Stated reasons for reducing work-commute by car. <i>Transportation Research Part F: Traffic Psychology and Behaviour</i> , 2008, 11, 427-433.	3.7	61
25	Influences of Affect Associated with Routine Out-of-Home Activities on Subjective Well-Being. <i>Applied Research in Quality of Life</i> , 2012, 7, 49-62.	2.4	61
26	Public Transport Quality, Safety, and Perceived Accessibility. <i>Sustainability</i> , 2020, 12, 3563.	3.2	61
27	Affective Forecasting: Predicting and Experiencing Satisfaction With Public Transportation1. <i>Journal of Applied Social Psychology</i> , 2011, 41, 1926-1946.	2.0	57
28	The structure of affective reactions to critical incidents. <i>Journal of Economic Psychology</i> , 2004, 25, 331-353.	2.2	55
29	Are effects of travel feedback programs correctly assessed?. <i>Transportmetrica</i> , 2009, 5, 43-57.	1.8	55
30	An analysis of soft transport policy measures implemented in Sweden to reduce private car use. <i>Transportation</i> , 2013, 40, 109-129.	4.0	55
31	A content analysis of complaints and compliments. <i>Managing Service Quality</i> , 2003, 13, 20-26.	2.4	53
32	Children'™s travel to school: satisfaction, current mood, and cognitive performance. <i>Transportation</i> , 2017, 44, 1365-1382.	4.0	49
33	Developing service research " paving the way to transdisciplinary research. <i>Journal of Service Management</i> , 2016, 27, 9-20.	7.2	48
34	Re-placing place in marketing: A resource-exchange place perspective. <i>Journal of Business Research</i> , 2017, 79, 281-289.	10.2	48
35	Transtheoretical Model of Change during Travel Behavior Interventions: An Integrative Review. <i>International Journal of Environmental Research and Public Health</i> , 2017, 14, 581.	2.6	48
36	Perceived Service Quality Attributes in Public Transport: Inferences from Complaints and Negative Critical Incidents. <i>Journal of Public Transportation</i> , 1998, 2, 67-89.	1.2	48

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37	Travel and residual emotional well-being. <i>Transportation Research Part F: Traffic Psychology and Behaviour</i> , 2017, 49, 159-176.	3.7	47
38	Children's affective experience of every-day travel. <i>Journal of Transport Geography</i> , 2013, 29, 95-102.	5.0	46
39	Why Do They Ride with Others? Meta-Analysis of Factors Influencing Travelers to Carpool. <i>Sustainability</i> , 2019, 11, 2414.	3.2	46
40	Affective dimensions of the waiting experience. <i>Transportation Research Part F: Traffic Psychology and Behaviour</i> , 2010, 13, 197-205.	3.7	43
41	The role of predicted, on-line experienced and remembered satisfaction in current choice to use public transport services. <i>Journal of Retailing and Consumer Services</i> , 2011, 18, 471-475.	9.4	41
42	Perceived Accessibility, Satisfaction with Daily Travel, and Life Satisfaction among the Elderly. <i>International Journal of Environmental Research and Public Health</i> , 2019, 16, 4498.	2.6	38
43	Therapeutic servicescapes: Restorative and relational resources in service settings. <i>Journal of Retailing and Consumer Services</i> , 2020, 55, 102078.	9.4	38
44	Emotional experiences in customer relationships – a telecommunication study. <i>Journal of Service Management</i> , 2008, 19, 281-301.	2.0	36
45	Assessing travel satisfaction in public transport: A configurational approach. <i>Transportation Research, Part D: Transport and Environment</i> , 2021, 93, 102732.	6.8	36
46	Travel Mode Use, Travel Mode Shift and Subjective Well-Being: Overview of Theories, Empirical Findings and Policy Implications. , 2016, , 129-150.		35
47	Emotions and stability in telecom customer relationships. <i>Journal of Service Management</i> , 2009, 20, 192-208.	7.2	34
48	Season and Weather Effects on Travel-Related Mood and Travel Satisfaction. <i>Frontiers in Psychology</i> , 2017, 8, 140.	2.1	34
49	Perceived attributes of bus and car mediating satisfaction with the work commute. <i>Transportation Research, Part A: Policy and Practice</i> , 2013, 47, 87-96.	4.2	33
50	Children's incidental social interaction during travel international case studies from Canada, Japan, and Sweden. <i>Journal of Transport Geography</i> , 2017, 63, 22-29.	5.0	32
51	Intention for Car Use Reduction: Applying a Stage-Based Model. <i>International Journal of Environmental Research and Public Health</i> , 2018, 15, 216.	2.6	32
52	Children's life satisfaction and travel satisfaction: Evidence from Canada, Japan, and Sweden. <i>Travel Behaviour &amp; Society</i> , 2019, 16, 214-223.	5.0	31
53	Satisfaction with travel, goal achievement, and voluntary behavioral change. <i>Transportation Research Part F: Traffic Psychology and Behaviour</i> , 2014, 26, 10-17.	3.7	29
54	Market Orientation in Public Transport Research – A Review. <i>Transport Reviews</i> , 2012, 32, 155-180.	8.8	28

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55	Rules for aggregated satisfaction with work commutes. <i>Transportation</i> , 2014, 41, 495-506.	4.0	28
56	Children's travel and incidental community connections. <i>Travel Behaviour &amp; Society</i> , 2015, 2, 174-181.	5.0	27
57	Counteracting the focusing illusion: Effects of defocusing on car users' predicted satisfaction with public transport. <i>Journal of Environmental Psychology</i> , 2012, 32, 30-36.	5.1	26
58	What Drives Them to Drive? Parents' Reasons for Choosing the Car to Take Their Children to School. <i>Frontiers in Psychology</i> , 2017, 8, 1970.	2.1	26
59	Importance of motives, self-efficacy, social support and satisfaction with travel for behavior change during travel intervention programs. <i>Transportation Research Part F: Traffic Psychology and Behaviour</i> , 2019, 62, 451-458.	3.7	23
60	The household as an instrumental and affective trigger in intervention programs for travel behavior change. <i>Travel Behaviour &amp; Society</i> , 2017, 6, 83-89.	5.0	21
61	Restricted car-use and perceived accessibility. <i>Transportation Research, Part D: Transport and Environment</i> , 2020, 78, 102213.	6.8	21
62	Improvement of public transport services for non-cycling travelers. <i>Travel Behaviour &amp; Society</i> , 2019, 16, 235-240.	5.0	20
63	Necessary and sufficient conditions for attractive public Transport: Combined use of PLS-SEM and NCA. <i>Transportation Research, Part A: Policy and Practice</i> , 2022, 158, 239-250.	4.2	20
64	Applying a motivational stage-based approach in order to study a temporary free public transport intervention. <i>Transport Policy</i> , 2019, 81, 173-183.	6.6	19
65	Children's Life Satisfaction and Satisfaction with School Travel. <i>Child Indicators Research</i> , 2019, 12, 1319-1332.	2.3	18
66	Shared Mobility: Evolving Practices for Sustainability. <i>Sustainability</i> , 2021, 13, 12148.	3.2	17
67	Experimental simulation of car users' switching to public transport. <i>Transportation Letters</i> , 2010, 2, 145-155.	3.1	15
68	Effects of critical incidents on car users' predicted satisfaction with public transport. <i>Transportation Research Part F: Traffic Psychology and Behaviour</i> , 2011, 14, 138-146.	3.7	11
69	Market Orientation in Public Service—A Comparison Between Buyers and Providers. <i>Journal of Nonprofit and Public Sector Marketing</i> , 2018, 30, 74-94.	1.6	9
70	Carpoolers' Perceived Accessibility of Carpooling. <i>Sustainability</i> , 2020, 12, 8976.	3.2	9
71	Review and assessment of self-reports of travel-related emotional wellbeing. <i>Journal of Transport and Health</i> , 2020, 17, 100843.	2.2	9
72	Accessibility Barriers and Perceived Accessibility: Implications for Public Transport. <i>Urban Science</i> , 2021, 5, 63.	2.3	9

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73	Subjective well-being related to satisfaction with daily travel. <i>Transportation</i> , 2011, 38, 1.	4.0	8
74	The relationship between exchanged resources and loyalty intentions. <i>Service Industries Journal</i> , 2020, 40, 846-865.	8.3	7
75	Daily Travel and Wellbeing among the Elderly. <i>International Journal of Environmental Research and Public Health</i> , 2020, 17, 2342.	2.6	7
76	Current Mood vs. Recalled Impacts of Current Moods after Exposures to Sequences of Uncertain Monetary Outcomes. <i>Frontiers in Psychology</i> , 2017, 8, 66.	2.1	6
77	The role of children's independent mobility and social media use for face-to-face social interaction with friends. <i>Transportation</i> , 2020, 47, 1987-2009.	4.0	6
78	Travel and Wellbeing: Future Prospects. <i>Applying Quality of Life Research</i> , 2018, , 255-265.	0.3	4
79	Satisfaction with Public Transport Related to Service Performance. , 2001, , 845-854.		4
80	Are citizens not accurately informed about long-term societal costs of unsustainable travel or do they not care?. <i>Travel Behaviour &amp; Society</i> , 2015, 2, 26-31.	5.0	3
81	Economic and Psychological Determinants of Ownership, Use and Changes in Use of Private Cars. , 0, , 567-594.		3
82	Travel and child wellbeing: The psychological and cognitive domains. , 2020, , 41-59.		3
83	Time-Series Analysis of the Causal Effects Among Perceived Quality, Satisfaction, Loyalty, and Frequency of Public Transportation Use. <i>Frontiers in Built Environment</i> , 2020, 6, .	2.3	3
84	Quality of Life and Daily Travel: An Introduction. <i>Applying Quality of Life Research</i> , 2018, , 3-13.	0.3	1
85	Transport and children's wellbeing: Future directions. , 2020, , 361-373.		1
86	Integrating Planned Behavior and Stage-of-Change into a Cycling Campaign. <i>Sustainability</i> , 2021, 13, 10116.	3.2	1
87	What Can Be Done to Change?â€”The Environmental and Behavioral Consequences of Interventions for Sustainable Travel. <i>Sustainability</i> , 2022, 14, 1345.	3.2	1
88	Introduction to transport and children's wellbeing. , 2020, , 1-17.		0
89	The Need to Change How People Think About the Consequences of Travel. , 2014, , 307-317.		0
90	Roads to Car-Free Cities. <i>Advances in Mechatronics and Mechanical Engineering</i> , 2020, , 164-183.	1.0	0

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91	Public Transport as a Provider of MaaS in Rural Areas. Impact of Meat Consumption on Health and Environmental Sustainability, 2020, , 109-124.	0.4	0
92	Service Quality Grounded in Customer Experiences, Affect and Relationships. , 2007, , 271-285.		0