

Janet R Mccoll-Kennedy

List of Publications by Year in descending order

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Version: 2024-02-01

79
papers

8,304
citations

66315

42
h-index

66879

78
g-index

86
all docs

86
docs citations

86
times ranked

4720
citing authors

#	ARTICLE	IF	CITATIONS
1	Health Care Customer Value Cocreation Practice Styles. <i>Journal of Service Research</i> , 2012, 15, 370-389.	7.8	794
2	Customer experience challenges: bringing together digital, physical and social realms. <i>Journal of Service Management</i> , 2018, 29, 776-808.	4.4	435
3	Impact of leadership style and emotions on subordinate performance. <i>Leadership Quarterly</i> , 2002, 13, 545-559.	3.6	412
4	Justice strategy options for increased customer satisfaction in a services recovery setting. <i>Journal of Business Research</i> , 2001, 54, 209-218.	5.8	309
5	Customer Effort in Value Cocreation Activities. <i>Journal of Service Research</i> , 2015, 18, 318-335.	7.8	308
6	Co-creation practices: Their role in shaping a health care ecosystem. <i>Industrial Marketing Management</i> , 2016, 56, 24-39.	3.7	308
7	Involvement, satisfaction, and brand loyalty in a small business services setting. <i>Journal of Business Research</i> , 2007, 60, 1253-1260.	5.8	263
8	Experience as a moderator of involvement and satisfaction on brand loyalty in a business-to-business setting 02-314R. <i>Industrial Marketing Management</i> , 2005, 34, 97-107.	3.7	249
9	Customer Rage Episodes: Emotions, Expressions and Behaviors. <i>Journal of Retailing</i> , 2009, 85, 222-237.	4.0	222
10	Value propositions. <i>Marketing Theory</i> , 2014, 14, 327-351.	1.7	222
11	Small details that make big differences. <i>Journal of Service Management</i> , 2014, 25, 253-274.	4.4	208
12	Competing through service innovation: The role of bricolage and entrepreneurship in project-oriented firms. <i>Journal of Business Research</i> , 2013, 66, 1085-1097.	5.8	186
13	Fresh perspectives on customer experience. <i>Journal of Services Marketing</i> , 2015, 29, 430-435.	1.7	180
14	Cocreative customer practices: Effects of health care customer value cocreation practices on well-being. <i>Journal of Business Research</i> , 2017, 70, 55-66.	5.8	167
15	Towards a model of dynamic capabilities in innovation-based competitive strategy: Insights from project-oriented service firms. <i>Industrial Marketing Management</i> , 2011, 40, 1251-1263.	3.7	154
16	Reconceptualizing professional service firm innovation capability: Scale development. <i>Industrial Marketing Management</i> , 2011, 40, 1264-1273.	3.7	153
17	Gaining Customer Experience Insights That Matter. <i>Journal of Service Research</i> , 2019, 22, 8-26.	7.8	142
18	The central role of knowledge integration capability in service innovation-based competitive strategy. <i>Industrial Marketing Management</i> , 2019, 76, 144-156.	3.7	133

#	ARTICLE	IF	CITATIONS
19	The changing role of the health care customer: review, synthesis and research agenda. <i>Journal of Service Management</i> , 2017, 28, 2-33.	4.4	130
20	Co-creating service experience practices. <i>Journal of Service Management</i> , 2015, 26, 249-275.	4.4	129
21	Opportunistic customer claiming during service recovery. <i>Journal of the Academy of Marketing Science</i> , 2010, 38, 654-675.	7.2	123
22	Service Research Priorities: Managing and Delivering Service in Turbulent Times. <i>Journal of Service Research</i> , 2021, 24, 329-353.	7.8	123
23	Subordinate manager gender combination and perceived leadership style influence on emotions, self-esteem and organizational commitment. <i>Journal of Business Research</i> , 2005, 58, 115-125.	5.8	115
24	Linking service design to value creation and service research. <i>Journal of Service Management</i> , 2016, 27, 21-29.	4.4	90
25	Customer Rage Back-Story: Linking Needs-Based Cognitive Appraisal to Service Failure Type. <i>Journal of Retailing</i> , 2013, 89, 72-87.	4.0	87
26	How do you feel today? Managing patient emotions during health care experiences to enhance well-being. <i>Journal of Business Research</i> , 2017, 79, 247-259.	5.8	83
27	Service ecosystem well-being: conceptualization and implications for theory and practice. <i>European Journal of Marketing</i> , 2019, 53, 2657-2691.	1.7	81
28	Social and Spatial Influence of Customers on Other Customers in the Social-Servicescape. <i>Australasian Marketing Journal</i> , 2010, 18, 120-131.	3.5	78
29	Who Wants a Relationship Anyway?. <i>Journal of Service Research</i> , 2008, 11, 43-62.	7.8	69
30	Service Research Priorities: Designing Sustainable Service Ecosystems. <i>Journal of Service Research</i> , 2021, 24, 462-479.	7.8	68
31	Diffusing Customer Anger in Service Recovery: A Conceptual Framework. <i>Australasian Marketing Journal</i> , 2003, 11, 46-55.	3.5	61
32	Dynamics of wellbeing co-creation: a psychological ownership perspective. <i>Journal of Service Management</i> , 2021, 32, 383-406.	4.4	58
33	Measuring customer satisfaction: Why, what and how. <i>Total Quality Management and Business Excellence</i> , 2000, 11, 883-896.	0.6	56
34	An empirical examination of the involvement to external search relationship in services marketing. <i>Journal of Services Marketing</i> , 2001, 15, 82-98.	1.7	55
35	Perceptions of Marketing Journals by Senior Academics in Australia and New Zealand. <i>Australasian Marketing Journal</i> , 2004, 12, 51-61.	3.5	55
36	Unpacking Customer Rage Elicitation. <i>Journal of Service Research</i> , 2015, 18, 177-192.	7.8	54

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37	Customer Rage: Triggers, Tipping Points, and Take-Outs. <i>California Management Review</i> , 2009, 52, 6-28.	3.4	50
38	Customer's angry voice: Targeting employees or the organization?. <i>Journal of Business Research</i> , 2011, 64, 707-713.	5.8	50
39	Market futures/future markets: Research directions in the study of markets. <i>Marketing Theory</i> , 2012, 12, 219-223.	1.7	49
40	The marketing practicesâ€performance relationship in professional service firms. <i>Journal of Service Management</i> , 2011, 22, 292-316.	4.4	42
41	Transforming community well-being through patients' lived experiences. <i>Journal of Business Research</i> , 2019, 100, 376-391.	5.8	42
42	How professional service firms compete in the market: an exploratory study. <i>Journal of Marketing Management</i> , 2010, 26, 28-55.	1.2	41
43	Dimensions of consumer search behavior in services. <i>Journal of Services Marketing</i> , 1999, 13, 242-265.	1.7	37
44	Matching service recovery solutions to customer recovery preferences. <i>European Journal of Marketing</i> , 2012, 46, 1171-1194.	1.7	36
45	Geysers or Bubbling Hot Springs? A Cross-Cultural Examination of Customer Rage From Eastern and Western Perspectives. <i>Journal of Service Research</i> , 2016, 19, 243-259.	7.8	36
46	Consumer web search behaviour: diagrammatic illustration of wayfinding on the web. <i>International Journal of Human Computer Studies</i> , 2000, 52, 805-830.	3.7	35
47	Resource integration in liminal periods: transitioning to transformative service. <i>Journal of Services Marketing</i> , 2015, 29, 485-497.	1.7	34
48	Addressing vulnerability: what role does marketing play?. <i>Journal of Services Marketing</i> , 2019, 33, 660-670.	1.7	34
49	Predictors of customer service training in hospitality firms. <i>International Journal of Hospitality Management</i> , 2009, 28, 389-396.	5.3	33
50	Third Party Customers Infecting Other Customers for Better or for Worse. <i>Psychology and Marketing</i> , 2013, 30, 277-292.	4.6	33
51	Consumer-citizens mobilizing social capital following a natural disaster: effects on well-being. <i>Journal of Services Marketing</i> , 2017, 31, 438-451.	1.7	32
52	Conducting service research that matters. <i>Journal of Services Marketing</i> , 2015, 29, 425-429.	1.7	30
53	Tensions and trade-offs in multi-actor service ecosystems. <i>Journal of Business Research</i> , 2020, 121, 655-666.	5.8	26
54	Chapter 9 Service encounter needs theory: A dyadic, psychosocial approach to understanding service encounters. <i>Research on Emotion in Organizations</i> , 2010, , 221-258.	0.1	24

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55	Theorizing beyond the horizon: service research in 2050. <i>Journal of Service Management</i> , 2018, 29, 766-775.	4.4	22
56	Text mining analysis roadmap (TMAR) for service research. <i>Journal of Services Marketing</i> , 2020, 34, 30-47.	1.7	21
57	Chapter 10 Customer Emotions in Service Failure and Recovery Encounters. <i>Research on Emotion in Organizations</i> , 0, , 237-268.	0.1	19
58	New Service Development and Competitive Advantage: A Conceptual Model. <i>Australasian Marketing Journal</i> , 2002, 10, 13-23.	3.5	18
59	Professional Service Firms are Relationship Marketers: But Does Size Matter?. <i>Australasian Marketing Journal</i> , 2008, 16, 30-47.	3.5	16
60	Task-Relationship Self: A Framework for Understanding Service Encounter Behaviors. <i>Psychology and Marketing</i> , 2013, 30, 512-528.	4.6	16
61	Australia as a Holiday Destination. <i>Journal of Hospitality Marketing and Management</i> , 1998, 5, 33-55.	0.4	9
62	Health Care in Service Science Special Issue of <i>Australasian Marketing Journal</i> . <i>Australasian Marketing Journal</i> , 2014, 22, 165-167.	3.5	7
63	Best-worst scaling: an alternative to ratings data. , 0, , 177-188.		7
64	Introduction to the Special Section "œls Marketing Academia Losing Its Way? Perspectives from outside the US". <i>Australasian Marketing Journal</i> , 2010, 18, 159-160.	3.5	6
65	Organizational strategies for filling the customer can-do/must-do gap. <i>Business Horizons</i> , 2015, 58, 459-468.	3.4	6
66	Consumer Involvement in Services:. <i>Journal of International Consumer Marketing</i> , 1991, 3, 61-78.	2.3	5
67	Consumer Involvement Differences Between Professional Services and Non-Professional Services. <i>Services Marketing Quarterly</i> , 1999, 19, 93-106.	0.1	5
68	To give or not to give professional services to non-paying clients. <i>Journal of Service Management</i> , 2015, 26, 426-459.	4.4	5
69	The influence of place on health-care customer creativity. <i>European Journal of Marketing</i> , 2019, 53, 1400-1422.	1.7	4
70	Consumer lying behavior in service encounters. <i>Journal of Business Research</i> , 2022, 141, 755-769.	5.8	3
71	ELECTRICITY TARIFFS: SOCIAL POLICY IMPLICATIONS. <i>Australian Journal of Public Administration</i> , 1989, 48, 285-290.	1.0	2
72	Hierarchy of customer goals: conceptual framework and new insights. <i>Journal of Service Management</i> , 2021, ahead-of-print, .	4.4	2

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73	Research performance of Australian and New Zealand marketing academics: Achieving rigor and relevance. <i>Australasian Marketing Journal</i> , 2022, 30, 273-277.	3.5	2
74	Energy Consumption Patterns of Mature Australian Consumers. <i>Journal of International Consumer Marketing</i> , 1992, 4, 35-61.	2.3	1
75	Value in primary care clinics: a service ecosystem perspective. <i>Medical Journal of Australia</i> , 2022, 216, .	0.8	1
76	Special issue on services marketing: Australia. <i>Journal of Business Research</i> , 2001, 54, 185-187.	5.8	0
77	Gaining insights into why professionals continue or abandon pro bono service. <i>European Journal of Marketing</i> , 2021, 55, 790-813.	1.7	0
78	Revised Personal Involvement Inventory for Services. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2015, , 243-249.	0.1	0
79	From Whence to Where in Service Science: A Perspective on the Field. <i>Service Science: Research and Innovations in the Service Economy</i> , 2019, , 729-742.	1.1	0