

# Janet R Mccoll-Kennedy

## List of Publications by Citations

**Source:** <https://exaly.com/author-pdf/7916394/janet-r-mccoll-kennedy-publications-by-citations.pdf>

**Version:** 2024-04-26

This document has been generated based on the publications and citations recorded by exaly.com. For the latest version of this publication list, visit the link given above.

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

76  
papers

5,929  
citations

38  
h-index

77  
g-index

86  
ext. papers

7,022  
ext. citations

5.8  
avg, IF

6.22  
L-index

#	Paper	IF	Citations
76	Health Care Customer Value Cocreation Practice Styles. <i>Journal of Service Research</i> , <b>2012</b> , 15, 370-389	6	598
75	Impact of leadership style and emotions on subordinate performance. <i>Leadership Quarterly</i> , <b>2002</b> , 13, 545-559	6.3	322
74	Justice strategy options for increased customer satisfaction in a services recovery setting. <i>Journal of Business Research</i> , <b>2001</b> , 54, 209-218	8.7	250
73	Customer experience challenges: bringing together digital, physical and social realms. <i>Journal of Service Management</i> , <b>2018</b> , 29, 776-808	7.4	232
72	Co-creation practices: Their role in shaping a health care ecosystem. <i>Industrial Marketing Management</i> , <b>2016</b> , 56, 24-39	6.9	208
71	Involvement, satisfaction, and brand loyalty in a small business services setting. <i>Journal of Business Research</i> , <b>2007</b> , 60, 1253-1260	8.7	203
70	Customer Effort in Value Cocreation Activities: Improving Quality of Life and Behavioral Intentions of Health Care Customers. <i>Journal of Service Research</i> , <b>2015</b> , 18, 318-335	6	199
69	Experience as a moderator of involvement and satisfaction on brand loyalty in a business-to-business setting 02-314R. <i>Industrial Marketing Management</i> , <b>2005</b> , 34, 97-107	6.9	197
68	Customer Rage Episodes: Emotions, Expressions and Behaviors. <i>Journal of Retailing</i> , <b>2009</b> , 85, 222-237	6.5	172
67	Value propositions: A service ecosystems perspective. <i>Marketing Theory</i> , <b>2014</b> , 14, 327-351	2.5	162
66	Small details that make big differences. <i>Journal of Service Management</i> , <b>2014</b> , 25, 253-274	7.4	153
65	Fresh perspectives on customer experience. <i>Journal of Services Marketing</i> , <b>2015</b> , 29, 430-435	4	134
64	Competing through service innovation: The role of bricolage and entrepreneurship in project-oriented firms. <i>Journal of Business Research</i> , <b>2013</b> , 66, 1085-1097	8.7	123
63	Towards a model of dynamic capabilities in innovation-based competitive strategy: Insights from project-oriented service firms. <i>Industrial Marketing Management</i> , <b>2011</b> , 40, 1251-1263	6.9	114
62	Cocreative customer practices: Effects of health care customer value cocreation practices on well-being. <i>Journal of Business Research</i> , <b>2017</b> , 70, 55-66	8.7	109
61	Reconceptualizing professional service firm innovation capability: Scale development. <i>Industrial Marketing Management</i> , <b>2011</b> , 40, 1264-1273	6.9	99
60	Opportunistic customer claiming during service recovery. <i>Journal of the Academy of Marketing Science</i> , <b>2010</b> , 38, 654-675	12.4	99

59	Co-creating service experience practices. <i>Journal of Service Management</i> , <b>2015</b> , 26, 249-275	7.4	98
58	Subordinate manager gender combination and perceived leadership style influence on emotions, self-esteem and organizational commitment. <i>Journal of Business Research</i> , <b>2005</b> , 58, 115-125	8.7	93
57	The changing role of the health care customer: review, synthesis and research agenda. <i>Journal of Service Management</i> , <b>2017</b> , 28, 2-33	7.4	92
56	Gaining Customer Experience Insights That Matter. <i>Journal of Service Research</i> , <b>2019</b> , 22, 8-26	6	73
55	Customer Rage Back-Story: Linking Needs-Based Cognitive Appraisal to Service Failure Type. <i>Journal of Retailing</i> , <b>2013</b> , 89, 72-87	6.5	68
54	Social and Spatial Influence of Customers on Other Customers in the Social-Servicescape. <i>Australasian Marketing Journal</i> , <b>2010</b> , 18, 120-131	5	66
53	The central role of knowledge integration capability in service innovation-based competitive strategy. <i>Industrial Marketing Management</i> , <b>2019</b> , 76, 144-156	6.9	62
52	Linking service design to value creation and service research. <i>Journal of Service Management</i> , <b>2016</b> , 27, 21-29	7.4	58
51	Who Wants a Relationship Anyway?: Conditions When Consumers Expect a Relationship With Their Service Provider. <i>Journal of Service Research</i> , <b>2008</b> , 11, 43-62	6	56
50	How do you feel today? Managing patient emotions during health care experiences to enhance well-being. <i>Journal of Business Research</i> , <b>2017</b> , 79, 247-259	8.7	53
49	Diffusing Customer Anger in Service Recovery: A Conceptual Framework. <i>Australasian Marketing Journal</i> , <b>2003</b> , 11, 46-55	5	48
48	Perceptions of Marketing Journals by Senior Academics in Australia and New Zealand. <i>Australasian Marketing Journal</i> , <b>2004</b> , 12, 51-61	5	44
47	Market futures/future markets: Research directions in the study of markets. <i>Marketing Theory</i> , <b>2012</b> , 12, 219-223	2.5	42
46	An empirical examination of the involvement to external search relationship in services marketing. <i>Journal of Services Marketing</i> , <b>2001</b> , 15, 82-98	4	42
45	Service ecosystem well-being: conceptualization and implications for theory and practice. <i>European Journal of Marketing</i> , <b>2019</b> , 53, 2657-2691	4.4	41
44	Customer Rage: Triggers, Tipping Points, and Take-Outs. <i>California Management Review</i> , <b>2009</b> , 52, 6-28	13.2	40
43	Customer's angry voice: Targeting employees or the organization?. <i>Journal of Business Research</i> , <b>2011</b> , 64, 707-713	8.7	39
42	Service Research Priorities: Managing and Delivering Service in Turbulent Times. <i>Journal of Service Research</i> , <b>2021</b> , 24, 329-353	6	38

41	Unpacking Customer Rage Elicitation: A Dynamic Model. <i>Journal of Service Research</i> , <b>2015</b> , 18, 177-192	6	37
40	The marketing practices-performance relationship in professional service firms. <i>Journal of Service Management</i> , <b>2011</b> , 22, 292-316	7.4	34
39	Measuring customer satisfaction: Why, what and how. <i>Total Quality Management and Business Excellence</i> , <b>2000</b> , 11, 883-896		34
38	Matching service recovery solutions to customer recovery preferences. <i>European Journal of Marketing</i> , <b>2012</b> , 46, 1171-1194	4.4	30
37	How professional service firms compete in the market: an exploratory study. <i>Journal of Marketing Management</i> , <b>2010</b> , 26, 28-55	3.2	30
36	Consumer web search behaviour: diagrammatic illustration of wayfinding on the web. <i>International Journal of Human Computer Studies</i> , <b>2000</b> , 52, 805-830	4.6	30
35	Predictors of customer service training in hospitality firms. <i>International Journal of Hospitality Management</i> , <b>2009</b> , 28, 389-396	8.3	29
34	Transforming community well-being through patients' lived experiences. <i>Journal of Business Research</i> , <b>2019</b> , 100, 376-391	8.7	28
33	Geysers or Bubbling Hot Springs? A Cross-Cultural Examination of Customer Rage From Eastern and Western Perspectives. <i>Journal of Service Research</i> , <b>2016</b> , 19, 243-259	6	27
32	Dimensions of consumer search behavior in services. <i>Journal of Services Marketing</i> , <b>1999</b> , 13, 242-265	4	27
31	Resource integration in liminal periods: transitioning to transformative service. <i>Journal of Services Marketing</i> , <b>2015</b> , 29, 485-497	4	26
30	Third Party Customers Infecting Other Customers for Better or for Worse. <i>Psychology and Marketing</i> , <b>2013</b> , 30, 277-292	3.9	26
29	Chapter 9 Service encounter needs theory: A dyadic, psychosocial approach to understanding service encounters. <i>Research on Emotion in Organizations</i> , <b>2010</b> , 221-258	0.4	23
28	Dynamics of wellbeing co-creation: a psychological ownership perspective. <i>Journal of Service Management</i> , <b>2021</b> , 32, 383-406	7.4	23
27	Consumer-citizens mobilizing social capital following a natural disaster: effects on well-being. <i>Journal of Services Marketing</i> , <b>2017</b> , 31, 438-451	4	22
26	Conducting service research that matters. <i>Journal of Services Marketing</i> , <b>2015</b> , 29, 425-429	4	19
25	Tensions and trade-offs in multi-actor service ecosystems. <i>Journal of Business Research</i> , <b>2020</b> , 121, 655-666	8.6	14
24	Task-Relationship-Self: A Framework for Understanding Service Encounter Behaviors. <i>Psychology and Marketing</i> , <b>2013</b> , 30, 512-528	3.9	13

23	Addressing vulnerability: what role does marketing play?. <i>Journal of Services Marketing</i> , <b>2019</b> , 33, 660-674		13
22	Theorizing beyond the horizon: service research in 2050. <i>Journal of Service Management</i> , <b>2018</b> , 29, 766-775		13
21	Professional Service Firms are Relationship Marketers: But Does Size Matter?. <i>Australasian Marketing Journal</i> , <b>2008</b> , 16, 30-47	5	11
20	Chapter 10 Customer Emotions in Service Failure and Recovery Encounters. <i>Research on Emotion in Organizations</i> , 237-268	0.4	10
19	Service Research Priorities: Designing Sustainable Service Ecosystems. <i>Journal of Service Research</i> , 1094667052110313		
18	New Service Development and Competitive Advantage: A Conceptual Model. <i>Australasian Marketing Journal</i> , <b>2002</b> , 10, 13-23	5	9
17	Text mining analysis roadmap (TMAR) for service research. <i>Journal of Services Marketing</i> , <b>2020</b> , 34, 30-47		9
16	Australia as a Holiday Destination. <i>Journal of Hospitality Marketing and Management</i> , <b>1998</b> , 5, 33-55		8
15	Organizational strategies for filling the customer can-do/must-do gap. <i>Business Horizons</i> , <b>2015</b> , 58, 459-468		6
14	Best-worst scaling: an alternative to ratings data	177-188	5
13	Consumer Involvement Differences Between Professional Services and Non-Professional Services. <i>Services Marketing Quarterly</i> , <b>1999</b> , 19, 93-106		4
12	To give or not to give professional services to non-paying clients. <i>Journal of Service Management</i> , <b>2015</b> , 26, 426-459	7.4	3
11	Consumer Involvement in Services:. <i>Journal of International Consumer Marketing</i> , <b>1991</b> , 3, 61-78	2.1	3
10	ELECTRICITY TARIFFS: SOCIAL POLICY IMPLICATIONS. <i>Australian Journal of Public Administration</i> , <b>1989</b> , 48, 285-290	1.3	2
9	Research performance of Australian and New Zealand marketing academics: Achieving rigor and relevance. <i>Australasian Marketing Journal</i> , 144135822210940	5	2
8	The influence of place on health-care customer creativity. <i>European Journal of Marketing</i> , <b>2019</b> , 53, 1400-1422	1.4	1
7	Consumer lying behavior in service encounters. <i>Journal of Business Research</i> , <b>2022</b> , 141, 755-769	8.7	1
6	Special issue on services marketing: Australia. <i>Journal of Business Research</i> , <b>2001</b> , 54, 185-187	8.7	

- 5 Energy Consumption Patterns of Mature Australian Consumers. *Journal of International Consumer Marketing*, **1992**, 4, 35-61 2.1
- 4 From Whence to Where in Service Science: A Perspective on the Field. *Service Science: Research and Innovations in the Service Economy*, **2019**, 729-742 0.8
- 3 Revised Personal Involvement Inventory for Services. *Developments in Marketing Science: Proceedings of the Academy of Marketing Science*, **2015**, 243-249 0.1
- 2 Gaining insights into why professionals continue or abandon pro bono service. *European Journal of Marketing*, **2021**, 55, 790-813 4.4
- 1 Measuring and Managing Customer Experience (CX): What Works and What Doesn't. *Journal of Business Ethics*, **2022**, 729-744