

Janet R Mccoll-Kennedy

List of Publications by Year in Descending Order

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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.

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	Consumer lying behavior in service encounters. <i>Journal of Business Research</i> , 2022 , 141, 755-769	8.7	1
75	Measuring and Managing Customer Experience (CX): What Works and What Doesn't. <i>Journal of Service Research</i> , 2022 , 24, 729-744		
74	Service Research Priorities: Managing and Delivering Service in Turbulent Times. <i>Journal of Service Research</i> , 2021 , 24, 329-353	6	38
73	Dynamics of wellbeing co-creation: a psychological ownership perspective. <i>Journal of Service Management</i> , 2021 , 32, 383-406	7.4	23
72	Gaining insights into why professionals continue or abandon pro bono service. <i>European Journal of Marketing</i> , 2021 , 55, 790-813	4.4	
71	Text mining analysis roadmap (TMAR) for service research. <i>Journal of Services Marketing</i> , 2020 , 34, 30-47		9
70	Tensions and trade-offs in multi-actor service ecosystems. <i>Journal of Business Research</i> , 2020 , 121, 655-686	6.6	14
69	The influence of place on health-care customer creativity. <i>European Journal of Marketing</i> , 2019 , 53, 1400-1422	4.1	1
68	The central role of knowledge integration capability in service innovation-based competitive strategy. <i>Industrial Marketing Management</i> , 2019 , 76, 144-156	6.9	62
67	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	0.8	
66	Service ecosystem well-being: conceptualization and implications for theory and practice. <i>European Journal of Marketing</i> , 2019 , 53, 2657-2691	4.4	41
65	Addressing vulnerability: what role does marketing play?. <i>Journal of Services Marketing</i> , 2019 , 33, 660-670		13
64	Gaining Customer Experience Insights That Matter. <i>Journal of Service Research</i> , 2019 , 22, 8-26	6	73
63	Transforming community well-being through patients' lived experiences. <i>Journal of Business Research</i> , 2019 , 100, 376-391	8.7	28
62	Theorizing beyond the horizon: service research in 2050. <i>Journal of Service Management</i> , 2018 , 29, 766-775	4.5	13
61	Customer experience challenges: bringing together digital, physical and social realms. <i>Journal of Service Management</i> , 2018 , 29, 776-808	7.4	232
60	The changing role of the health care customer: review, synthesis and research agenda. <i>Journal of Service Management</i> , 2017 , 28, 2-33	7.4	92

59	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	8.7	53
58	Consumer-citizens mobilizing social capital following a natural disaster: effects on well-being. <i>Journal of Services Marketing</i> , 2017 , 31, 438-451	4	22
57	Cocreative customer practices: Effects of health care customer value cocreation practices on well-being. <i>Journal of Business Research</i> , 2017 , 70, 55-66	8.7	109
56	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	6	27
55	Co-creation practices: Their role in shaping a health care ecosystem. <i>Industrial Marketing Management</i> , 2016 , 56, 24-39	6.9	208
54	Linking service design to value creation and service research. <i>Journal of Service Management</i> , 2016 , 27, 21-29	7.4	58
53	Customer Effort in Value Cocreation Activities: Improving Quality of Life and Behavioral Intentions of Health Care Customers. <i>Journal of Service Research</i> , 2015 , 18, 318-335	6	199
52	Organizational strategies for filling the customer can-do/must-do gap. <i>Business Horizons</i> , 2015 , 58, 459-468	6.1	6
51	Unpacking Customer Rage Elicitation: A Dynamic Model. <i>Journal of Service Research</i> , 2015 , 18, 177-192	6	37
50	Co-creating service experience practices. <i>Journal of Service Management</i> , 2015 , 26, 249-275	7.4	98
49	Fresh perspectives on customer experience. <i>Journal of Services Marketing</i> , 2015 , 29, 430-435	4	134
48	Resource integration in liminal periods: transitioning to transformative service. <i>Journal of Services Marketing</i> , 2015 , 29, 485-497	4	26
47	Conducting service research that matters. <i>Journal of Services Marketing</i> , 2015 , 29, 425-429	4	19
46	To give or not to give professional services to non-paying clients. <i>Journal of Service Management</i> , 2015 , 26, 426-459	7.4	3
45	Revised Personal Involvement Inventory for Services. <i>Developments in Marketing Science: Proceedings of the Academy of Marketing Science</i> , 2015 , 243-249	0.1	
44	Value propositions: A service ecosystems perspective. <i>Marketing Theory</i> , 2014 , 14, 327-351	2.5	162
43	Small details that make big differences. <i>Journal of Service Management</i> , 2014 , 25, 253-274	7.4	153
42	Customer Rage Back-Story: Linking Needs-Based Cognitive Appraisal to Service Failure Type. <i>Journal of Retailing</i> , 2013 , 89, 72-87	6.5	68

41	Competing through service innovation: The role of bricolage and entrepreneurship in project-oriented firms. <i>Journal of Business Research</i> , 2013 , 66, 1085-1097	8.7	123
40	Third Party Customers Infecting Other Customers for Better or for Worse. <i>Psychology and Marketing</i> , 2013 , 30, 277-292	3.9	26
39	Task-Relationship-Self: A Framework for Understanding Service Encounter Behaviors. <i>Psychology and Marketing</i> , 2013 , 30, 512-528	3.9	13
38	Health Care Customer Value Cocreation Practice Styles. <i>Journal of Service Research</i> , 2012 , 15, 370-389	6	598
37	Matching service recovery solutions to customer recovery preferences. <i>European Journal of Marketing</i> , 2012 , 46, 1171-1194	4.4	30
36	Market futures/future markets: Research directions in the study of markets. <i>Marketing Theory</i> , 2012 , 12, 219-223	2.5	42
35	Customer's angry voice: Targeting employees or the organization?. <i>Journal of Business Research</i> , 2011 , 64, 707-713	8.7	39
34	Reconceptualizing professional service firm innovation capability: Scale development. <i>Industrial Marketing Management</i> , 2011 , 40, 1264-1273	6.9	99
33	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	6.9	114
32	The marketing practices-performance relationship in professional service firms. <i>Journal of Service Management</i> , 2011 , 22, 292-316	7.4	34
31	How professional service firms compete in the market: an exploratory study. <i>Journal of Marketing Management</i> , 2010 , 26, 28-55	3.2	30
30	Chapter 9 Service encounter needs theory: A dyadic, psychosocial approach to understanding service encounters. <i>Research on Emotion in Organizations</i> , 2010 , 221-258	0.4	23
29	Social and Spatial Influence of Customers on Other Customers in the Social-Servicescape. <i>Australasian Marketing Journal</i> , 2010 , 18, 120-131	5	66
28	Opportunistic customer claiming during service recovery. <i>Journal of the Academy of Marketing Science</i> , 2010 , 38, 654-675	12.4	99
27	Customer Rage Episodes: Emotions, Expressions and Behaviors. <i>Journal of Retailing</i> , 2009 , 85, 222-237	6.5	172
26	Predictors of customer service training in hospitality firms. <i>International Journal of Hospitality Management</i> , 2009 , 28, 389-396	8.3	29
25	Customer Rage: Triggers, Tipping Points, and Take-Outs. <i>California Management Review</i> , 2009 , 52, 6-28	13.2	40
24	Professional Service Firms are Relationship Marketers: But Does Size Matter?. <i>Australasian Marketing Journal</i> , 2008 , 16, 30-47	5	11

23	Who Wants a Relationship Anyway?: Conditions When Consumers Expect a Relationship With Their Service Provider. <i>Journal of Service Research</i> , 2008 , 11, 43-62	6	56
22	Involvement, satisfaction, and brand loyalty in a small business services setting. <i>Journal of Business Research</i> , 2007 , 60, 1253-1260	8.7	203
21	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	8.7	93
20	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	6.9	197
19	Perceptions of Marketing Journals by Senior Academics in Australia and New Zealand. <i>Australasian Marketing Journal</i> , 2004 , 12, 51-61	5	44
18	Diffusing Customer Anger in Service Recovery: A Conceptual Framework. <i>Australasian Marketing Journal</i> , 2003 , 11, 46-55	5	48
17	New Service Development and Competitive Advantage: A Conceptual Model. <i>Australasian Marketing Journal</i> , 2002 , 10, 13-23	5	9
16	Impact of leadership style and emotions on subordinate performance. <i>Leadership Quarterly</i> , 2002 , 13, 545-559	6.3	322
15	Justice strategy options for increased customer satisfaction in a services recovery setting. <i>Journal of Business Research</i> , 2001 , 54, 209-218	8.7	250
14	Special issue on services marketing: Australia. <i>Journal of Business Research</i> , 2001 , 54, 185-187	8.7	
13	An empirical examination of the involvement to external search relationship in services marketing. <i>Journal of Services Marketing</i> , 2001 , 15, 82-98	4	42
12	Consumer web search behaviour: diagrammatic illustration of wayfinding on the web. <i>International Journal of Human Computer Studies</i> , 2000 , 52, 805-830	4.6	30
11	Measuring customer satisfaction: Why, what and how. <i>Total Quality Management and Business Excellence</i> , 2000 , 11, 883-896		34
10	Dimensions of consumer search behavior in services. <i>Journal of Services Marketing</i> , 1999 , 13, 242-265	4	27
9	Consumer Involvement Differences Between Professional Services and Non-Professional Services. <i>Services Marketing Quarterly</i> , 1999 , 19, 93-106		4
8	Australia as a Holiday Destination. <i>Journal of Hospitality Marketing and Management</i> , 1998 , 5, 33-55		8
7	Energy Consumption Patterns of Mature Australian Consumers. <i>Journal of International Consumer Marketing</i> , 1992 , 4, 35-61	2.1	
6	Consumer Involvement in Services. <i>Journal of International Consumer Marketing</i> , 1991 , 3, 61-78	2.1	3

5	ELECTRICITY TARIFFS: SOCIAL POLICY IMPLICATIONS. <i>Australian Journal of Public Administration</i> , 1989, 48, 285-290	1.3	2
4	Best-worst scaling: an alternative to ratings data177-188		5
3	Chapter 10 Customer Emotions in Service Failure and Recovery Encounters. <i>Research on Emotion in Organizations</i> ,237-268	0.4	10
2	Service Research Priorities: Designing Sustainable Service Ecosystems. <i>Journal of Service Research</i> ,109467052110313		
1	Research performance of Australian and New Zealand marketing academics: Achieving rigor and relevance. <i>Australasian Marketing Journal</i> ,144135822210940	5	2