

# Bo Edvardsson

## List of Publications by Year in descending order

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Version: 2024-02-01

129  
papers

10,133  
citations

36303

51  
h-index

36028

97  
g-index

134  
all docs

134  
docs citations

134  
times ranked

4779  
citing authors

#	ARTICLE	IF	CITATIONS
1	Money for Nothing: The Impact of Compensation on Customers'™ Bad-Mouthing in Service Recovery Encounters. <i>Marketing Letters</i> , 2023, 34, 69-82.	2.9	5
2	How do actors coordinate for value creation? A signaling and screening perspective on resource integration. <i>Journal of Services Marketing</i> , 2022, 36, 18-26.	3.0	5
3	Crisis behaviors as drivers of value co-creation transformation. <i>International Journal of Quality and Service Sciences</i> , 2022, 14, 1-15.	2.4	1
4	Creating harmony through a plethora of interests, resources and actors: the challenging task of orchestrating the service ecosystem. <i>Journal of Service Theory and Practice</i> , 2022, 32, 477-504.	3.2	8
5	Service Management: Evolution, Current Challenges, and Opportunities. , 2022, , 35-51.		1
6	Defining and Framing Service Management. , 2022, , 19-33.		1
7	Customer experiences in crisis situations: An agency-structure perspective. <i>Marketing Theory</i> , 2022, 22, 539-562.	3.1	2
8	Service Ecosystem Design: Propositions, Process Model, and Future Research Agenda. <i>Journal of Service Research</i> , 2021, 24, 168-186.	12.2	132
9	Justice (is not the same) for all: The role of relationship activity for post-recovery outcomes. <i>Journal of Business Research</i> , 2021, 134, 342-351.	10.2	6
10	Institutional change and routine dynamics in service ecosystems. <i>Journal of Services Marketing</i> , 2020, 34, 575-586.	3.0	13
11	The institutional turn in service research: taking stock and moving ahead. <i>Journal of Services Marketing</i> , 2020, 34, 373-387.	3.0	22
12	The role of intellectual capital in fostering SD-Oriented and firm performance. <i>Journal of Intellectual Capital</i> , 2020, 22, 57-75.	5.4	13
13	Moving Toward Collaborative Service Recovery: A Multiactor Orientation. <i>Service Science</i> , 2019, 11, 201-212.	1.3	15
14	Exploring Customers'™ Experiences of Service Co-Recovery. <i>Service Science</i> , 2019, 11, 189-200.	1.3	4
15	Alignment of resources, actors and contexts for value creation. <i>International Journal of Quality and Service Sciences</i> , 2019, 11, 424-438.	2.4	14
16	Cross-country differences in new service development. <i>Journal of Service Management</i> , 2019, 30, 186-208.	7.2	8
17	Reshaping mental models " enabling innovation through service design. <i>Journal of Service Management</i> , 2019, 30, 75-104.	7.2	58
18	Conceptualizing resource integration as an embedded process: Matching, resourcing and valuing. <i>Marketing Theory</i> , 2019, 19, 65-84.	3.1	58

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19	Customer roles from a self-service system perspective. <i>International Journal of Quality and Service Sciences</i> , 2018, 10, 196-210.	2.4	9
20	A scaling up framework for innovative service ecosystems: lessons from Eataly and KidZania. <i>Journal of Service Management</i> , 2018, 29, 146-175.	7.2	32
21	Motivation: The missing driver for theorizing about resource integration. <i>Marketing Theory</i> , 2018, 18, 493-519.	3.1	42
22	Examining how context change foster service innovation. <i>Journal of Service Management</i> , 2018, 29, 932-955.	7.2	38
23	Does one size fit all? New service development across different types of services. <i>Journal of Service Management</i> , 2017, 28, 329-347.	7.2	29
24	Determinants of services co-creation with business customers. <i>Journal of Services Marketing</i> , 2017, 31, 85-103.	3.0	29
25	A systems perspective on markets – Toward a research agenda. <i>Journal of Business Research</i> , 2017, 79, 260-268.	10.2	126
26	Conceptualizing Resource Integration to Advance Service Innovation. , 2017, , 237-259.		7
27	Innovation in service ecosystems. <i>Journal of Service Management</i> , 2016, 27, 619-651.	7.2	48
28	Innovation in service ecosystems – Breaking, making, and maintaining institutionalized rules of resource integration. <i>Journal of Business Research</i> , 2016, 69, 2964-2971.	10.2	240
29	The role of social platforms in transforming service ecosystems. <i>Journal of Business Research</i> , 2016, 69, 1933-1938.	10.2	46
30	Value proposition test-driving for service innovation: how frontline employees innovate value propositions. <i>Journal of Service Theory and Practice</i> , 2016, 26, .	3.2	38
31	Linking service design to value creation and service research. <i>Journal of Service Management</i> , 2016, 27, 21-29.	7.2	90
32	Transforming from the goods to the service-dominant logic. <i>Marketing Theory</i> , 2016, 16, 101-121.	3.1	34
33	Invited Commentary – Relative or absolute measures and metrics: That is the question?. <i>Global Economics and Management Review</i> , 2015, 20, 26-27.	0.4	0
34	Cocreating the Arab Spring. <i>Journal of Service Research</i> , 2015, 18, 250-264.	12.2	73
35	Design for Value Co-Creation: Exploring Synergies Between Design for Service and Service Logic. <i>Service Science</i> , 2014, 6, 106-121.	1.3	127
36	Recovering service failure through resource integration. <i>Service Industries Journal</i> , 2014, 34, 1253-1271.	8.3	40

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37	Getting in with the "in-crowd: how to put marketing back on the CEO's agenda. Journal of Service Management, 2014, 25, 195-212.	7.2	18
38	Show you care: initiating co-creation in service recovery. Journal of Service Management, 2014, 25, 369-387.	7.2	75
39	The road back to relevance. Journal of Service Management, 2014, 25, 166-170.	7.2	14
40	Institutional logics matter when coordinating resource integration. Marketing Theory, 2014, 14, 291-309.	3.1	181
41	Customer experience from a self-service system perspective. Journal of Service Management, 2014, 25, 677-698.	7.2	54
42	Understanding new service development and service innovation through innovation modes. Journal of Business and Industrial Marketing, 2014, 29, 123-131.	3.0	47
43	Negative critical waves in business relationships: an extension of the critical incident perspective. Journal of Business and Industrial Marketing, 2014, 29, 284-294.	3.0	15
44	New Service Development in Manufacturing Firms " Similarities and Differences with New Service Development and New Product Development. Journal of Applied Management and Entrepreneurship, 2014, 19, 35-49.	0.1	8
45	Service-Dominant Logic and Service Science as Lenses for Service Productivity. Management for Professionals, 2014, , 73-91.	0.5	1
46	Striking the Right Balance: How to Design, Implement, and Operationalize Customer Experience Management Programs. , 2014, , 69-89.		0
47	Having a strategy for new service development " does it really matter?. Journal of Service Management, 2013, 24, 25-44.	7.2	65
48	Why is service-dominant logic based service system better?. International Journal of Quality and Service Sciences, 2013, 5, 171-190.	2.4	22
49	A new conceptualization of service innovation grounded in S&D logic and service systems. International Journal of Quality and Service Sciences, 2013, 5, 19-31.	2.4	123
50	Role of resource integration in adoption of medical tourism service. International Journal of Quality and Service Sciences, 2013, 5, 321-336.	2.4	7
51	The physical environment as a driver of customers' service experiences at restaurants. International Journal of Quality and Service Sciences, 2012, 4, 104-119.	2.4	16
52	Measuring service experience: Applying the satisfaction with travel scale in public transport. Journal of Retailing and Consumer Services, 2012, 19, 413-418.	9.4	82
53	Managing the innovation co-creation challenge. Organizational Dynamics, 2012, 41, 281-290.	2.6	27
54	My Customers Are in My Blind Spot. Journal of Service Research, 2012, 15, 150-165.	12.2	10

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55	Customer needing: a challenge for the seller offering. Journal of Business and Industrial Marketing, 2012, 27, 132-141.	3.0	81
56	Service Business Development in Small- to Medium-Sized Equipment Manufacturers. Journal of Business-to-Business Marketing, 2012, 19, 33-66.	1.5	45
57	Service Systems as a Foundation for Resource Integration and Value Co-Creation. Review of Marketing Research, 2012, , 79-126.	0.2	58
58	Co-creation in Radical Service Innovation: A Systematic Analysis of Microlevel Processes. Journal of Product Innovation Management, 2012, 29, 935-951.	9.5	153
59	Customer integration within service development – A review of methods and an analysis of insitu and exsitu contributions. Technovation, 2012, 32, 419-429.	7.8	173
60	A capability perspective on service business development in small and medium-sized suppliers. Scandinavian Journal of Management, 2012, 28, 321-339.	1.9	71
61	Exploring internal mechanisms forming customer servicescape experiences. Journal of Service Management, 2012, 23, 677-695.	7.2	46
62	Values Resonance Drives Sustainable Customer Value: Lessons from IKEA. , 2012, , 249-269.		0
63	How is a Service Based on Service-dominant Design Superior to Goods-dominant Design?. , 2011, , .		0
64	The service excellence and innovation model: Lessons from IKEA and other service frontiers. Total Quality Management and Business Excellence, 2011, 22, 535-551.	3.8	65
65	Does service-dominant design result in a better service system?. Journal of Service Management, 2011, 22, 540-556.	7.2	68
66	Expanding understanding of service exchange and value co-creation: a social construction approach. Journal of the Academy of Marketing Science, 2011, 39, 327-339.	11.2	1,027
67	Internal Service: Drivers of (dis)Satisfaction in the Chinese Context. , 2011, , .		0
68	Value Co-Creation and Value-in-Context: Understanding the Influence of Duality of Structures. , 2011, , .		1
69	A SOS construct of negative emotions in customers' service experience (CSE) and service recovery by firms (SRF). Journal of Services Marketing, 2011, 25, 323-335.	3.0	37
70	Exploring the role of the service environment in forming customer's service experience. International Journal of Quality and Service Sciences, 2011, 3, 110-124.	2.4	65
71	Complex service recovery processes: how to avoid triple deviation. Managing Service Quality, 2011, 21, 331-349.	2.4	35
72	Paradigms in service research. Journal of Service Management, 2011, 22, 560-585.	7.2	50

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73	The Internationalization Process in Service Companies. , 2011, , 15-34.		0
74	A DIPâ€construct of perceived justice in negative service encounters and complaint handling in the Norwegian tourism industry. <i>Managing Service Quality</i> , 2010, 20, 26-45.	2.4	24
75	Improving the prerequisites for customer satisfaction and performance. <i>International Journal of Quality and Service Sciences</i> , 2010, 2, 239-258.	2.4	10
76	Design dimensions of experience rooms for service test drives. <i>Managing Service Quality</i> , 2010, 20, 312-327.	2.4	70
77	Match or Mismatch: Strategy-Structure Configurations in the Service Business of Manufacturing Companies. <i>Journal of Service Research</i> , 2010, 13, 198-215.	12.2	248
78	Service business development in small and medium capital goods manufacturing companies. <i>Managing Service Quality</i> , 2010, 20, 123-139.	2.4	53
79	Mapping the â€œrootsâ€of the consumer's imageâ€inâ€use of companies. <i>Journal of Product and Brand Management</i> , 2010, 19, 423-431.	4.3	12
80	The impact of service orientation in corporate culture on business performance in manufacturing companies. <i>Journal of Service Management</i> , 2010, 21, 237-259.	7.2	98
81	A customerâ€dominant logic of service. <i>Journal of Service Management</i> , 2010, 21, 531-548.	7.2	504
82	Drivers of customers' service experiences: a study in the restaurant industry. <i>Managing Service Quality</i> , 2010, 20, 236-258.	2.4	129
83	Service Innovation and Customer Co-development. <i>Service Science: Research and Innovations in the Service Economy</i> , 2010, , 561-577.	1.1	43
84	Emotions and stability in telecomâ€customer relationships. <i>Journal of Service Management</i> , 2009, 20, 192-208.	7.2	34
85	The role of competence in initiating the transition from products to service. <i>Managing Service Quality</i> , 2009, 19, 493-510.	2.4	24
86	Degree of service-orientation in the pulp and paper industry. <i>International Journal of Services, Technology and Management</i> , 2009, 11, 24.	0.1	16
87	Critical times in business relationships. <i>European Business Review</i> , 2009, 21, 326-343.	3.4	25
88	Initiation of business relationships in service-dominant settings. <i>Industrial Marketing Management</i> , 2008, 37, 339-350.	6.7	113
89	Corporate Social Responsibility for Charity or for Service Business?. <i>Asian Journal on Quality</i> , 2008, 9, 55-67.	0.5	17
90	Eâ€government and service orientation: gaps between theory and practice. <i>International Journal of Public Sector Management</i> , 2008, 21, 74-92.	1.8	58

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91	Effects of e-government on service design as perceived by employees. <i>Managing Service Quality</i> , 2008, 18, 457-478.	2.4	28
92	Value in use through service experience. <i>Managing Service Quality</i> , 2008, 18, 112-126.	2.4	349
93	Customer support service in the relationship perspective. <i>Managing Service Quality</i> , 2008, 18, 87-107.	2.4	18
94	Services Science with a Focus on Academia and Company Collaboration. , 2008, , 137-147.		0
95	Values-based service quality for sustainable business. <i>Managing Service Quality</i> , 2007, 17, 385-403.	2.4	65
96	Success Factors in New Service Development and Value Creation through Services. , 2007, , 165-183.		16
97	Service Quality Grounded in Customer Experiences, Affect and Relationships. , 2007, , 271-285.		0
98	Quality improvement in governmental services. <i>The TQM Journal</i> , 2006, 18, 7-21.	0.8	16
99	Defining relationship quality for customer-driven business development. <i>Journal of Service Management</i> , 2006, 17, 207-223.	2.0	24
100	Values-based service brands: narratives from IKEA. <i>Managing Service Quality</i> , 2006, 16, 230-246.	2.4	44
101	Challenges in New Service Development and Value Creation through Service. , 2006, , 23-34.		1
102	The contextualization of human resource and quality management: a sensemaking perspective on everybody's involvement. <i>International Journal of Human Resource Management</i> , 2005, 16, 736-751.	5.3	12
103	Service quality: beyond cognitive assessment. <i>Managing Service Quality</i> , 2005, 15, 127-131.	2.4	195
104	The role of customer clubs in recent telecom relationships. <i>Journal of Service Management</i> , 2005, 16, 436-454.	2.0	28
105	Service portraits in service research: a critical review. <i>Journal of Service Management</i> , 2005, 16, 107-121.	2.0	533
106	Cocreating Customer Value Through Hyperreality in the Prepurchase Service Experience. <i>Journal of Service Research</i> , 2005, 8, 149-161.	12.2	224
107	New service development: learning from and with customers. <i>Journal of Service Management</i> , 2004, 15, 479-498.	2.0	396
108	Customer clubs in a relationship perspective: a telecom case. <i>Managing Service Quality</i> , 2004, 14, 157-168.	2.4	25

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109	A commentary on developing work and quality improvement strategies I. <i>AI and Society</i> , 2003, 17, 181-183.	4.6	0
110	Customer Complaints and Switching Behavior – A Study of Relationship Dynamics in a Telecommunication Company. <i>Journal of Relationship Marketing</i> , 2003, 2, 43-68.	4.4	20
111	Innovation and TQM in Swedish higher education institutions – possibilities and pitfalls. <i>The TQM Journal</i> , 2003, 15, 99-107.	0.8	37
112	A content analysis of complaints and compliments. <i>Managing Service Quality</i> , 2003, 13, 20-26.	2.4	53
113	'The IKEA Saga': How Service Culture Drives Service Strategy. <i>Service Industries Journal</i> , 2002, 22, 153-186.	8.3	69
114	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
115	Critical incident techniques. <i>Journal of Service Management</i> , 2001, 12, 251-268.	2.0	177
116	The effects of satisfaction and loyalty on profits and growth: Products versus services. <i>Total Quality Management and Business Excellence</i> , 2000, 11, 917-927.	0.5	248
117	Is a critical incident critical for a customer relationship?. <i>Managing Service Quality</i> , 2000, 10, 82-91.	2.4	84
118	Customer focused service development in practice – A case study at Scandinavian Airlines System (SAS). <i>Journal of Service Management</i> , 1999, 10, 344-358.	2.0	69
119	Causes of customer dissatisfaction – studies of public transport by the critical incident method. <i>Managing Service Quality</i> , 1998, 8, 189-197.	2.4	60
120	Service quality improvement. <i>Managing Service Quality</i> , 1998, 8, 142-149.	2.4	58
121	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
122	Internal Service Quality and the Psychosocial Work Environment: An Empirical Analysis of Conceptual Interrelatedness. <i>Service Industries Journal</i> , 1997, 17, 252-263.	8.3	60
123	Quality in new service development: Key concepts and a frame of reference. <i>International Journal of Production Economics</i> , 1997, 52, 31-46.	8.9	156
124	A Critical Incident Approach to Examining the Effects of Service Failures on Customer Relationships. <i>Journal of Travel Research</i> , 1996, 35, 35-40.	9.0	70
125	Key Concepts for New Service Development. <i>Service Industries Journal</i> , 1996, 16, 140-164.	8.3	557
126	Analysis, planning, improvisation and control in the development of new services. <i>Journal of Service Management</i> , 1995, 6, 24-35.	2.0	150



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127	Internationalisation in Service Companies. <i>Service Industries Journal</i> , 1993, 13, 80-97.	8.3	68
128	Service Breakdowns: A Study of Critical Incidents in an Airline. <i>Journal of Service Management</i> , 1992, 3, 17-29.	2.0	189
129	Service Quality in Customer Relationships:. <i>Service Industries Journal</i> , 1988, 8, 427-445.	8.3	56