

Jan Mattsson
Professor
Institut for Samfundsvidenskab og Erhverv
Ledelse og organisation
Postadresse:
Universitetsvej 1
26.0
DK-4000
Roskilde
Danmark
E-mail: mattsson@ruc.dk
Telefon: +45 46 74 25 06
Hjemmeside: <http://www.ruc.dk/~mattsson>
Web: <http://www.ruc.dk/~mattsson>, <http://www.ruc.dk/~mattsson>



Publikationer

The Mediating Effect of Experiential Value on Tourist Outcomes from Encounter-Based Experiences

Barnes, S., Mattsson, J., Sørensen, F. & Jensen, J. F., 21 jan. 2020, I: Journal of Travel Research. 59, 2, s. 367-380 14 s.

Consumers' reactions to unsubstantiated marketing claims about ecological products

Mattsson, J. & Söderlund, M., 2020, I: Journal of Consumer Marketing. 37, 5, s. 569-578

Measuring employee-tourist encounter experience value: A big data analytics approach

Barnes, S., Mattsson, J., Sørensen, F. & Jensen, J. F., 2020, I: Expert Systems with Applications. 154, 113450.

Thinking about service encounters boosts talking about them: An examination of antecedents to word-of-mouth in a service encounter context

Söderlund, M. & Mattsson, J., 25 mar. 2019, I: Journal of Consumer Marketing. 36, 4, s. 506-515 10 s.

Is it easier to believe than to disbelieve? An examination of consumers' reactions to unsubstantiated marketing claims about ecological products

Mattsson, J. & Söderlund, M., 2019.

Patron Sentiment of Employee-Customer Interaction: Exploring Hotel Customer Reviews through Machine Learning

Mattsson, J., Sørensen, F., Barnes, S. & Rutter, R., 2019.

The role of relationships in start-up development

Mattsson, J., Helmersson, H. & Standing, C., 2019, I: Journal of Strategic Marketing. 27, 7, s. 559-582

"This product is ecological!": An examination of consumers' reactions to unsubstantiated marketing claims

Mattsson, J. & Söderlund, M., 2019. 10 s.

The IPOET matrix: measuring resource integration

Sund, K. J., Barnes, S. & Mattsson, J., 27 nov. 2018, I: International Journal of Organizational Analysis. 26, 5, s. 953-971 19 s.

Fake It Until You Make It: Business Model Conceptualization in Digital Entrepreneurship

Standing, C. & Mattsson, J., 2018, I: Journal of Strategic Marketing. 26, 5, s. 385-399

Understanding Collaborative Consumption: Test of a Theoretical Model

Barnes, S. & Mattsson, J., 6 mar. 2017, I: Technological Forecasting and Social Change. 118, s. 281-292

A Survey Instrument for Measuring the Experiential Value of Employee-Tourist Encounters

Mattsson, J., Sørensen, F., Jensen, J. F. & Barnes, S., 2017. 8 s.

Thinking about the service encounter enhances encounter-related word-of-mouth

Mattsson, J. & Söderlund, M., 2017.

Probation review for lecturer: Dr Nikoletta Theofania Siamagka

Mattsson, J., 17 maj 2016, Roskilde: Roskilde Universitet.

"The mere-request-approach" in the service encounter: Its impact on customers' word-of-mouth activity

Mattsson, J. & Söderlund, M., 7 maj 2016.

Understanding Current and Future Issues in Collaborative Consumption: A Four-Stage Delphi Study

Barnes, S. & Mattsson, J., 20 mar. 2016, I: Technological Forecasting and Social Change. 104, s. 200-211 12 s.

Speeding Up Innovation: Building Network Structures for Parallel Innovation

Sørensen, F. & Mattsson, J., feb. 2016, I: International Journal of Innovation Management. 20, 2

Building Tribal Communities in the Collaborative Economy: An Innovation Framework

Barnes, S. & Mattsson, J., 2016, I: Prometheus. 34, 2, s. 95-113

Exploring emotional expressions in e-word-of-mouth from online communities

Standing, C., Holzweber, M. & Mattsson, J., 2016, I: Information Processing & Management. 52, 5, s. 721-732

If you want more word-of-mouth activity, ask the customer for it!

Mattsson, J. & Söderlund, M., 2016.

Motivation fatigue as a threat to innovation: Bypassing the productivity dilemma in R&D by cyclic production

Mattsson, J., Helmersson, H. & Stetler, K., 2016, I: International Journal of Innovation Management. 20, 2

Remembered Experiences and Revisit Intentions: A Longitudinal Study of Safari Park Visitors

Barnes, S., Mattsson, J. & Sørensen, F., 2016, I: Tourism Management. 57, s. 286-294

Merely asking the customer to recommend has an impact on word-of-mouth activity

Mattsson, J. & Söderlund, M., nov. 2015, I: Journal of Retailing and Consumer Services. 27, s. 80-89

Does a mere request to recommend have an impact on the customer's word-of-mouth activity?

Mattsson, J. & Söderlund, M., 2 jun. 2015.

Assessing the Value of Real-life Brands in Virtual Worlds

Mattsson, J., Barnes, S. & Hartley, N., 2015, I: Technological Forecasting and Social Change. 92, s. 12-24

Entrepreneurial Business Development Through Building Tribes

Holzweber, M., Mattsson, J. & Standing, C., 2015, I: Journal of Strategic Marketing. 23, 7, s. 563-578

Initiating Service Encounter-based Innovation by Word-of-Business

Mattsson, J., 2015, I: Journal of Business and Industrial Marketing. 30, 7, s. 880-888 7 s.

Destination brand experience and visitor behavior: Testing a scale in the tourism context

Mattsson, J., Sørensen, F. & Barnes, S., 2014, I: Annals of Tourism Research. 48, s. 121-139

Hotel innovation and its effect on business performance

Mattsson, J. & Orfila-Sintes, F., 2014, I: International Journal of Tourism Research. 16, 4, s. 388-398 11 s.

Tourism Innovation: Memory Retrieval as a User-based Information Source

Mattsson, J., Sørensen, F. & Barnes, S., 2014.

Building Consumer Tribes on the Web with Electronic Word of Mouth

Holzweber, M., Mattsson, J. & Standing, C., 2013.

Organisational conditions for service encounter based innovation

Sørensen, F., Sundbo, J. & Mattsson, J., 2013, I: *Research Policy*. 42, 8, s. 1446-1456

Thanks for the memories: Towards a model of memorable experiences

Mattsson, J. & McColl, R., 2013.

The IPOET Matrix: A Method to Measure Dynamic Capabilities through Resource Integration

Mattsson, J. & Barnes, S., 2013. 15 s.

Text-analytic Measurement of Effectuation and Causation Orientations among Small and Global Business Managers

Mattsson, J. & Helmersson, H., jun. 2012, I: *Quality and Quantity*.

Strategic Insights from Mystery Shopping in B2B Relationships

Mattsson, J., maj 2012, I: *Journal of Strategic Marketing*. 20, 4, s. 313-322 10 s.

How dynamic capabilities drive performance in the Indian IT industry: The role of information and co-ordination

Holzweber, M., Mattsson, J., Chadee, D. & Raman, R., 8 feb. 2012, I: *Service Industries Journal*. 32, 4, s. 531-550

Ethics in the bank internet encounter: an explorative study

Rendtorff, J. D. & Mattsson, J., 2012, I: *Journal of Information, Communication and Ethics in Society*. 10, 1, s. 36-51

How feelings-of-warmth carry over from service encounters to private encounters

Mattsson, J., 2012.

Using multi-method measures in consumer research investigating eye-tracking, electro-dermal activity and self report

Mattsson, J., Sparks, B., Perkins, H., Wang, Y. & Shao, W., 2012.

Common Mistakes in Designing and Implementing Service Guarantees

Mattsson, J. & McColl, R., 2011, I: *Journal of Services Marketing*. 25, 6, s. 451-461

Exploring the Fit of Real Brands in the Second Life Virtual World

Mattsson, J. & Barnes, S., 2011, I: *Journal of Marketing Management*. 27, 9-10, s. 934-958

Innovation strategy in the Indian IT service industry: User centred issues on innovation

Holzweber, M., Mattsson, J., Chadee, D. & Raman, R., 2011, *User-Based Innovation in Services*. Sunbo, J. & Toivonen, M. (red.). Cheltenham: Edward Elgar Publishing, s. 145-176

Making sense of innovation: A future perfect approach

Fuglsang, L. & Mattsson, J., 2011, I: *Journal of Management & Organization*. 17, 4, s. 448-458

Segmenting Brand Value Perceptions of Consumers in Virtual Worlds: An Empirical Analysis using the FIMIX Method

Mattsson, J. & Barnes, S., 2011, I: *International Journal of Online Marketing*. 1, 1, s. 1-11

The role of brand destination experience in determining revisit intention

Mattsson, J., Barnes, S. & Sørensen, F., 2011. 7 s.

Towards a Measure of the Dynamic Capability of the Firm

Mattsson, J. & Fuglsang, L., 2011, *ANZMAC conference paper*. Perth, Western Australia: ANZMAC : Australian New Zealand Marketing Association, s. 5

Word-of-mouth is more than recommendations

Mattsson, J. & Söderlund, M., 2011, *ANZMAC annual conference*. ANZMAC : Australian New Zealand Marketing Association, 7 s.

Innovation uptake: the embryo of service-encounter based innovation

Sørensen, F., Mattsson, J. & Sundbo, J., 7 dec. 2010.

Comparing Axiological and Personality Approaches to Brand Profiling: an Examination of Mercedes (Sweden)

Mattsson, J. & Barnes, S., 2010.

Developing a Strategic Abstraction Tool for Service Innovation

Mattsson, J., 2010, I: *Journal of Strategic Marketing*. 18, 2, s. 131-142 11 s.

Experimental Methods in Innovation Research

Sørensen, F., Mattsson, J. & Sundbo, J., 2010, I: *Research Policy*. 39, 3, s. 313-322 10 s.

How the corpus of the business relationship impacts value delivery: People, processes and procedures as knowledge carriers in B2B business

Mattsson, J. & Poufelt, F., 2010.

Innovation strategy in the Indian IT service industry: Current management thinking

Holzweber, M., Chadee, D., Raman, R. & Mattsson, J., 2010. 22 s.

Markedsorienteret ledelse: udgangspunkter og udviklingslinjer

Mattsson, J., 2010, *Virksomhedsledelse: positioner, teorier og strategier*. Olsen, P. B., Fuglsang, L. & Rendtorff, J. D. (red.). Frederiksberg: Samfundslitteratur, s. 237-251

An Integrative Model of Care Ethics in Public Innovation

Fuglsang, L. & Mattsson, J., 2009, I: *Service Industries Journal*. 29, 1, s. 21-34

Ethical issues in the service industries

Mattsson, J. (red.), 2009, Routledge. (*Service Industries Journal*; Nr. 1, Bind 29).

Ethical issues in the service industry: A brief overview

Rendtorff, J. D. & Mattsson, J., 2009, I: *Service Industries Journal*. 29, 1, s. 1-7

Hotel innovation and its effect on performance: Exploring the dynamics

Mattsson, J. & Orfila Sintes, F., 2009.

ICE and the Experiment Method

Sørensen, F., Mattsson, J. & Sundbo, J., 2009, 18 s.

Innovation behavior in the hotel industry

Orfila-Sintes, F. & Mattsson, J., 2009, I: *Omega - International Journal of Management Science*. 37, 2, s. 380-394

Measuring word-of-mouth activity with recommendation items in service research: What is captured and what is lost?
Mattsson, J. & Söderlund, M., 2009, *ANZMAC conference proceedings 2009*. Melbourne: ANZMAC : Australian New Zealand Marketing Association, 8 s.

Relationer og værdiskabelser-i vidensintensive virksomheder:

Mattsson, J. & Poulfelt, F., 2009, I: *Ledelse & Erhvervsøkonomi*. 1, s. 35-48 14 s.

Service Management and Experience Management: Two Sides of the same Coin?

Mattsson, J., 2009. 6 s.

Testing an Axiological Model for Assessing the Value of Real-Life Brands in Virtual Worlds

Mattsson, J. & Barnes, S., 2009, *American Marketing Association Summer Educators' Conference 2009*.

Testing perceptions of brand value between real and virtual worlds

Mattsson, J. & Barnes, S., 2009.

Brand Value in Virtual Worlds: An Axiological Approach

Mattsson, J. & Barnes, S., 2008. 8 s.

Brand Value in Virtual Worlds: An Axiological Approach

Barnes, S. & Mattsson, J., 2008, I: *Journal of Electronic Commerce Research (Online Edition)*. 9, 3, s. 195-206

Customer Relationship Management (CRM) as Innovation: Taking Care of the Right Customers

Mattsson, J., 2008, *Innovation and the Creative Process: Towards Innovation with Care*. Fuglsang, L. (red.). Cheltenham: Edward Elgar Publishing, s. 48-56 8 s.

Investigating the Link between Online and Offline Customer Satisfaction and Loyalty

Mattsson, J., 2008, *European Academy of Management annual conference proceedings*. HEC Paris

Measuring Brand Value Patterns in a virtual World: An Axiological Approach

Barnes, S. & Mattsson, J., 2008, I: *AMA Educators' Proceedings*. s. 374-381

Public-Private Co-Innovation

Sørensen, F. & Mattsson, J., 2008, Roskilde/Aalborg, 23 s.

Strategy by Bottom-up Abstractions of the Customer Interface

Mattsson, J., 2008, I: *Journal of Strategic Marketing*. 16, 5, s. 391-399 9 s.

True Marketing: A Value based Philosophy for Strategic Marketing

Mattsson, J., 2008, I: *Journal of Strategic Marketing*. 16, 3, s. 175-188

Eating Fast-food: Attitudes of High-school Students

Mattsson, J. & Helmersson, H., 2007, I: *International Journal of Consumer Studies*. 31, 1, s. 117-121 5 s.

Exploring fast-track entrepreneurial thinking by a new text-analytic method (Pertex)

Mattsson, J. & Helmersson, H., 2007, *Innovative Methodologies for Enterprise Research*,. Carson, D. & Hine, D. (red.). Cheltenham: Edward Elgar Publishing, s. 262-278

Food Product Development: A Consumer-led Text Analytic Approach to generate Preference Structures

Mattsson, J. & Helmersson, H., 2007, I: *British Food Journal*. 109, 3, s. 246-259 14 s.

Hvordan kernen af forretningsrelationer påvirker værdioverførslen: Mennesker, processer og procedurer, som vidensbærere i B-B virksomheder

Mattsson, J. & Poulfelt, F., 2007. 12 s.

Individual and collective knowledge: An analysis of intellectual capital in an Australian biotechnology venture using the text analytic tool pertex

Hine, D., Helmersson, H. & Mattsson, J., 2007, I: International Journal of Organizational Analysis. 15, 4, s. 358-378

Key Issues in CRM Implementation: Some Evidence from Scandinavian Businesses

Ramaseshan, R. & Mattsson, J., 2007. 6 s.

Editorial

Mattsson, J. & Rendtorff, J. D., 2006, I: International Journal of Internet Marketing and Advertising. 3, 1, s. 1-4

E-marketing ethics: a theory of value priorities

Rendtorff, J. D. & Mattsson, J., 2006, I: International Journal of Internet Marketing and Advertising. 3, 1, s. 35-47 12 s.

Internationalisation of Japanese Professional Business Service Firms

Mattsson, J. & Ström, P., 2006, I: Service Industries Journal. 26, 3, s. 249-265 16 s.

Let Marketers Reclaim Corporate Strategy

Mattsson, J., Ramaseshan, R. & Carson, D., 2006, I: Journal of Strategic Marketing. 14, 2, s. 165-173 8 s.

Destination Development through Entrepreneurship: A Comparison of Two Cases

Mattsson, J. & Johns, N., 2005, I: Tourism Management. 26, 4, s. 605-616 11 s.

Executive Learning: A Typology

Mattsson, J., Millett, B. & Johnston, R., 2005, I: International Journal of Organisational Behaviour. 9, 4, s. 615-631 16 s.

Innovation Systems in Tourism: The Roles of Attractors and Scene-Takers

Mattsson, J., Sundbo, J. & Fussing-Jensen, C., 2005, I: Industry and Innovation. 12, 3, s. 357-381

Internet banking: Modelling the e-competence of customers with a text-analytic CIT approach

Mattsson, J. & Helmersson, H., 2005, I: International Journal of Bank Marketing. 23, 6, s. 470-483 13 s.

Japanese Professional Business Services: A Proposed Analytical Typology

Ström, P. & Mattsson, J., 2005, I: Asia Pacific Business Review. 11, 1, s. 49-68 20 s.

The Creation of a Swedish Heritage Destination: An Insider's View of Entrepreneurial Marketing

Mattsson, J. & Praesto, A., 2005, I: Scandinavian Journal of Hospitality and Tourism. 5, 2, s. 152-166

The Effect of Verbalized Emotions on Loyalty in Written Complaints

Mattsson, J., Lemmink, J. & McColl, R., 2004, I: Total Quality Management & Business Excellence (Print Edition). 15, 7, s. 941

Network parenting in international service development

Mattsson, J., 2003, I: British Journal of Management.

Using the critical incidence technique to study new competencies for knowledge services in the self-service society

Fuglsang, L., Sundbo, J., Mattsson, J. & Hugger, A. S., 2003, Roskilde: Institut for Kultur og Identitet, Roskilde Universitet . (Forskningsrapport / Center for Servicestudier, Roskilde Universitetscenter; Nr. 1, Bind 3).

Verbalized emotions on loyalty in written complaints

Mattsson, J., 2003, I: Total Quality Management & Business Excellence (Print Edition).

Destination development through entrepreneurship: a comparison of two cases

Mattsson, J., 2002, Roskilde: Roskilde Universitet.

Executive learning: a typology

Mattsson, J., 2002, Australia: University of Southern Queensland.

Strategic reflexivity in industrial service innovation: Managing inter-organisational conflict

Mattsson, J., 2002, *Innovation as Strategic Reflexivity*. Sundbo, J. & Fuglsang, L. (red.). London: Routledge, s. 210-220
10 s.

The effect of service guarantee, type of service and recovery on service evaluations during a complaint situation

Mattsson, J., 2002, Rennes, France: Rennes Management School.

Affective responses in service encounters: the emotional content in narratives of critical incidents

Mattsson, J., 2001, I: Journal of Economic Psychology. 22, s. 359-376

Dansk turistvirksomheders innovative adferd

Mattsson, J., 2001, Roskilde: Roskilde Universitetsforlag.

Innovation in service internationalization: the crucial role of the entrepreneur

Sundbo, J., Johnston, R., Mattsson, J. & Millett, B., 2001, I: Entrepreneurship & Regional Development. 13, 3, s. 247-267

Innovationstendenser i dansk turisme

Sundbo, J., Fusing Jensen, C. & Mattsson, J., 2001, Roskilde: Roskilde Universitet. (Forskningsrapport / Center for Servicestudier, Roskilde Universitetscenter; Nr. 01:1).

How to manage technology during services internationalisation

Mattsson, J., 2000, I: Service Industries Journal. 20, 1, s. 22-39

Learning how to manage technology in service internationalisation

Mattsson, J., 1999, I: Service Industries Journal. 20, 1, s. 23-40

Do service and merchandise exporters behave and perform differently? a New Zealand investigation

Mattsson, J. & Chadee, D., 1998, I: European Journal of Marketing. 32, 9

Purchasing behavior of Australian import managers: an empirical study

Mattsson, J., Ghym, E. & Liesch, P., 1998, I: International Marketing Review.

A linguistic approach to studying quality in face-to-face communication

Mattsson, J., 1997, I: Service Industries Journal.

Beyond service quality in search of relationship values

Mattsson, J., 1997, I: Management Decision. 35, 4, s. 302-303

Service management: en holistisk, tværfaglig og kundestyret dagsorden

Mattsson, J., 1997, *Ledelse 97: bliv ajourført og inspireret af 10 danske professorer*. Hildebrandt, S. & Johnsen, E. (red.). København: Børsen Forum A/S, s. 175-194

Accounting performance in small tourist firms

Mattsson, J., 1996, *The 41st ICSB world conference in Stockholm.*

An empirical assessment of customer satisfaction in tourism

Mattsson, J., 1996, I: *Service Industries Journal.* 16, 3

Investigating the differences in the export behavior of service and manufacturing firms

Mattsson, J., 1996, *The 3rd international research seminar in service management.*

Purchasing behavior of Australian import managers: an empirical study

Mattsson, J., 1996, *The Asia-Pacific marketing conference.*

Relationship quality in service encounters: the effects on satisfaction

Mattsson, J., 1996, *The seventh bi-annual world marketing congress.*

Services management: a holistic, multi-disciplinary and customer driven research agenda

Mattsson, J., 1996, I: *New Zealand Journal of Business.* 17, 2, s. 1-18