Green Journals

International Approved Journals

Journal Information

Journal Title	Managing Service Quality
Publisher	
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Classification History

Year	A+	A	B	C
2026			✓	
2025			✓	
2024			✓	
2023			✓	
2021/2022			✓	
2020			✓	
2019			✓	
2018				

Classification: The table above shows all journal classifications recorded for each classification year in the Green Journals database. A journal may have more than one classification in the same year.

Recent Articles

The collective consumption network
2014-11-4 Vol. 24 Issue 6 Pages 545-564
Authors: Elina Närvänen, Evert Gummesson, Hannu Kuusela
DOI: 10.1108/msq-08-2013-0159

Addressing complexity and taking a systemic view in service research
2014-11-4 Vol. 24 Issue 6
Authors: Francesco Polese, Cristina Mele, Evert Gummesson
DOI: 10.1108/msq-09-2014-0201

The contribution of VSA and SDL perspectives to strategic thinking in emerging economies
2014-11-4 Vol. 24 Issue 6 Pages 565-591
Authors: Jaqueline Pels, Sergio Barile, Marialuisa Saviano et al.
DOI: 10.1108/msq-09-2013-0199

Theory of value co-creation: a systematic literature review
2014-11-4 Vol. 24 Issue 6 Pages 643-683
Authors: Marco Galvagno, Daniele Dalli
DOI: 10.1108/msq-09-2013-0187

Beyond virtuality: from engagement platforms to engagement ecosystems
2014-11-4 Vol. 24 Issue 6 Pages 592-611
Authors: Christoph F. Breidbach, Roderick Brodie, Linda Hollebeek
DOI: 10.1108/msq-08-2013-0158

Research traditions of innovation

2014-11-4 Vol. 24 Issue 6 Pages 612-642
Authors: Cristina Mele, Maria Colurcio, Tiziana Russo-Spena
DOI: 10.1108/msq-10-2013-0223

Psychometric sifting to efficiently select the right service employees

2014-9-2 Vol. 24 Issue 5 Pages 418-433
Authors: John E.G. Bateson, Jochen Wirtz, Eugene Burke et al.
DOI: 10.1108/msq-04-2014-0091

An integrated-process model of service quality, institutional brand and behavioural intentions

2014-9-2 Vol. 24 Issue 5 Pages 487-521
Authors: Parves Sultan, Ho Yin Wong
DOI: 10.1108/msq-01-2014-0007

The mediating role of alliance marketing program creativity on the relationship between alliance orientation and market performance in the services industry

2014-9-2 Vol. 24 Issue 5 Pages 522-540
Authors: Seongho Kang, Won-Moo Hur, Minsung Kim
DOI: 10.1108/msq-10-2013-0233

Developing life insurer-insurance intermediary relationships

2014-9-2 Vol. 24 Issue 5 Pages 455-468
Authors: Tsu-Wei Yu, Mei-Su Chen
DOI: 10.1108/msq-09-2013-0181