Green Journals

International Approved Journals

Journal Information

Journal Title	Journal of Service Research
Publisher	
ISSN	1094-6705
E-ISSN	
Database	Journal quality
Domain	Physical Sciences, Social Sciences

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

De-Sludging High-Friction Frontlines: Designing an AI-Mediated Service Gateway for Mental Health
2026-10-20
Authors: Yi Tang, Kingshuk K. Sinha, Adam Moen
DOI: 10.1177/10946705261487151

The Fragile Encounter: Service Interaction Vulnerability in Emergency Department Care
2026-10-20
Authors: Ania Izabela Rynarzewska, Emily C. Tanner, Jeff Tanner et al.
DOI: 10.1177/10946705261474258

Perceived-Control Salience in Service Recovery: Area-Level Economic Disadvantage and Consumer Disputes
2026-10-17
Authors: Yulei Li, Zhibin Lin, Michael Hewitt et al.
DOI: 10.1177/10946705261485818

The Emergence of the Service Techonomy: POPP at the Frontlines and the Rise of AI-Mediated Service Influence
2026-10-14
Authors: Martin Mende, Valentina O. Ubal, Stephanie M. Noble et al.
DOI: 10.1177/10946705261488165

Service–Sales Ambidexterity as a Double-Edged Sword: Dual-Path Effects of Frontline Employee Appraisals on Performance
2026-10-13
Authors: Devin Bin, Keo Mony Sok, Phyra Sok et al.
DOI: 10.1177/10946705261488275

Coordinating the Frontlines: An Interdisciplinary Agenda for Extending Organizational Frontlines Research
2026-10-8
Authors: Mahesh Subramony, Markus Groth, Ilias Danatzis et al.
DOI: 10.1177/10946705261488161

Platform-Based Servitization: Reconciling Competing Growth Logics for Industrial Firms
2026-10-8
Authors: Anna Salonen, Julia A. Fehrer, Christian Kowalkowski et al.
DOI: 10.1177/10946705261480987

Navigating Algorithmic Fallibility: Evaluating Implementation and Guidance Strategies in AI-Augmented Service Frontlines
2026-9-28
Authors: Avishek Lahiri, Ayan Ghosh Dastidar
DOI: 10.1177/10946705261481651

Customer Relationship Management in the AI Era: A Framework for Intelligent and Ethical Service Management Systems
2026-9-28
Authors: P. K. Kannan, Hyoryung Nam, Chul Kim et al.
DOI: 10.1177/10946705261474262

Corrigendum to “Peak Event Self-Scheduling: Implications for Service Demand Management”
2026-9-21
DOI: 10.1177/10946705261492954