

PUBLICATIONS, CONFERENCES, MEDIA, APPLICATIONS, HONOURS.

- Larivière, B, Joosten, H.W.M., Malthouse, E.C., Birgelen, M.J.H. van, Aksoy, P., Kunz, W. & Huang, M.-H. (2013). Value fusion: The blending of consumer and firm value in the distinct context of mobile technologies and social media. *Journal of Service Management*, 24(3), 268-293.
- Van der Kolk, S., (2013). De klant wil niet te veel macht, interview met Herm Joosten. *Tijdschrift voor Marketing*, 31-03-2013.
- Joosten, H.W.M., Bloemer, J.M.M. & Hillebrand, B. (2013). Customer empowerment and value co-creation. In *Proceedings of the 22nd Frontiers in Services Conference*. Taipei, Taiwan.
- Joosten, H.W.M., Bloemer, J.M.M. & Hillebrand, B. (forthcoming / in progress). There's more to Control than having a choice. *Service Industries Journal*.
- Joosten, H.W.M., Bloemer, J.M.M. & Hillebrand, B (forthcoming / in progress). More is not always better: the pivotal role of desire for control in affecting service attitudes and behavior. *Journal of Service Management*.
- Joosten, H.W.M., Bloemer, J.M.M. & Hillebrand, B (forthcoming / in progress). A sense of control without being in control: the case of third party arbitration. *Journal of Public Policy and Marketing*.
- Joosten, H.W.M., Bloemer, J.M.M. & Hillebrand, B. (2012). There's more to Control than having a Choice: The Effect of Behavioral, Cognitive and Decisional Control in a Service Recovery Context. In *42nd Emac Conference Proceedings*. Istanbul, Turkey.
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- Joosten, H.W.M., Bloemer, J.M.M., Hillebrand, B. & Kasper, H. (2012). How desire for control affects service attitudes and behavior. In *KAMS Global Marketing Conference 2012*. Seoul, Korea.
- Aksoy, P., Birgelen, M.J.H. van, Larivière, B, Huang, M.-H., Joosten, H.W.M., Kunz, W. & Malthouse, E.C., (2012). *Delivering Value through Enhanced Media and Channels: Internet and Mobile Applications*. In *First Thought Leaders Conference: Connections, Communities and Collaboration, Service*

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- Joosten, H.W.M., Bloemer, J.M.M. & Hillebrand, B. (2011). Power to the Consumer: Control Beliefs as drivers of Service Satisfaction. In *40th Emac Conference Proceedings*. Ljubljana, Slovenia.
- Joosten, H.W.M., (2010). Power to the Consumer: Control Beliefs as drivers of Service Satisfaction and Behavioral Outcomes. *OpenMAGW application NWO*.
- Article in Rabonieuws, 23-08-2010
- Interview op TV Gelderland, 29-1-2009
- Joosten, H.W.M., (2008). Third-party consumer-firm intervention strategies: doing things *very* right the third time. *OpenMAGW application NWO*.
- Joosten, H.W.M. (2006). Van schoolbord via whiteboard naar blackboard. *Tijdschrift voor het Economisch Onderwijs*, 106(1), 22-26.
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- Joosten, H.W.M., (1989). Geen boodschap aan de dood. In *Tegenwoordig* (red: B. Zijlmans, T. Bos, C. Savelkouls), 44^e jaargang, nr 5 (sept-okt 1989), A-D Druk BV, Zeist.
- 1st or 2nd place in (almost) all “teacher of the year” faculty competitions since 2000.
- **ONLINE BRONNEN:**

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- <http://www.emeraldinsight.com/journals.htm?articleid=17089753>

Onderwijsactiviteiten

- <http://www.ru.nl/@750560/pagina/>
- http://www.vecon.nl/index.php?pagina=teo_2006_nr1

Artikelen over mijn onderzoek

- <http://klantgerichtondernemen.blogspot.nl/2013/09/klanten-willen-niet-te-veel-machten.html>