

Refereed Journal Publications

- Hennig-Thurau, T., Groth, M., Paul, M., & Gremler, D. D. (2006). Are all smiles created equal? How emotional contagion and emotional labor affect service relationships. *Journal of Marketing*, 70 (3), 58-73.
- Groth, M., & Gilliland, S. W. (2006). Having to wait for service: Customer reactions to delays in service delivery. *Applied Psychology: An International Review*, 55, 107-129.
- Walsh, G., Groth, M., & Wiedman, K. P. (2005). An examination of consumers' motives to switch energy suppliers. *Journal of Marketing Management*, 21, 421-440
- Groth, M. (2005). Customers as good soldiers: Examining citizenship behaviors in Internet service deliveries. *Journal of Management*, 31, 7-27.
- Guttek, B. A., Groth, M., & Cherry B. (2002). Achieving service success through relationships and enhanced encounters. *Academy of Management Executive*, 16, 132-144.
- Groth, M., Goldman, B. M., Gilliland, S. W., & Bies, R. J. (2002). Commitment to legal claiming: Influences of attributions, social guidance, and organizational tenure, *Journal of Applied Psychology*, 87, 781-788.
- Goldman, B. M., Masterson, S. S., Locke, E. A., Groth, M., & Jensen D. G. (2002). Goal directedness and personal identity as correlates of life outcomes. *Psychological Reports*, 91, 153-166.
- Gilliland, S. W., Groth, M., Baker, R. C., Dew, A. F., Polly, L. M., & Langdon, J. C. (2001). Improving applicants' reactions to rejection letters: An application of Fairness theory. *Personnel Psychology*, 54, 669-703.
- Groth, M., & Gilliland, S. W. (2001). The role of fairness in the delivery of services: A study of customers' reactions to waiting. *Journal of Quality Management*, 6, 77-97.
- Groth, M., Guttek, B. A., Douma, B. (2001). Effects of service mechanisms and modes on customers' attributions about service delivery. *Journal of Quality Management*, 6, 331-348.
- Domino, G., & Groth, M. (1997). Attitudes toward suicide: German and U.S. nationals. *Omega Journal of Death of Dying*, 35, 309-319.

Book Chapters and Conference Proceedings

- Groth, M., Hennig-Thurau, T., & Walsh, G. (2006). A conceptual model of the effects of emotional labor strategies on customer outcomes. In W.J. Zerbe, N. M. Ashkanasy, & C. E. J. Härtel (Eds.), *Research on emotion in organizations: Individual and organizational*

perspectives on emotion management and display (Vol. 2., pp. 219-236). Oxford, UK: Elsevier JAI.

Groth, M., Mertens, D. P., & Murphy, R. O. (2005). Customers as good soldiers: Extending organizational citizenship behavior research to the customer domain. In D. L. Turnipseed (Ed.), *A handbook on organizational citizenship behavior: A review of 'good soldier' activity in organizations* (pp.415-433). Nova Science Publishing.

Walsh, G., Groth, M., & Wiedman, K. P. (2004). Examining consumer behavior in the liberalized German energy market: The influence of customer satisfaction on customer willingness to switch public utility companies. In press at *Advances in Consumer Research*, 31, 373-375. Ann Arbor, MI: Association for Consumer Research.

Gutek, B. A., Cherry, B., & Groth, M. (1999). Gender and service delivery. In G.N. Powell (Ed.), *Handbook of Gender in Organizations* (pp. 47-68), Thousand Oaks, CA: Sage Publications.

Benson, III, L., Groth, M., & Beach, L.R. (1998). The relationship between time constraints and time pressure. *Proceedings of the Fourth America's Conference on Information Systems*. Baltimore, Maryland.

Conference Presentations

Groth, M., Hennig-Thurau, T., & Walsh, G. (2006, August). *Linking emotional labor with customer perceptions, service outcomes, and employee determinants*. Symposium presentation at the Academy of Management Meetings, Atlanta, GA.

Groth, M., Pugh, S. D., & Hennig-Thurau, T. (2006, August). *Inauthenticity as a Moderator of the Relationship between Emotional Labor and Employee Outcomes*. Symposium presentation at the Academy of Management Meetings, Atlanta, GA.

Groth, M., Hennig-Thurau, T., & Walsh, G. (2006, June). *Service with a smile: Linking employee emotional labor with employee determinants, customer perceptions, and service outcomes*. 14th annual AMA Frontiers in Services Conference, Brisbane, Australia.

Hennig-Thurau, T., Groth, M., & Paul, M. (2005, April). *Emotional contagion in service delivery: How employee emotions impact customers*. Symposium presentation at the 20th annual meeting of the Society for Industrial and Organizational Psychology, Los Angeles, California.

Groth, M. (2004, October). *The helping hand of customers: The moderating effects of e-service delivery and service relationships on customer behaviors during service delivery*. 12th annual AMA Frontiers in Services Conference, Miami, FL.

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- Groth, M., Mertens, D. P., & Murphy, R. O. (2004, August). *At the click of a button: Examining customer behaviors in e-service and face-to-face service deliveries*. Symposium presentation at the Academy of Management Meetings, New Orleans, LA.
- Hennig-Thurau, T., Groth, M. & Walsh, G. (2004, August). *Examining customer related outcomes and antecedents of service employees' emotional labor strategies for interactive and individualized services*. Paper presentation at American Marketing Association Summer Educators' Conference, Boston, MA.
- Groth, M., Hennig-Thurau, T., & Walsh, G. (2004, June). *A conceptual model of the effects of emotional labor strategies on customer outcomes*. Paper presentation at the Fourth Conference on Emotions and Organizational Life, London, UK.
- Groth, M., Walsh, G., & Hennig-Thurau, T. (2003, October). *Emotional labor: Review of the literature and implications for service research*. Paper presentation at the 12th annual AMA Frontiers in Services Conference, Washington, D.C.
- Wiedmann, K. P., Walsh, G. Groth, M., & Mitchell, V. W. (2003, October). *Examining consumer behavior in the liberalized German energy market: The influence of customer satisfaction on customer willingness to switch public utility companies*. Paper presentation at the annual meetings of the Association of Consumer Research, Toronto, Canada.
- Groth, M., Mertens, D. P., & Murphy, R. O. (2003, August). *Customers as good soldiers: Examining citizenship behaviors in service deliveries*. Paper presentation at the Academy of Management Meetings, Seattle, WA.
- Groth, M. (2002, August). *Customer citizenship behavior in Internet service deliveries: A social exchange perspective*. Paper presentation at the Academy of Management Meetings, Denver, CO.
- Groth, M. (2002, August). *Service per mouseclick: Identifying antecedents of customer coproduction and citizenship behaviors*. Paper presentation at the Academy of Management Meetings, Denver, CO.
- Schneider, S. K., Gutek, B. A., & Groth, M. (2002, August). *The effects of customer and service provider gender on customer satisfaction: Stereotype Congruence versus Ingroup Bias*. Symposium presentation at the Academy of Management Meetings, Denver, CO.
- Groth, M. (2002, June). *Managing Virtual Customers: Examining Different Types of Online Customer Behavior*. Paper presentation at the 11th annual AMA Frontiers in Services Conference, Maastricht, Netherlands.
- Groth, M. (2002, April). *Customer Citizenship Behavior on the Internet: Scale Development and Validation*. Poster presentation at the 17th annual meeting of the Society for Industrial and Organizational Psychology, Toronto, Canada.

Fallon, J. B., Gilliland, S. W., Groth, M., & Ferreter, J. (2002, April). *The development of the Applicant Reactions Scales (ARS)*. Poster presentation at the 17th annual meeting of the Society for Industrial and Organizational Psychology, Toronto, Canada.

Groth, M., Goldman, B. M., Gilliland, S. W., & Bies, R. J. (2001, April). “*It’s all your fault!*”: *Attributions and Legal-Claiming*. Poster presentation at the 16th annual meeting of the Society for Industrial and Organizational Psychology, San Diego, CA.

Groth, M. (2001, April). *The virtual employee: Extending human resource principles to Internet organizations*. Paper presented at the 4th annual Summit del Sol Conference, Tucson, AZ.

Groth, M., Gutek, B. A., & Douma, B. (2000, August). *Effects of Service Delivery Mode and Mechanism on Customers’ Perceptions in Co-Production*. Symposium presentation at the Academy of Management Meetings, Toronto, Canada.

Groth, M., Goldman, B., & Gilliland, S. W. (2000, April). *Employee litigation: The influence of attributions and social support in legal-claiming intentions*. Paper presented at the 3rd annual Summit del Sol Conference, Tucson, AZ.

Groth, M., & Gilliland, S. W. (2000, April). *Managing wait time: Effects of different types of waiting lines*. Poster presentation at the 15th annual meeting of the Society for Industrial and Organizational Psychology, New Orleans, LA.

Groth, M., & Gilliland, S. W. (1999, August). *Effects of explanations and waiting duration information on perceptions of service delivery delays*. Symposium presentation at the Academy of Management Meetings, Chicago, IL.

Groth, M., & Gilliland, S. W. (1999, May). *Effects of explanations and waiting duration information on perception of service delivery delays*. Paper presented at the 2nd annual Summit del Sol Conference, Tempe, AZ.

Benson, III, L., Groth, M., & Beach, L. R. (1998, November). *The relationship between time constraints and time pressure*. Paper presented at the annual meeting of the Society for Judgment and Decision Making, Dallas, TX.

Benson, III, L., Groth, M., & Beach, L. R. (1997, November). *In pursuit of a model of perceived time pressure*. Poster presentation at the annual meeting of the Society for Judgment and Decision Making, Philadelphia, PA.

Invited Presentations

Groth, M. (2006, November). *Is customer service relevant?* Presented at the 23rd Annual Scientific Meeting of the Australasian College for Emergency Medicine. Sydney, Australia.

- Groth, M. (2006, October). *Are all smiles created equal? The role of emotions in creating and delivering exceptional customer service*. Presented at Executive Programs Lunch Forum Series. Sydney, Australia.
- Groth, M. (2006, July). *Emotion in organizations: A multilevel perspective*. Panel speaker at 14th annual AMA Frontiers in Services Conference, Brisbane, Australia.
- Groth, M. (2005, October). *Managing service excellence: Improving customer service in the health care context*. Presented at the Patient Safety Improvement Committee, Prince of Wales Hospital. Sydney, Australia.
- Groth, M. (2005, October). *Are all smiles created equal? Examining the links between employee emotional labour and service outcomes*. Presented at Melbourne Business School. Melbourne, Australia.
- Groth, M. (2005, February). *Research agenda in service management: Examining behavioral and emotional components of customer-employee interactions*. Presented at Society for Organisational Behaviour Australia. Sydney, Australia.
- Groth, M. (2004, June). *Perspectives in cross-cultural service marketing: Complaint management and service recovery*. Presented at Universität Hannover, Germany.
- Groth, M. (2004, June). *The helping hand of customers: Extending organizational citizenship behavior research to the customer domain*. Presented at University of Strathclyde, Glasgow, UK.
- Groth, M. (2004, June). *The helping hand of customers: Extending organizational citizenship behavior research to the customer domain*. Presented at the Bauhaus-Universität Weimar, Germany.
- Groth, M. (2004, April). *Customers as good soldiers: Extending organisational citizenship behaviour research to the customer domain*. Presented at University of Technology, Sydney. Sydney, Australia.
- Groth, M. (2003, September). *The Helping Hand of Customers: Examining Customer Behaviour in Service Deliveries*. Presented at University of Queensland Business School. Brisbane, Australia.
- Groth, M. (2002, November). *Organisational behaviour – creating service-oriented organisations*. Presented at Centre for Corporate Change Research Briefing. Sydney, Australia.

Media

Hatch, B. (2007). What I'm working on. *Australian Financial Review Boss Magazine*, January, 62. Story focused on research on Australian call centres.

Macken, J. (2005). Stiff shirts versus girls' blouses. *Australian Financial Review*, 61 (November 30, 2005). Story focused on research on emotions in the workplace.

Hall, J. (2004). Customer loyalty: It's a contagious idea. *Australian Financial Review*, 51 (November 30, 2004). Story focused on research on emotional contagion.

The Dalai Lama, & H. C. Cutler (2003). *The art of happiness at work*. New York: Riverhead Books. Book discusses article in *Psychological Reports*, 91, 153-166.

Murray, B. (2002). Psychologists help companies traverse the minefields of layoffs. *APA Monitor on Psychology*, 33(4). Story focused on article in *Journal of Applied Psychology*, 87, 781-788.

Tejada, C. (2001). Have a heart. *Wall Street Journal*, A1 (October 23, 2001). Story focused on article in *Personnel Psychology*, 54, 669-703.

Pounds, M. H. (2001). Treat job applicants as if they were customers. *South Florida Sun-Sentinel*, 3D (October 25, 2001). Story focused on article in *Personnel Psychology*, 54, 669-703.