

Jan Mattsson  
Professor  
Department of Social Sciences and Business  
Management and organization  
**Postal address:**  
Universitetsvej 1  
26.0  
DK-4000  
Roskilde  
Denmark  
**Email:** mattsson@ruc.dk  
**Phone:** +45 46 74 25 06  
**Web address:** <http://www.ruc.dk/~mattsson>  
**Web:** <http://www.ruc.dk/~mattsson>, <http://www.ruc.dk/~mattsson>



## Publications

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

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

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

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