

Raoul KUBLER

Associate Professor

Department: Marketing

ESSEC Business School

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Country of origin: Allemagne

RESEARCH INTERESTS

digital marketing, Machine Learning, metaverse, voting patterns, Marketing Strategy, Machine

EDUCATION

- | | |
|------|---|
| 2012 | Doctor scientiarum politicarum, University of Kiel, Germany
<i>Essays on Corporate Communication - Empirical Applications to Product Recall Communication and Advertising Creativity</i> |
| 2008 | Master of Science (Diplom-Kaufmann), Business administration, University of Kiel, Germany |
| 2004 | Bachelor of Science (Vordiplom), Business Administration and Economics, University of Hohenheim, Germany |

EMPLOYMENT

Full-time academic positions

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|----------------|---|
| 2022 - Present | Associate Professor, ESSEC Business School, France |
| 2018 - 2022 | Junior Professor Tenure Track, University of Münster, Germany |
| 2012 - 2018 | Assistant Professor, Ozyegin University, Turkey |

GRANTS AND HONORS

Awards and Honors

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| 2024 | Jagdish N. Sheth Best JAMS 2023 Article Award, Academy of Marketing Science, United States of America |
| 2021 | Best Reviewer Award 2021 - Journal of Business Economics, Journal of Business Economics |
| 2020 | Best Paper Award - Interactive Marketing Research Conference, Marketing EDGE, United States of America |
| 2018 | Marketing Science Institute - Most Downloaded Paper Award, Marketing Science Institute, United States of America |
| 2014 | EMAC - Finalist Best Doctoral Paper Award, European Marketing Academy, Belgium |

Grants

- 2010 DFG - Single Research Project Grand, German Research Foundation (DFG), Germany
- 2008 Fellow of the DFG Post-Graduate-Program "Business Aspects of Loosely Coupled Systems and Electronic Markets", German Research Foundation (DFG), Germany

PUBLICATIONS

Journal Articles

- KÜBLER, R., LOBSCHAT, L., WELKE, L. and VAN DER MEIJ, H. (2024). The effect of review images on review helpfulness: A contingency approach. *Journal of Retailing*, 100(1), pp. 5-23.
- DE HAAN, E., PADIGAR, M., EL KIHAL, S., KÜBLER, R. and WIERINGA, J. (2024). Unstructured data research in business: Toward a structured approach. *Journal of Business Research*, 177(2), pp. 114655.
- KÜBLER, R. and SEGGIE, S. (2024). The impact of Covid-19 on how core and peripheral service satisfaction impacts customer satisfaction. *Journal of Business Research*, 182, pp. 114784.
- HENNIG-THURAU, T., ALIMAN, D., HERTING, A., CZIEHSO, G., LINDER, M. and KÜBLER, R. (2023). Social interactions in the metaverse: Framework, initial evidence, and research roadmap. *Journal of the Academy of Marketing Science*, 51, pp. 889-913.
- KÜBLER, R. (2023). Will the revolution devour its children? The Impact of Generative and Interactive AI on Operative and Strategic Marketing. *Décisions Marketing*, 112(4), pp. 267-288.
- KARNIOUCHINA, K., SARANGEE, K., THEOKARY, C. and KÜBLER, R. (2022). The Impact of the COVID-19 Pandemic on Restaurant Resilience: Lessons, Generalizations, and Ideas for Future Research. *Service Science*, 14(2), pp. 212-277.
- KÜBLER, R., SEIFERT, R. and KANDZIORA, M. (2021). Content valuation strategies for digital subscription platforms. *Journal of Cultural Economics*, 45(2), pp. 295-326.
- KÜBLER, R. and PAUWELS, K. (2021). Metrics Gone Wrong: What Managers Can Learn from the 2016 US Presidential Election. *Nürnberg Institute of Marketing Intelligence*, 13(1), pp. 30-35.
- KÜBLER, R., LANGMAACK, M., ALBERS, S. and HOYER, W. (2020). The impact of value-related crises on price and product-performance elasticities. *Journal of the Academy of Marketing Science*, 48, pp. 776-794.
- KÜBLER, R., COLICEV, A. and PAUWELS, K. (2020). Social Media's Impact on the Consumer Mindset: When to Use Which Sentiment Extraction Tool? *Journal of Interactive Marketing*, 50(3), pp. 136-155.
- KUPFER, A.K., PÄHLER VOR DER HOLTE, N., KÜBLER, R. and HENNIG-THURAU, T. (2018). The Role of the Partner Brand's Social Media Power in Brand Alliances. *Journal of Marketing*, 82(3), pp. 25-44.
- KÜBLER, R., PAUWELS, K., YILDIRIM, G. and FANDRICH, T. (2018). App Popularity: Where in the World Are Consumers Most Sensitive to Price and User Ratings? *Journal of Marketing*, 82(5), pp. 20-44.
- ILHAN, B.E., KÜBLER, R. and PAUWELS, K. (2018). Battle of the brand fans: Impact of brand attack and defense on social media. *Journal of Interactive Marketing*, 43(2), pp. 33-51.
- KÜBLER, R. and PROPPE, D. (2012). Faking or convincing: Why do some advertising campaigns win creativity awards? *BuR Business Research*, 5(1), pp. 60-81.

KÜBLER, R. and ALBERS, S. (2010). Communication behavior of companies in product recalls without customer identification information. *Marketing: Journal of Research and Management*, 6(1), pp. 19-30.

Books and book editor

YILDIRIM, G. and KÜBLER, R. (2023). *Applied Marketing Analytics with R*. 1st ed. London, Thousand Oaks: SAGE Publications.

Book chapters

KÜBLER, R. and MANKE, K. (2023). Data Driven Campaigning: Wie Einfluss messbar gemacht werden kann und wie wir damit effizientere Kampagnen gestalten können. In: Martin Fuchs, Martin Motzkau eds. *Digitaler Wahlkampf*. 1st ed. Wiesbaden: Springer, pp. 121-144.

KÜBLER, R., WIERINGA, J. and PAUWELS, K. (2017). Machine Learning and Big Data. In: *Leeflang, Wieringa, Bijmolt, and Pauwels: Advanced Methods for Modeling Markets*. 1st ed. Springer.

KÜBLER, R. (2012). Best/Worst Scaling. In: *Albers, Klapper, Konradt, Walter, Wolf: Methodik der empirischen Forschung*. 1st ed. Springer.

Conference proceedings

ADLER, S., WELKE, L., SARSTEDT, M., KUBLER, R. and PAUWELS, K. (2024). Mimicking Psychometrics with UGC. In: *2024 Conference of the Working Group: Data Analysis and Classification in Marketing. The Value of User Generated Data for Managerial Decision Making*.

DEWENDER, S. and KUBLER, R. (2023). Does it Matter to All in the Same Way? How Culture Moderates the Perception of Corporate Unethical Behavior. In: *Proceedings of the European Marketing Academy, 52nd, (114153)*. European Marketing Academy (EMAC).

Conferences

KUBLER, R., HEWETT, K., PAUWELS, K. and EILERT, M. (2024). Don't Panic: Predicting the Likelihood and Duration of Retail Brand Crises. In: *2024 Retail in the Age of Global Uncertainty*. Paris.

KUBLER, R., MANKE, K. and PAUWELS, K. (2024). The effect of banning social media users on future social media behavior. In: *21st Marketing Dynamics Conference 2024*. Santorini.

KUBLER, R., WELKE, L. and PAUWELS, K. (2023). When and Where Should the Government Advertise for Support of its Anti-Pandemic Actions. In: *20th Marketing Dynamics Conference 2023*. Boston.

Press

KÜBLER, R. and ROMBOUITS, J. (2023). Tuning In - What AI and User Generated Content Can Tell Us About Consumers. *ESSEC Knowledge*.

OTHER RESEARCH ACTIVITIES

PhD Supervision

2022 A. WAGNER, Thesis co-director

2022 R. THAPA, Thesis jury president

2021 B. HÜGELMANN, Thesis co-director

2021 J. ALFS, Thesis co-director