

## Forrest V. Morgeson III, Ph.D.

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### **BIOGRAPHY**

**Forrest V. Morgeson III** is Assistant Professor in the Department of Marketing, Broad College of Business, Michigan State University. Dr. Morgeson teaches marketing research and marketing management courses to graduate and MBA students. Dr. Morgeson's past position was Director of Research at the American Customer Satisfaction Index (ACSI) in Ann Arbor, Michigan. Founded in 1994 at the University of Michigan, the ACSI is a world-leading methodology for cross-industry customer satisfaction measurement. As Director of Research, Dr. Morgeson managed ACSI's academic research and team of researchers, advanced statistical modeling and analysis, and the company's international projects and licensing program (Global CSI™).

Dr. Morgeson's research focuses on customer satisfaction and customer experience measurement and management. His work has also explored cross-cultural and international marketing, the relationship between marketing and firm financial performance, and the impact of information technology on customer service delivery (e-government and e-commerce). His highly-cited research has been published in the leading journals in marketing, including *Journal of Marketing*, *Journal of Marketing Research*, *Marketing Science*, *Journal of the Academy of Marketing Science*, *Journal of Retailing*, *Journal of Service Research*, and the *International Journal of Research in Marketing*, along with several publications in the leading journals in public management and administration. Dr. Morgeson has published two books: *Citizen Satisfaction: Improving Government Performance, Efficiency, and Citizen Trust* (Palgrave Macmillan, 2014), and *The Reign of the Customer: Customer-Centric Approaches to Improving Satisfaction* (Palgrave Macmillan, 2020). In addition, over the past 20 years Dr. Morgeson has served as a consultant with dozens of corporations and government agencies on consumer and citizen satisfaction topics and has delivered lectures and presentations in about 50 countries around the world. Morgeson is regularly quoted and featured in print and radio media, including NBC News, CBS News, CNN, the Washington Post, The Hill, and Forbes, among many others.

## **PROFESSIONAL & ACADEMIC EXPERIENCE**

### **Michigan State University, Department of Marketing**

2020-Present: Assistant Professor of Marketing

### **American Customer Satisfaction Index, LLC**

2009-2020: Director of Research and Global CSI™ Manager

### **Michigan State University, Department of Marketing**

2016-2020: Adjunct Professor of Marketing

### **University of Michigan, Stephen M. Ross School of Business**

2002-2009: Research Scientist & Lead Statistician, National Quality Research Center

## **EDUCATION**

Ph.D. University of Pittsburgh, 2005

## **RESEARCH INTERESTS**

Customer Satisfaction

Customer Experience Measurement and Management

Service Failure and Recovery

Political Identity and Consumer Behavior

Services Marketing

Marketing-Finance Interface

Structural Equation Modeling (PLS-PM and CB-SEM)

Cross-Cultural and International Marketing

Social Media and Marketing Research

E-Commerce

E-Government

## **PUBLICATIONS**

<https://scholar.google.com/citations?user=EQtirXgAAAAJ&hl=en&oi=ao>

(2533 Citations; H-Index 17)

### **I. Refereed Journal Articles**

1. Morgeson III, Forrest V., Tomas Hult, Sunil Mithas, Timothy L. Keiningham and Claes Fornell (2020). "Turning Complaining Customers into Loyal Customers: Moderators of the Complaint Handling – Customer Loyalty Relationship." *Journal of Marketing*, 84(5), 79-99.
2. Whitaker, Jonathan, M.S. Krishnan, Claes Fornell and Forrest V. Morgeson III (2019). "How Does Customer Service Offshoring Impact Customer Satisfaction?" *Journal of Computer Information Systems*, In Press.

3. Hult, G. Tomas M., Pratyush Sharma, Forrest V. Morgeson III and Yufei Zhang (2019). "Antecedents and Consequences of Customer Satisfaction: Do They Differ Across Online and Offline Purchases." ***Journal of Retailing***, 95(1), 10-23.
4. Sharma, Pratyush, Forrest V. Morgeson III, Sunil Mithas and Salman Aljazzaf (2018). "An Empirical and Comparative Analysis of E-Government Performance Measurement Models: Model Selection via Explanation, Prediction, and Parsimony." ***Government Information Quarterly***, 35 (4), 515-535.
5. Hult, G. Tomas M., Forrest V. Morgeson III, Neil A. Morgan, Sunil Mithas and Claes Fornell (2017). "Do Managers Know What Their Customers Think and Why?" ***Journal of the Academy of Marketing Science***, 45(1), 37-54.
6. Fornell, Claes, Forrest V. Morgeson III and Tomas Hult (2016). "Stock Returns on Customer Satisfaction Do Beat the Market: Gauging the Effect of a Marketing Intangible." ***Journal of Marketing***, 80(5), 92-107.
7. Fornell, Claes, Forrest V. Morgeson III and Tomas Hult (2016). "An Abnormally Abnormal Intangible: Stock Returns on Customer Satisfaction." ***Journal of Marketing***, 80(5), 122-125.
8. Lariviere, Bart, Timothy L. Keiningham, Lerzan Aksoy, Atakan Yalcin, Forrest V. Morgeson III and Sunil Mithas, (2016). "Modeling Heterogeneity in The Satisfaction, Loyalty Intention and Shareholder Value Linkage: A Cross-Industry Analysis at the Customer and Firm Level." ***Journal of Marketing Research***, 53(1), 91-109.
9. Morgeson III, Forrest V., Tomas Hult and Pratyush Nidhi Sharma (2015). "Cross-National Differences in Consumer Satisfaction: Mobile Services in Emerging and Developed Markets." ***Journal of International Marketing***, 23(2), 1-24.
10. Keiningham, Timothy L., Forrest V. Morgeson III, Lerzan Aksoy and Luke Williams (2014). "Service Failure Severity, Customer Satisfaction, and Market Share: An Examination of the Airline Industry." ***Journal of Service Research***, 17(4), 415-431.
11. Morgeson III, Forrest V. (2013). "Expectations, Disconfirmation and Citizen Satisfaction with the U.S. Federal Government: Testing and Expanding the Model." ***Journal of Public Administration Research & Theory***, 23(2), 289-305.
12. Morgeson III, Forrest V., David VanAmburg and Sunil Mithas (2011). "Misplaced Trust? Exploring the Structure of the E-Government-Citizen Trust Relationship." ***Journal of Public Administration Research & Theory***, 21(2), 257-283.

13. Morgeson III, Forrest V., Sunil Mithas, Timothy L. Keiningham and Lerzan Aksoy (2011). "An Investigation of the Cross-National Determinants of Customer Satisfaction." ***Journal of the Academy of Marketing Science***, 39(2), 198-215.
14. Morgeson III, Forrest V. (2011). "Comparing Determinants of Website Satisfaction and Loyalty across the e-Government and e-Business Domains." ***Electronic Government: An International Journal***. 8(2/3), 164-184.
15. Morgeson III, Forrest V. and Claudia Petrescu (2011). "Do They All Perform Alike? An Examination of Perceived Performance, Citizen Satisfaction and Trust with U.S. Federal Agencies." ***International Review of Administrative Sciences***, 77(3), 451-479.
16. Morgeson III, Forrest V. and Sunil Mithas (2009). "Does E-Government Measure up to E-Business? Comparing End-User Perceptions of U.S. Federal Government and E-Business Websites." ***Public Administration Review***, 69(4), 740-752.
17. Fornell, Claes, Sunil Mithas and Forrest V. Morgeson III (2009). "The Statistical Significance of Portfolio Returns." ***International Journal of Research in Marketing***, 26(2), 162-163.
18. Fornell, Claes, Sunil Mithas and Forrest V. Morgeson III (2009). "The Economic and Statistical Significance of Stock Returns on Customer Satisfaction." ***Marketing Science***, 28(5), 820-825.
19. Fornell, Claes, Sunil Mithas, Forrest V. Morgeson III and M.S. Krishnan (2006). "Customer Satisfaction and Stock Prices: High Returns, Low Risk." ***Journal of Marketing***, 70(1), 3-14.

## **II. Journal Articles in Progress or Under Review**

1. Morgeson III, Forrest V., Tomas Hult, Ayalla Ruvio, Udit Sharma, Yuyuan Pan and Shana Redd (2020). "Political Partisanship and Customer-Firm Relationships."
2. Hult, Tomas, Forrest V. Morgeson III, Udit Sharma, Pratyush Sharma and Shana Redd (2020). "A Multi-Level Examination of Customer Satisfaction Performance at the Customer, Firm, Industry, and Sector Levels."
3. Morgeson III, Forrest V., Pratyush Sharma, Udit Sharma and Tomas Hult (2020). "Partisan Motivated Reasoning and Satisfaction, Confidence and Trust with the U.S. Federal Government."
4. Hult, G. Tomas M., Maria Alejandra Gonzalez-Perez, Forrest V. Morgeson III, and Daniel T. Hult (2020), "A Theory of Market-Based Sustainability for the International Business Ecosystem: Institutional, Market, and Organizational Focus."

5. Hult, Tomas, Forrest V. Morgeson III, Sunil Mithas and Yufei Zhang (2020). "Layers and Complexities of Social Media across Entities and Platforms."
6. Morgeson III, Forrest V., Tomas Hult, Ahmet Kirca and Udit Sharma (2020). "Customer Satisfaction as a Leading Indicator of Financial Performance Over Time and across Sectors."
7. Morgeson III, Forrest V., Ayalla Ruvio, and G. Tomas M. Hult (2020). "Does FOMO Marketing Matter?"
8. Fornell, Claes, Tomas Hult and Forrest V. Morgeson III (2020). "A Review of the International Literature on Customer Satisfaction."
9. Morgeson III, Forrest V. and Udit Sharma (2020). "Political Partisanship, Customer Experience, and the Customer Journey."
10. Morgeson III, Forrest V., Sunil Mithas and Udit Sharma (2020). "Corporate Political Activity and Customer Satisfaction."

### **III. Books and Book Chapters**

1. Fornell, Claes, Forrest V. Morgeson III, G. Tomas M. Hult, and David VanAmburg (2020). ***The Reign of the Customer: Customer-Centric Approaches to Improving Satisfaction***. N.Y., N.Y.: Palgrave MacMillan.
2. Morgeson III, Forrest V. (2014). ***Citizen Satisfaction: Improving Government Performance, Efficiency, and Citizen Trust***. N.Y., N.Y.: Palgrave MacMillan.
3. Morgeson III, Forrest V. (2011). "E-Government Performance Measurement: A Citizen-Centric Approach in Theory and Practice." In ***E-Governance and Cross-boundary Collaboration: Innovations and Advancing Tools***, Chen, Y.C. and P.Y. Chu (Eds.). Hershey, PA: IGI Global, 150-165.
4. Barcellos, Paulo and Forrest V. Morgeson III (2009). "O Valor Financeiro da Satisfação do Cliente: Reflexões em Nivel Macro e Microeconômico." In ***Administracao Mercadologica: Teoria e Pesquisas – Volume 3***. Universidade de Caxias do Sul: Brasil.
5. Bryant, Barbara, Claes Fornell and Forrest V. Morgeson III (2008). ***American Customer Satisfaction Index Methodology Report***. Milwaukee, WI: American Society for Quality.
6. Fornell, Claes, David VanAmburg, Forrest V. Morgeson III, et al. (2005). ***The American Customer Satisfaction Index at 10 Years***. Ann Arbor, MI: Stephen M. Ross School of Business.

## **INVITED LECTURES AND CONFERENCE PARTICIPATION (RECENT)**

“Consumer Behavior During the Crisis.” Presented to the *“Managing Through Crisis” Summer Series*, Broad College of Business, Michigan State University, East Lansing, MI. September, 2020. [Invited Lecture]

Hult, Tomas, Forrest V. Morgeson III, and Yufei Zhang (2019). “Layers and Complexities of Social Media across Entities and Platforms: A Large-Scale Examination Embedded in ACSI Customer-Mindset Data.” Presented at the *AMA Theory + Practice in Marketing Conference*, Columbia University Business School, N.Y., N.Y. [Conference Presentation]

“An Introduction to Customer Personas.” Presented to the *CXM@MSU Colloquium*, Michigan State University, East Lansing, MI. April, 2019. [Invited Lecture]

“The American Customer Satisfaction Index: Methods and Findings.” Presented to the *Faculty of Marketing at the University of Texas (Rio Grande)*, Edinburg, TX. April, 2019. [Invited Lecture]

“The American Customer Satisfaction Index and its Global Partners: Improving Customer Relationships and the Bottom Line.” Presented to the *Institute for Service Excellence at Singapore Management University*, Singapore. April, 2018. [Invited Lecture]

“The Launch of the Australian Customer Satisfaction Index: Improving Customer Relationships and the Bottom Line.” Presented at the *Australian Customer Satisfaction Index Launch Event*, Melbourne, Australia. April, 2018. [Invited Lecture]

“Using Customer Satisfaction and Brand Loyalty Big Data Metrics for Beating the Markets and Index Creation.” Presented at *Quantitative Work Alliance for Applied Finance, Education and Wisdom (QWAFEFW)*, New York, New York. November, 2017. [Invited Lecture]

“Customer Satisfaction.” Presented at the *Lansing Regional HUG Event*, Lansing, Michigan. November, 2017 [Invited Lecture, with Tomas Hult]

“The American Customer Satisfaction Index: History, Lessons, and Benefits.” Presented at the *Honduras CSI Launch Event*, Tegucigalpa, Honduras. May, 2017. [Invited Lecture]

Sharma, Pratyush, Forrest V. Morgeson III, Sunil Mithas and S. Aljazzaf (2015). “In Which Model Do We Trust, and When? Comparing the Explanatory and Predictive Abilities of E- Government User Satisfaction and Citizen Trust Models,” Presented at the *24<sup>th</sup> Annual IBM Frontiers in Service Conference*, San Jose, CA. [Conference Presentation]

Bryant, Barbara, Forrest V. Morgeson III and Reg Baker (2011). “Does Interview Mode Matter? Comparing Satisfaction Results across Internet and RDD Samples.” *66th Annual American Association for Public Opinion Research Conference*. [Conference Presentation]

Bryant, Barbara E., Forrest V. Morgeson III, Reg Baker, and David VanAmburg (2008). "Does Including Cell Phone Respondents in an RDD Sample Survey Affect the Dependent Variable? The Case of the American Customer Satisfaction Index." Paper presented to the *American Association of Public Opinion Research*. [Conference Presentation]

### **PRIMARY TEACHING INTERESTS**

Marketing Strategy  
Marketing Management  
Marketing Research  
Quantitative Research Methods  
Marketing Survey and Sampling Design  
Consumer Behavior and Consumer Insights

### **TEACHING EXPERIENCE**

(Average "Overall Instructor Quality" Student Rating of 4.7/5.0)

#### ***MSMR Courses, Michigan State University***

MKT 806	Marketing Research Decision Making
MKT 819	Predictive Analytics
MKT 856	Consulting Practicum Marketing
MKT 861	Research Strategy Analysis
MKT 864	Data Mining

#### ***MBA Courses, Michigan State University***

MKT 807	Consumer Insights (MBA)
PIM 862	Customer and Competitor Analysis (EMBA)
PIM 863	Marketing Systems (EMBA)

### **PROFESSIONAL SERVICE**

#### ***Committee Participation***

Doctoral Program Committee, Department of Marketing, Michigan State University (2020-Present)

Steering Committee Member, CXM@MSU Program, Michigan State University (2019-Present)

#### ***Journal Reviewer***

Journal of the Academy of Marketing Science (Editorial Review Board, 2009-2015)  
Journal of International Business Studies  
Journal of International Marketing  
Journal of Business Research  
Journal of Retailing and Consumer Services  
The Services Industries Journal  
Public Administration Review

Journal of Public Administration Research & Theory (Outstanding Reviewer Award, 2013)  
Public Administration  
International Review of Administrative Sciences  
Local Government Studies  
Public Performance and Management Review  
Public Management Review  
Social Science Computer Review

## **STUDENT SUPERVISION**

### ***Ph.D. Dissertation***

Travis Walkowiak, Michigan State University, 2020 (with T. Hult (Chair), A. Ruvio and W. Schrock)

Zoila Zambrano, University of Texas (RGV), 2020 (External Committee Member, with X. Sheng (Chair), M. Minor and D. Uy)

### ***Master's Students***

Supervised 15+ students' Capstone Projects for MSMA Degree, Michigan State University, 2019-Present

## **HONORS & AWARDS**

"Instructor Excellence Award for the Executive MBA Program," Broad College of Business, Michigan State University, 2018

"Instructor Excellence Award for the Full-Time MBA Program," Broad College of Business, Michigan State University, 2018

## **POPULAR PRESS PUBLICATIONS & MEDIA INTERVIEWS (RECENT)**

1. Ruvio, Ayalla, Forrest V. Morgeson III, and Tomas Hult. "As the Economy Recovers, Republicans and Democrats will Play Different Roles," *The Hill*. June 6, 2020. [Op-Ed]
2. Morgeson III, Forrest V. "Low unemployment could hurt the holiday shopping season," *RetailDive.com*. October 26, 2018. [Op-Ed]
3. Morgeson III, Forrest V. and David VanAmburg. "Low levels of citizen satisfaction point to a blue-wave midterm," *The Hill*. October 25, 2018. [Op-Ed]
4. Myers, Kristin. "American satisfaction in government slips, but still remains strong," *Yahoo! Finance*. January 31<sup>st</sup>, 2019. [Interview]
5. Mitchell, Billy. "Federal customer satisfaction drops in 2018, likely to continue after shutdown," *FedScoop.com*. January 30, 2019. [Interview]

6. Konkel, Frank. "Customer Satisfaction Drops Across Federal Government," *NextGov.com*. January 29, 2019. [Interview]
7. "How Satisfied Are Customers Around The World, And What Do We Expect For The Near Future?," *Michigan Business Network*, Lansing, Michigan. October 12, 2018. [Radio Interview]
8. "U.S. Heading Toward an Economy with Unsatisfied Customers — And Voters," *Michigan Business Network*, Lansing, Michigan. October 12, 2018. [Radio Interview]
9. Kline, Daniel. "Will Low Unemployment Lead to Lousy Customer Service?" *The Motley Fool*. September 27, 2018. [Interview]
10. Morgeson III, Forrest V. and Tomas Hult. "US heading toward an economy with unsatisfied customers — and voters," *The Hill*. September 18, 2018. [Op-Ed]
11. Paquette, Danielle. "How do you know the economy is great? Customer service is terrible," *Washingtonpost.com*. September 4, 2018. [Interview]
12. Morgeson III, Forrest V. and A.J. Singh. "Benchmarking Hotel Guest Satisfaction and Experiences," *Hotel News Now*. August 7, 2018. [Article]
13. Elliott, Christopher. "These Companies Have the Best Customer Service," *Forbes.com*. July 11, 2018. [Interview]
14. Thomas, Steff. "Federal agencies score all-time high on customer satisfaction survey," *Federalnewsradio.com*. February 2, 2018. [Radio Interview]
15. Konkel, Frank. "Citizen Satisfaction with Government Reaches 11-Year High," *NextGov.com*. February 1, 2018. [Interview]
16. Atiyeh, Clifford. "Can't Get No—What? Appliances Are More Satisfying Than Cars?" *Caranddriver.com*. September 4, 2017. [Interview]
17. "Consumidor Hondureño No Es Leal a Los Marcos," *LaPrensa.hn*. May 22, 2017. "UNITEC y AMCHAM lanzan importante estudio de satisfacción del consumidor," *blog.UNITEC.edu*. May 22, 2017. [Interview]
18. Rogoway, Mike. "Comcast says customer service overhaul is showing results," *OregonLive.com*. April 23, 2017. [Interview]

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