

Research Output List

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1. PEER-REVIEWED PUBLICATIONS IN INTERNATIONAL SCIENTIFIC JOURNALS

- Probst, C., Buhmann, A., **Ingenhoff, D.**, Lepori, B. (2019). Evolution of a field: Swiss Media and Communication Studies. *Studies in Communication Sciences*, 19(1).
- Lee, K.S., & **Ingenhoff, D.** (2019). Cultural Mediators as Key Influencers: Narrative Strategies in International Exchange Participant Blogs. *International Journal of Communication* (in print).
- Ingenhoff, D.**, & Marschlich, S. (2019). Corporate diplomacy and political CSR: Similarities, differences and theoretical implications. *Public Relations Review*, 45(2), 348–371. [Link](#)
- Ingenhoff, D.**, & Richner, D. (2018). The effects of public diplomacy on country identity in countries with different language regions and cultures: The case of Switzerland. *Studies in Communication Sciences*, 18(2).
- Ingenhoff, D.**, & Klein, S. (2018). A political leader's image in public diplomacy and nation branding: The impact of competence, charisma, integrity and gender. *International Journal of Communication*, 12, 4507–4532. [Link](#)
- Sevin, E., & **Ingenhoff, D.** (2018). Public diplomacy on social media: Analyzing networks and content. *International Journal of Communication*, 12, 3663–3685.
- Ingenhoff, D.**, Buhmann, A., White, C., Zhang, T., & Kioussis, S. (2018). Reputation Spillover: Corporate Crises' Effects on Country Reputation. *Journal of Communication Management*, 22(1), 96–112. [Link](#)
- Pamment, J., Dolea, A., & **Ingenhoff, D.** (2017). The European refugee crisis: Organisational responses and communication strategies. *Journal of Communication Management*, 21(4), 322–325. [Link](#)
- Bachmann, P., & **Ingenhoff, D.** (2017). How do Media Companies gain Legitimacy? An Experimental Study on the (Ir)relevance of CSR Communication, *International Journal of Strategic Communication*, 11(1), 79–94. [Link](#)
- Ruehl, C.H., & **Ingenhoff, D.** (2017). Communication Management 2.0: The development of three socio-cognitive models for brand page usage. *Journal of Communication Management*, 21(2), 170–185.
- Ingenhoff, D.**, & Buhmann, A. (2016). Advancing PR measurement and evaluation: Demonstrating the properties and assessment of variance-based structural equation models using an example study on corporate reputation. *Public Relations Review*, 42(3), 418–431. [Link](#)
- Lepori, B., Wise, M., **Ingenhoff, D.**, & Buhmann, A. (2016). The dynamics of university units as a multi-level process. Credibility cycles and resource dependencies. *Scientometrics*, 109(3), 2279–2301. [Link](#)

- Bachmann, P., & **Ingenhoff, D.** (2016). Legitimacy through CSR disclosures? The advantage outweighs the disadvantages. *Public Relations Review*, 42(3), 386–394. [Link](#)
- Helmig, B., Spraul, K., & **Ingenhoff, D.** (2016). Under positive pressure: How stakeholder pressure affects corporate social responsibility implementation. *Business & Society*, 55(2), 151–187. [Link](#)
- Ruehl, C.H., & **Ingenhoff, D.** (2015). Communication management on social networking sites: Stakeholder motives and usage types of corporate Facebook, Twitter and YouTube pages. *Journal of Communication Management*, 19(3), 288–302. [Link](#)
- Hoffmann, J., Röttger, U., **Ingenhoff, D.**, & Hamidati, A. (2015). The rehabilitation of the “nation variable”. Links between corporate communication and the cultural context in five countries. *Corporate Communication: An International Journal*, 20(4), 483–499. [Link](#)
- Buhmann, A., **Ingenhoff, D.**, & Lepori, B. (2015). Dimensions of diversity: mapping the field of media and communication studies by combining cognitive and material dimensions. *European Journal of Communication Research*, 40(3), 267–293. [Link](#)
- Buhmann, A., & **Ingenhoff, D.** (2015). Advancing the country image construct from a public relations perspective: from model to measurement. *Journal of Communication Management*, 19(1), 62–80. [Link](#)
- Buhmann, A., & **Ingenhoff, D.** (2015). The 4D Model of the country image: An integrative approach from the perspective of communication management. *International Communication Gazette*, 77(1), 102–124. [Link](#)
- Ingenhoff, D.**, & Ruehl, C. (2013). International Public Relations: A synopsis of German-speaking and Anglo-American research approaches. *SComS (Studies in Communication Sciences)*, 13(1), 3–14. [Link](#)
- McKie, D., Gregory, A., & **Ingenhoff, D.** (2012). Overview of the “state of the field”. PR Review. Vol. 38(5), 807–809. Editor of the special issue on “Competing identities, emerging alliances, and public relations of nations”. *Public Relations Review*, 38(5), 807–938. [Link](#)
- Lepori, B., Probst, C., & **Ingenhoff, D.** (2012). Profile statt Rankings. Ein Vorschlag zur Darstellung von Aktivitäten institutioneller Einheiten der Kommunikationswissenschaft. *Medien- und Kommunikationswissenschaft*, 60(1), 80–101. [Link](#)
- Ingenhoff, D.**, & Kölling, A. M. (2012). Governance and corporate social responsibility of media organizations: An international comparison. *Business Ethics: A European Review*, 21(2), 154–167. [Link](#)
- Probst, C., Lepori, B., & **Ingenhoff, D.** (2011). Profiles and beyond: constructing consensus on measuring research output in communication sciences. *Research Evaluation*, 20(1), 73–88. [Link](#)
- Ingenhoff, D.**, & Sommer, K. (2011). Corporate social responsibility communication: A multi-method approach on stakeholder expectations and managers' intentions. *The Journal of Corporate Citizenship*, 42, 73–91. [Link](#)
- Probst, C., Lepori, B., & **Ingenhoff, D.** (2010). Mehrdimensionale Profile von Forschungsgruppen: Ein Vorschlag für die Erhebung von Forschungsleistung in der Kommunikationswissenschaft. Qualität in der Wissenschaft. *Zeitschrift für Qualitätsentwicklung in Forschung, Studium und Administration*, 10(4), 98–105. [Link](#)
- Thiessen, A., & **Ingenhoff, D.** (2011). Safeguarding reputation through strategic, integrated and situational crisis communication management: Development of the integrative model of crisis communication. *Corporate Communications: An International Journal*, 16(1), 8–26. [Link](#)
- Sommer, K., Einwiller, S., **Ingenhoff, D.**, & Winistörfer, N. (2010). Wirtschaftsberichterstattung im Rundfunk der Schweiz – Unterschiede zwischen den Sprachregionen. *Studies in Communication Sciences*, 10(2), 27–50.
- Ingenhoff, D.**, & Kölling, M. (2010). Web sites as a dialogic tool for charitable fundraising NPOs – an international comparison. *International Journal of Strategic Communication*, 4(3), 171–188. [Link](#)

- Thiessen, A., & **Ingenhoff, D.** (2010). The relationship between journalism and public relations in crises: A study on crisis communication of Germany's leading newspapers and companies. *SComS (Studies in Communication Sciences)*, 10(1), 107–134. [Link](#)
- Ingenhoff, D.**, & Sommer, K. (2010). Trust in companies and in CEOs: A comparative study of the main influences. *Journal of Business Ethics*, 95(3), 339–355. [Link](#)
- Ingenhoff, D.**, & Fuhrer, T. (2010). Positioning and differentiation by using brand personality attributes: Do mission and vision statements contribute to building a unique corporate identity? *Corporate Communications: An International Journal*, 15(1), 83–101. [Link](#)
- Ingenhoff, D.**, & Kölling, M. (2009). The potential of web sites as a relationship-building tool for charitable fundraising NPOs. *Public Relations Review*, 35(1), 66–73. [Link](#)
- Ingenhoff, D.** (2006). The contribution of G.W. Leibniz "Cognitio Symbolica" theory to current debates on knowledge and communication management. *Semiotica. Journal of the International Association for Semiotic Studies*, 158(1), 439–456. [Link](#)
- Einwiller, S., Herrmann, A., & **Ingenhoff, D.** (2005). Vertrauen durch Reputation – Grundmodell und empirische Befunde im E-Business. (Trust through reputation – Basic model and empirical findings in e-business). *Marketing Zeitschrift für Forschung und Praxis (Marketing ZFP Journal of Research and Management)*, 27(1), 24–40. [Link](#)
- Ingenhoff, D.** (2003). Dimensions of strategic issues management: First results of an empirical study on intraorganizational Communication, & Coordination Processes. *Studies in Communication Sciences*, 3(1), 219–227.
- Ingenhoff, D.**, & Eppler, M. (2001). E-Human Resource Management (e-HRM). Potenziale und Grenzen der Neuen Medien für das Personalmanagement. *Zeitschrift für Führung & Organisation*, 70(3), 159–167.

2. PEER-REVIEWED BOOKS AND MONOGRAPHS

Monographies et livrés édités / Monographien und Herausgeberbände /

- Ingenhoff, D.**, & Buhmann, A. (2019). *Public Diplomacy. Messung, Entstehung und Gestaltung von Landesimages*. Konstanz: von Halem. [Link](#)
- Ingenhoff, D.**, White, C., Buhmann, A, & Kioussis, S. (eds.) (2019). *The formation and effects of country image, reputation, brand, and identity. Bridging disciplinary perspectives*. New York et al.: Routledge. [Link](#)
- Ingenhoff, D.** (ed.) (2013). *Internationale PR-Forschung*. Konstanz: UVK Verlagsgesellschaft.
- Ganz-Blättler, U., & **Ingenhoff, D.** (eds.) (2013). Man kann nicht nicht unterhalten. Beiträge zur Unterhaltungspublizistik. Berlin et al.: LIT. [Link](#)
- Ingenhoff, D.**, & Meier, A. (eds.) (2012). *Social Media. Praxis der Wirtschaftsinformatik* (Heft 287). Heidelberg: dpunkt.verlag.
- Ingenhoff, D.** (2010). *Organizational Communication and Communication Management in the Media Society: Theoretical Approaches and Empirical Evidence*. Habilitation. University of St.Gallen, St.Gallen, Switzerland.
- Ingenhoff, D.** (2004). *Corporate Issues Management in multinationalen Unternehmen. Eine empirische Studie zu organisationalen Prozessen und Strukturen*. Wiesbaden: VS Verlag für Sozialwissenschaften. [Link](#)

3. PEER-REVIEWED CONFERENCE PROCEEDINGS

- Marschlich, S., & **Ingenhoff, D.** (2019). CSR and corporate diplomacy: How multinational corporations engage in societal issues in the UAE. *5th International CSR Communication Conference*, Stockholm, Sweden, 18.-20.09.2019.
- Marschlich, S., & **Ingenhoff, D.** (2019). The strive for legitimacy? Corporate diplomacy practices of European Multinational Enterprises in the United Arab Emirates. *102nd Annual Congress of the Association for Education in Journalism and Mass Communication (AEJMC)*, Toronto, Canada, 7.-10.08.2019.
- Chariatte, J., Segev, E., & **Ingenhoff, D.** (2019). Tweeting #Country: A comparative analysis of country images as a new instrument for developing international communication strategy. *IAMCR International Association for Media and Communication Research*, International Communication Section, Madrid, Spain, 7.-11.07.2019.
- Albisser, M., & **Ingenhoff, D.** (2019). The functional image of social media and its impact on brand communication. *Annual Conference of the European Media Management Association*, Limassol, Cyprus, 5–7 June, 2019.
- Asdourian, B., & **Ingenhoff, D.** (2019). Negative engagement & city diplomacy. Panel Crossing the boundaries into the Dark Side: Negative engagement in online communication from societies to individuals. *69th Annual Conference of the International Communication Association (ICA)*, Washington, D.C., USA, 24.–28.05.2019.
- Ingenhoff, D.**, Calamai, G., Sevin, E. (2019). Key Influencers in Public Diplomacy: A Country-based Social Network Analysis. *69th Annual Conference of the International Communication Association (ICA)*, Washington, D.C., USA, 24.–28.05.2019.
- Ingenhoff, D.**, & Cuoco, E. (2019). Understanding the Impact of Motivations and Antecedents on Consumer Engagement with Brand Pages on Facebook. *69th Annual Conference of the International Communication Association (ICA)*, Washington, D.C., USA, 24.–28.05.2019.
- Ingenhoff, D.**, & Chariatte, J. (2019). Solving the Public Diplomacy puzzle – A multimethod-design study on what constitutes a country image. *69th Annual Conference of the International Communication Association (ICA)*, Washington, D.C., USA, 24.–28.05.2019.
- Marschlich, S., & **Ingenhoff, D.** (2019). Corporate diplomacy 2.0: Stakeholder engagement in digital times. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, St.Gallen, Schweiz, 3.–5.4.2019.
- Calamai, G., & **Ingenhoff, D.** (2019). Key Influencers in Public Diplomacy: A Country-based Social Network Analysis. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, St.Gallen, Schweiz, 3.–5.4.2019.
- Ingenhoff, D.**, & Chariatte, J. (2019). The multiple facets of the country image – an integrated public diplomacy evaluation approach. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, St.Gallen, Schweiz, 3.–5.4.2019.
- Bachmann, P., **Ingenhoff, D.**, Eisenegger, M. (2018). News media quality in times of digital structural changes and service public crisis in Switzerland: Who wins the challenge? Comparing content analyses and survey studies from 2015 to 2018. *7th European Communication Research Conference ECREA*, Section Journalism Studies, Lugano, 31.10.–03.11.2018.
- Marschlich, S., & **Ingenhoff, D.** (2018). Corporate Diplomacy and Its effects on Corporate Legitimacy. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Aarhus, Denmark, 27.–29.09.2018.
- Ingenhoff, D.**, Segev, E., & Chariatte, J. (2018). New Insights for Public Diplomacy: The Country and Its Objectives mirrored between attitudes and information searches in a cross-national comparison.

- 68th Annual Conference of the International Communication Association (ICA)*, Prague, Czech Republic, 24.–28.05.2018 [Best paper award].
- Ingenhoff, D.**, & Richner, D. (2018). Analyzing the Polyphony of Voices: Value Drivers of Country Image in Western European and BRICS countries. *68th Annual Conference of the International Communication Association (ICA)*, Prague, Czech Republic, 24.–28.05.2018.
- Ruehl, C., & **Ingenhoff, D.** (2018). Using brand pages: Why and how multinational stakeholders engage with corporations on Facebook. *68th Annual Conference of the International Communication Association (ICA)*, Prague, Czech Republic, 24.–28.05.2018.
- Ingenhoff, D.** (2018). Reviewing the State of Art in Public Diplomacy. Panel with Nicholas Cull (Annenberg School, University of Southern California), Rhonda Zaharna (American University), Eytan Gilboa (Bar Ilan University), James Pamment (Lund University). *68th Annual Conference of the International Communication Association (ICA)*, Prague, Czech Republic, 24.–28.05.2018.
- Ingenhoff, D.**, & Tovirac, A. (2017). Herausforderungen und Grenzen von Influencer-Kommunikation. *DGPuK-Fachgruppentagung PR/Organisationskommunikation*, Wien, Österreich, 23.–25.11.2017.
- Ingenhoff, D.**, & Marschlich, S. (2017). A Systematization of Corporate Diplomacy and Political CSR: Similarities, Differences and Theoretical Implications. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, London, Great Britain, 12.–14.10.2017.
- Puppis, M., Hofstetter, B., & **Ingenhoff, D.** (2017). “We need engineers instead of journalists”. How Swiss legacy media adapt to change and what this means for the future of journalism. *2017 Joint Workshop of ECREA’s “Communication Law and Policy” and “Media Industries and Cultural Production” Sections: The Future of Media Content: Interventions and Industries in the Internet Era*, University of East Anglia, Norwich, Great Britain, 15–17.09.2017.
- Buhmann, A., Lepori, B., Ingenhoff, D. (2017). Clashing Conventions: Exploring Human Resource Management in the Cleavage Between Local Orders and Global Standards. *CHER Consortium of Higher Education Researchers Conference 2017*, 28.–30.08.2017, Jyväskylä, Finland
- Ingenhoff, D.** (2017). A Validated 5-Dimensional Country Image Measurement Scale for Public Diplomacy: Analyzing Value Drivers and Effects of Country Images on Stakeholders’ Behavior in Seventeen Countries. *IAMCR International Association for Media and Communication Research*, International Communication Section, Cartagena, Colombia, 16.–20.07.2017.
- Bachmann, P., **Ingenhoff, D.**, Eisenegger, M., Hauser, L. (2017). A multi-method analysis of news media quality: Comparing scholars’ assessments with citizens’ perceptions. *Mediated Communication*, *IAMCR International Association for Media and Communication Research*, Public Opinion and Society Section, Cartagena, Colombia, 16.–20.07.2017.
- Ingenhoff, D.** (2017). Intersections: Political Corporate Social Responsibility, Social Advocacy and Corporate Diplomacy. *Barcelona International Critical PR Conference # 7*, Universitat Pompeu Fabra, Barcelona, Spain, 03.–4.07.2017.
- Lee, K. S., & **Ingenhoff, D.** (2017). Storytelling as an engagement strategy: Key influencers in online educational and cultural exchange communities. *CPD (Center on Public Diplomacy) Oxford Doctoral Conference on Digital and Public Diplomacy*, University of Oxford, Great Britain, 02.–03.06.2017.
- Ingenhoff, D.**, White, C., Buhmann, A., Zhang, T., & Kiouis, S. (2017). A Multi-Cultural Measurement Instrument for Public Diplomacy: Analyzing Value Drivers and Effects of Country Images on Stakeholders’ Behavior in Three Countries. *ICA Public Diplomacy Interest Group’s post-conference titled “Bridging practice and disciplinary perspectives on the formation and effects of country image, reputation, brand, and identity”*, *67th Annual Conference of the International Communication Association (ICA)*, San Diego, USA, 30.05.2017.
- Sevin, E., **Ingenhoff, D.** (2017). Overcoming the Measurement Challenge: Nation branding messages on social media. *67th ICA Annual Conference*, San Diego, USA, 25.–29.5.2017.

- Bachmann, P., Eisenegger, M., Hauser, L., **Ingenhoff, D.**, (2017). Messungen von Medienqualität. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, Chur, Switzerland, 26.–28.4.2017.
- Puppis, M., Hofstetter, B., & **Ingenhoff, D.** (2017). Organisatorische Bewältigung von Medienwandel: Ökonomische und journalistische Innovationen bei Schweizer Medienunternehmen" *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, Chur, Switzerland, 26.–28.4.2017.
- Dolea, A., & **Ingenhoff, D.** (2017). Public diplomacy in new and old European democracies: how institutional understanding shapes practices. *ISA's 58th International Studies Association Annual Convention*, Baltimore, Maryland, USA, 22.–25.2.2017.
- Hofstetter, B., Puppis, M., & **Ingenhoff, D.** (2017). Wie Medienunternehmen den Strukturwandel bewältigen: Folgen der Medienkrise für das schweizerische Mediensystem. Paper presented at the Workshop «Die Rolle von Akteuren in der Gestaltung und dem Wandel von Medienstrukturen» of the Netzwerk Medienstrukturen, Hamburg, Germany, 20.–21.1.2017.
- Ruehl, C.H., & **Ingenhoff, D.** (2017). Communities on Social Networking Sites: Testing a Socio–Cognitive Model for Brand Page Usage. *50th HICSS Hawaii International Conference on System Sciences*, Big Island, Hawaii, USA, 4.–7.01.2017.
- Ingenhoff, D.**, Dolea, A., & Buhmann, A. (2016). Public Diplomacy: Entstehung und Geschichte der Nationen–PR der Schweiz. *DGPuK–Fachgruppentagung PR/Organisationskommunikation*, Hannover, Deutschland, 3.–5.11.2016.
- Ingenhoff, D.**, Buhmann, A., Zhang, T., White, C., & Kioussis, S. (2016). Country of origin reversed: spillover effects of corporate crises on home country's image. *6th European Communication Research Conference ECREA*, Prague, 9.–12.11.2016.
- Dolea, A., **Ingenhoff, D.**, & Beciu, C. (2016). Advancing the concept of country promotion in the context of migration: linking country images, national identity and critical discourse analysis. *6th European Communication Research Conference ECREA*, Prague, 9.–12.11.2016.
- Ruehl, C.H., **Ingenhoff, D.** (2016). International Social Media Public Relations: Examining Determinants of Corporate Facebook Usage. *6th European Communication Research Conference ECREA*, Prague, 9.–12.11.2016.
- Ingenhoff, D.**, Werder, K., & Bachmann, P. (2016). CSR and Issue Advocacy: how issue topic influences credibility and legitimacy. *6th European Communication Research Conference ECREA*, Prague, 9.–12.11.2016.
- Ingenhoff, D.**, Buhmann, A., White, C., Zhang, T., & Kioussis, S. (2016). Exploring reputational spillover effects: How corporate crises affect their home country's reputation. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Groningen, Netherlands, 29.09.–1.10.2016.
- Ingenhoff, D.**, & Klein, S. (2016). Charisma or competence? Spillover–effects of political leader's image on their home country's image. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Groningen, Netherlands, 29.09.–1.10.2016.
- Dolea, A., **Ingenhoff, D.**, & Tarnovan, A. M. (2016). Media discourses on Swiss Country Image and Identity: The case of "stop mass immigration initiative". *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Groningen, Netherlands, 29.09.–1.10.2016.
- Werder, K., **Ingenhoff, D.**, & Bachmann, P. (2016). From social responsibility to social advocacy: An analysis of the effects of issue advocacy in corporate and non–profit CSR messaging. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Groningen, Netherlands, 29.09.–1.10.2016.
- Ruehl, C. H., & **Ingenhoff, D.** (2016). International communication management 2.0: Exploring stakeholder incentives to corporate Facebook page use. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Netherlands, 29.09.–1.10.2016.

- Buhmann, A., Lepori, B., & **Ingenhoff, D.** (2016). Clashing Conventions? Exploring Human Resource Management in the Cleavage Between Academic Field Traditions and New Institutional Rules. Quantitative and Qualitative Insights from the Field of Communication and Media Studies in Switzerland. *International Conference on Science and Technology Indicators (STI)*, Valencia, Spain, 14.–16.09.2016.
- Ingenhoff, D.** (2016). Swiss public diplomacy as enactment of “the will of the people”: legitimizing the passing of the “stop mass immigration” initiative in February 2014. *66th ICA Annual Conference*, Fukuoka, Japan, 9.–13.6.2016.
- Ingenhoff, D.**, & Bachmann, P. (2016). Measuring news media quality and credibility from the audience’s perspective. Preconference for ICA’s 2016 Annual Conference “Media Performance, & Democracy: Defining and Measuring the Quality of News” on 9th of June 2016. *66th ICA Annual Conference*, Fukuoka, Japan, 9.–13.6.2016.
- Bachmann, P., & **Ingenhoff, D.** (2016). Von Puristen, Generalisten und Dialektikern – die Media responsibility und Corporate Social Responsibility–Selbstverständnisse von Schweizer Medienunternehmen. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, Fribourg, Schweiz, 7.–9.4.2016.
- Klein, S., & **Ingenhoff, D.** (2016). The impact of the political leader’s image on their home country’s image. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, Fribourg, Schweiz, 7.–9.4.2016.
- Dolea, A., & **Ingenhoff, D.** (2016). A century of promoting Switzerland abroad: from classical approaches of the 1880s to the digital approaches of the 2000s. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, Fribourg, Schweiz, 7.–9.4.2016. **[SACM Best Paper Award]**
- Bornhauser, K., & **Ingenhoff, D.** (2016). A Part of Europe or Apart from Europe? Die Reputation der Schweiz im Spiegel britischer und deutscher Leitmedien im Zeitraum 1992–2014. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, Fribourg, Schweiz, 7.–9.4.2016.
- Fitzpatrick, K., White, C., **Ingenhoff, D.**, Wang, J., & Vanc, A. (2016). The role of global public relations and CSR in public diplomacy. *57th ISA International Studies Association Annual Convention*, Atlanta, USA, 16.–19.03.2016.
- Ingenhoff, D.**, White, C., Buhmann, A., Zhang, T., & Kioussis, S. (2016). Developing a scale to measure country image. *19th annual International Public Relations Research Conference*, Miami, Florida, USA, 2.–6.3.2016.
- Ruehl, C. H., & **Ingenhoff, D.** (2016). Community management on social networking sites: Why and how stakeholders use corporate Facebook pages. *49th Annual HICSS Hawai’i international conference on system sciences*, Koloa, Kauai, USA, 5.–8.1.2016.
- Buhmann, A., & **Ingenhoff, D.** (2015). Die Konstruiertheit von Organisationen im Kommunikationsmanagement: Vorschlag eines „Entity-Agent Framework. *Annual Conference of the DGpuK Division PR and Organizational Communication*, Greifswald, Germany, 5.–7.11.2015.
- Lepori, B., Wise, M., **Ingenhoff, D.**, & Buhmann, A. (2015). The dynamics of university institutes as a multi-level process. Credibility cycles and resource dependencies. *20th International Conference on Science and Technology Indicators (STI)*, Lugano, Switzerland, 2.–4.9.2015.
- Buhmann, A., & **Ingenhoff, D.** (2015). Understanding “reputational fallout”: How corporate crises influence the perception of a corporation’s home country. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Oslo, 1.–3.10.2015.
- Buhmann, A., & **Ingenhoff, D.** (2015). Grasping the variability of the “real organization”: Towards a framework for analyzing strategic communication in light of highly variable organizational contexts. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Oslo, 1.–3.10.2015. **[EUPRERA Best Paper Award]**

- Bachmann, P., & **Ingenhoff, D.** (2015). CSR in the raw material sector: Legitimacy through CSR disclosures? *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Oslo, 1.–3.10.2015.
- Ruehl, C.H., & **Ingenhoff, D.** (2015). Linking social networking sites to public relations: Why and how stakeholders interact with corporate Facebook pages. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Oslo, 1.–3.10.2015.
- Bachmann, P., & **Ingenhoff, D.** (2015). The advantages outweigh the disadvantages: corporate legitimacy through CSR communication”, *3rd CSRCOM2015*, Ljubljana, 17.–19.9.2015.
- Ingenhoff, D.**, White, C., & Klein, S. (2015). Why relationship management matters: Impact of OPR and crisis response strategies on perceived crisis responsibility. *International PR Conference Barcelona PR Meeting #5*, 30.06.–1.7.2015.
- Ingenhoff, D.**, & Buhmann, A. (2015). Image transfer effects of corporate crisis on their home country image. The role of constructed entitativity. *18th Annual International Public Relations Research Conference (IPRRC)*, Miami, USA, 4.–8.3.2015.
- Bachmann, P., & **Ingenhoff, D.** (2015). Media companies’ legitimacy: Revealing the unimportance of CSR communication and the importance of corporate credibility. *18th Annual International Public Relations Research Conference (IPRRC)*, Miami, USA, 4.–8.3.2015. [**Arthur Page Best Paper Award**]
- Ingenhoff, D.**, & Buhmann, A. (2015). Image transfer effects of corporate crises on their home country image. The role of constructed entitativity. *18th Annual International Public Relations Research Conference (IPRRC)*, Miami, USA, 4.–8.3.2015.
- Buhmann, A, **Ingenhoff, D.**, & Lepori, B. (2015). Comparing strands of research in media and communication studies: an empirical analysis of the cognitive and material territory in Switzerland. *Annual Conference of SACM (Swiss Association of Communication and Media Research)*, Bern, Switzerland, 13.–14.3.2015.
- Buhmann, A., & **Ingenhoff D.** (2014). Applying variance–based structural equation modeling to analyze causal effects between target constructs in public relations. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Brussels, Belgium, 11.–13.9.2014. [**EUPRERA Best paper award**].
- Hoffmann, J., **Ingenhoff, D.**, & Röttger, U. (2014). A universal practice for diverse cultures? An international comparative study on exploring the links between corporate communications and perceptions of the organizational environment. *European Public Relations Education and Research Association (EUPRERA) Annual Conference*, Brussels, Belgium, 11.–13.9.2014.
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- Röttger, U., & **Ingenhoff, D.** (2008). Rollen, Workflows und IT – Wie Bertelsmann und SwissRe Issues Management strukturieren und organisieren. In Roselieb, F., & Dreher, M. (eds.). *Krisenmanagement in der Praxis*. Berlin: Erich Schmidt, 133–150.
- Ingenhoff, D., & Röttger, U.** (2006). Issues Management. Ein zentrales Verfahren der Unternehmenskommunikation. In Schmid, B., & Lyczek, B. (eds.). *Unternehmenskommunikation. Kommunikationsmanagement aus Sicht der Unternehmensführung*. Wiesbaden: Gabler, 319–350.
- Ingenhoff, D.** (2005). Corporate Issues Management: Chancen entdecken und umsetzen. In Bentele, G., Piwinger, M., & Schönborn, G. (eds.). *Kommunikationsmanagement. Strategien, Wissen, Lösungen*. Köln: Wolters Kluwer, Loseblattsammlung, 1–36.
- Ingenhoff, D., & Schmitz, H.W.** (2000). Über den Gegenstand gesprächsanalytischer Transkriptionen. In Hess-Lüttich, E.W.B., & Schmitz, H.W. (eds.). *Botschaften verstehen. Kommunikationstheorie und Zeichenpraxis*. Frankfurt am Main et al.: Peter Lang., 143–154.
- Ingenhoff, D.** (1998). Der Kampf ums Rederecht – Formen und Strategien der Gesprächsbeitragskoordination in Talkshow-Diskussionen. In Schmitz, H.W. (ed.) *Vom Sprecher zum Hörer. Kommunikationswissenschaftliche Beiträge zur Gesprächsanalyse*. Münster: Nodus, 125–200.

5. ORAL CONTRIBUTIONS TO INTERNATIONAL CONFERENCES

- Ingenhoff, D.** (2019). **Invited Speaker:** Developing a 360-degree Integrated Public Diplomacy Evaluation Approach: Analyzing Country Images from Stakeholder and Media Perspectives. Post-Conference of the ICA Public Diplomacy Interest Group "Public Diplomacy in the 2020s", Research-practice collaboration in Public Diplomacy. May 29, 2019. *69th Annual Conference of the International Communication Association (ICA)*, Washington, D.C., USA, 24.–28.05.2019.
- Ingenhoff, D.** (2018). Collaboration de la SFSIC-SSCM-DGPIUK et DOCTORALES 2019. *XXIe Congrès de la SFSIC, Société Française des Sciences de l'Information et de la Communication*, MSH Paris Nord, 13.-15.06.2018.
- Ingenhoff, D.** (2016). Der Einfluss von Rankings auf die Stellung der Geistes- und Sozialwissenschaften und mögliche Alternativen: *Abschlusskonferenz des Programms "Performances de la recherche en sciences humaines et sociales"*. Universität Bern, Bern, 3.–4.11.2016
- White, C., & **Ingenhoff, D.** (2016). Nation branding or cultural diplomacy? The role and impact of the creative industries on national reputation. *International Conference on "Nation Branding and the Creative Industries: What nation? What people? What synergies?"*, Aarhus University, Denmark, 22.–23.9.2016.
- Ingenhoff, D.** (2016). The influence of rankings on the positioning of humanities and social sciences. *Conference and Forum "Swiss Way to Research Quality"*, University of Bern, Bern, Switzerland, 3.–4.11.2016.
- Ingenhoff, D., & Dolea, A.** (2016). Public diplomacy as communicating with power: actors, practices and discourses about migrants and refugees. **Panel chair** at *66th ICA Annual Conference, Fukuoka, Japan*, 9.–13.6.2016.
- Ingenhoff, D.** (2016). **Invited Respondent** for the panel "Erosions of Responsibility". *66th ICA Annual Conference, Fukuoka, Japan*, 9.–13.6.2016.
- Ingenhoff, D.** (2016). **Invited Respondent** for the panel "The Power of Crisis Management: Understanding the Role of PR". *66th ICA Annual Conference, Fukuoka, Japan*, 9.–13.6.2016.
- Ingenhoff, D.** (2015). **Invited Respondent** for the panel "Political/Government Public Relations". *65th ICA Annual Conference, San Juan, Puerto Rico, USA*, 21.–25.5.2015.
- Ingenhoff, D.** (2015). **Invited Speaker:** *Challenges of investigating public diplomacy from different angles and perspectives*. *65th ICA Annual Conference, San Juan, Puerto Rico, USA*, 21.–25.5.2015.
- Ingenhoff, D., & Buhmann, A.** (2012). Mediated Discourses on Water Scarcity and Quality. **Panel chair** at the *4th European Communication Research and Education Association (ECREA) Annual Conference*. Istanbul, Turkey, 24.–27.10.2012.
- Ingenhoff, D.** (2011). **Keynote speaker:** Imagining Switzerland: PR and National Image Construction. *1st International PR Conference on Competing Identities: PR in the 2010s*. Barcelona, Spain, 28.–29.06.2011.
- Thiessen, A., & **Ingenhoff, D.** (2009). An Integrative Model of Crisis Communication Management and Strategies. Theoretical and Practical Implications on Reputation. *International Conference: Crisis communication at the beginning of the 21st century*, Ilmenau, 10.–12.10.2009. (**Invited Speaker**)
- Ingenhoff, D.** (2009). Governance and Corporate Social Responsibility of Media Organizations. An International Comparison. *International Conference: The Basics of Journalism: Concepts of Ethics, Responsibility and Quality in Media and Journalism*. Catholic University of Eichstaett–Ingolstadt, Germany, 18.–20.09.2009 (**Invited Speaker**).
- Ingenhoff, D.** (2004). Public Opinion, Public Sphere and Social Responsibility. **Panel chair** at *European Public Relations Education and Research Association (EUPRERA) Annual Conference* Conference, Leipzig, Germany, 23.–36.09.2004.

6. OUTREACH ACTIVITIES (E.G. PUBLIC ENGAGEMENT IN SCIENCE, TECHNOLOGY AND KNOWLEDGE TRANSFER ACTIVITIES, SCIENTIFIC ART PERFORMANCES, ETC.)

- Ingenhoff, D.**, Eisenegger, M., Bachmann, P. (2018). Second integrative rating of media quality, combining a representative survey study (D. Ingenhoff, P. Bachmann) with a content analysis (M. Eisenegger et al.) on 50 Swiss media outlets. Online and printed report of the study on media quality in German “Medienqualitätsrating 2018” and French “Classement de la qualité des médias 2018”, public presentation on 03.09.2018 in Zurich, Switzerland, awarding the winners of each section (1. Daily newspapers and online newspapers, 2. Boulevard newspapers, 3. Sunday newspapers and magazines, 4. Radio and TV news). Links: <https://www.mqr-schweiz.ch/de/> and <https://www.cqm-suisse.ch/fr/>
- Ingenhoff, D.**, Dolea, A., Pamment, J., Bjola, C., Wang, J., Pike, S. (2018). **Pre-conference organizer** for the ICA Public Diplomacy Interest Group’s PhD and Post-Doc pre-conference titled “Emerging Research and Trends in Public Diplomacy and Nation Branding”, *68th Annual Conference of the International Communication Association (ICA)*, Prague, Czech Republic, 24.–28.05.2018.
- Ingenhoff, D.** (2017). “*Migration and Mobility*”: *Constructing Swiss identity and country image in times of migration: Europe between integration and exclusion. (Initiator & Conference organizer)*. This event is part of a series of conferences on Switzerland’s identity (“la Suisse existe – la Suisse n’existe pas), sponsored by the Swiss Academy of Humanities and Social Sciences (SAHS) and Swiss Association of Communication and Media Research (SACM). It seeks to reflect on the discursive construction of Swiss identity and country image in the recurrent debates about migration in Switzerland and in Europe. University of Fribourg, Fribourg, Switzerland. 17.03.2017. <http://www.lasuissenexistepas.ch/events/Constructing-Swiss-Identity-and-Country.html>
- Ingenhoff, D.**, Dolea, A., White, C., Kioussis, S. (2017). **Post-conference organizer** for the ICA Public Diplomacy Interest Group’s post-conference titled “Bridging practice and disciplinary perspectives on the formation and effects of country image, reputation, brand, and identity”, *67th Annual Conference of the International Communication Association (ICA)*, San Diego, USA, 30.05.2017.
- Ingenhoff, D.**, Eisenegger, M., Bachmann, P., & Wyss, V. (2016). First integrative rating of media quality, combining a representative survey study (D. Ingenhoff, P. Bachmann) with a content analysis (M. Eisenegger et al.) on 43 Swiss media outlets. Online and printed report of the study on media quality in German “Medienqualitätsrating 2016” and French “Classement de la qualité des médias 2016”, public presentation on 19.09.2016 in Zurich, Switzerland, awarding the winners of each section (1. Daily newspapers and online newspapers, 2. Boulevard newspapers, 3. Sunday newspapers and magazines, 4. Radio and TV news). Link: <http://www.medienqualitaet-schweiz.ch/index.php/medienrating-2016/>
Link: <https://www.mqr-schweiz.ch/files/mqr/pdf/MQR-16.pdf> and <https://www.cqm-suisse.ch/files/mqr/pdf/CQM-16.pdf>
- Ingenhoff, D.** (2016). Kommunikation des Staates in Krisen. **Invited speech** at the annual political public forum (“*Politforum*”) in Thun, 12.–13. März 2016.
- Ingenhoff, D.** (2016). **Invited expert** on a discussion forum on “Responsibility ascriptions”, Münster, Germany, 7.–8.07.2016.
- Ingenhoff, D.**, White, C., Fitzpatrick, K., & Kioussis, S. (2015). **Pre-Conference organizer** of the PR division’s pre-conference titled “Advancing Public Diplomacy Research: Bringing Together Political Communication and Public Relations”. *65th Annual Conference of the International Communication Association (ICA)*, San Juan, Puerto Rico, USA, 19.–24.5.2015.
- Ingenhoff, D.** (2015). **Invited speaker** at the public conference “Perspectives on Current Public Diplomacy Practices”, organized by and in the Romanian Ministry of Foreign Affairs, Bucharest, Romania, 7.7.2015

Ingenhoff, D. (2013). **Invited speaker** at the public conference “Kritikunfähige Medien? Praxisfremde Wissenschaft? Journalismus und Medienforschung im Dialog: Brückenschlag–Tagung zwischen Medien und (Medien–) Wissenschaft”, organisiert von Roger Blum, Gottlieb und Hans Vogt Stiftung. Solothurn, Switzerland, 26.04.2013

Ingenhoff, D. (2000). ComTrans: A Multimedia Tool for Scientific Transcription and Analysis of Communication. International Forum for Young Researchers: “Shaping the Future”. Invited to present a multimedia tool for transcription in the “Global Dialogue” topic on “Science and Technology: Thinking the Future” of EXPO World Exhibition 2000, Hannover, Germany, July 2000.

7. GENERAL CONTRIBUTIONS TO SCIENCE (E.G. FOUNDER OF INTERNATIONAL NETWORKS ETC.)

Founder and Chair of the first Public Diplomacy Interest Group at ICA (International Communication Association).

On **11.06.2016** at the ICA Conference in Fukuoka, Japan, Diana Ingenhoff founded the first Public Diplomacy Interest Group at ICA, an international research network group that provides an institutionalized forum for the scholars investigating topics related to public diplomacy, nation branding, country image and reputation, public relations for and of nations, as well as political and global and intercultural communication that influences international relations, and supports inter– and multi–disciplinary approaches, perspectives and methodologies. At the first business meeting, Diana Ingenhoff was elected as **chair** of the PD Interest Group, and thereby became a board **member of the ICA board**, organizing the annual conference of ICA, and the Public Diplomacy conference sessions.

Link to the website:

https://www.icahdq.org/members/group_content_view.asp?group=186116&id=722503

Founder and Chair of the Organizational Communication/Public Relations Division at the Swiss Association for Communication and Media Research Association (SACM), 2005-2017

Executive Board Member of EUPRERA (European PR Education and Research Association)

Initiator of the **SACM-DGPuK-ÖGK-SFSIC Network** (network of the presidents of the Swiss, German, Austrian and French Communication and Media Research Associations, organizing the first joint conference between SACM-DGPuK-ÖGK in Zurich in 2021, and international joint doctoral schools in 2018 in Dresden for SACM-DGPuK-ÖGK and 2019 in Mulhouse and Basel for SFSIC-SACM-DGPuK-ÖGK) in my role as SACM president (2014-2019)

6. OTHER PERTINENT PUBLICATIONS: WORKING PAPERS, OTHER JOURNALS

Ingenhoff, D. (2017). Imagemonitor Schweiz: Analyse des Landesimages in 17 Ländern. Werttreiberanalysen mittels Strukturgleichungsmodellen und Verbesserungspotenziale mittels Importance–Performance Matrix identifizieren. Studie im Auftrag von Präsenz Schweiz.

Ingenhoff, D. (2016). Migration und Schweizer Identität: Wie viel Fremdes hat Platz im Vertrauten? *Schweizerische Akademie der Geistes– und Sozialwissenschaften*, SAGW Bulletin 3, August 2016.

Lepori, B., **Ingenhoff, D.**, Probst, C., Donzallaz, D., Hove, I., & Bähni, A. (2011). Final report of the CRUS project: Measuring Research Output in Communication Science and Educational Sciences between international benchmarks, cultural differences and social relevance.

[URL: <http://www.unifr.ch/evaluation/assets/files/CRUS%20project%20report%20CH.pdf>]

- Ingenhoff, D.** (2011). Evaluieren in der Kommunikations- und Medienwissenschaft. Warum Aktivitätsprofile die bessere Alternative sind. *Schweizerische Akademie der Geistes- und Sozialwissenschaften, SAGW Bulletin*, 2, 44–45.
- Ingenhoff, D.** (2011). Methoden der Reputationsmessung. *Cision Special Profile „Reputationsmessung“*, 1, 11–12.
- Einwiller, S., **Ingenhoff, D.**, Lehmann, D., Sommer, K., & Winistörfer, N. (2008). Wirtschaftsberichterstattung in den Fernseh- und Radionachrichten – Erfüllen die Nachrichtensendungen den Service Public? *Bundesamt für Kommunikation (BAKOM). Abschlussbericht*.
- Ingenhoff, D.**, & Sommer, K. (2007). Transnationale Konzerne. Ein neuer Organisationstyp? Von Ursula Mense-Petermann, & Gabriele Wagner (eds.). Rezension. *Die Unternehmung*. Vol. 61 (2), 181–182.
- Prykop, C., & **Ingenhoff, D.** (2005). Markenwertsteigerung durch Szenen. *Abschlussbericht MCM Institut, Universität St.Gallen*, 17. Mai 2005, 1–35. [Market research study]
- Ingenhoff, D.**, Prykop, C., & Einwiller, S. (2003). Strategisches Issues Management. Studie: Interne Kommunikation und Koordination. *Abschlussbericht MCM Institut, Universität St.Gallen*, 24. März 2003, 1–67. [Market research study]