

Lisa C Wan

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/10885037/publications.pdf>

Version: 2024-02-01

22
papers

1,000
citations

687363

13
h-index

752698

20
g-index

22
all docs

22
docs citations

22
times ranked

611
citing authors

#	ARTICLE	IF	CITATIONS
1	The Role of Relationship Norms in Responses to Service Failures. <i>Journal of Consumer Research</i> , 2011, 38, 260-277.	5.1	144
2	The Contrasting Effects of Culture on Consumer Tolerance: Interpersonal Face and Impersonal Fate. <i>Journal of Consumer Research</i> , 2009, 36, 292-304.	5.1	139
3	Consumer Responses to Service Failures: A Resource Preference Model of Cultural Influences. <i>Journal of International Marketing</i> , 2008, 16, 72-97.	4.4	122
4	Culture's impact on consumer complaining responses to embarrassing service failure. <i>Journal of Business Research</i> , 2013, 66, 298-305.	10.2	98
5	Prior Relationships and Consumer Responses to Service Failures: A Cross-Cultural Study. <i>Journal of International Marketing</i> , 2011, 19, 59-81.	4.4	76
6	Friendly or competent? The effects of perception of robot appearance and service context on usage intention. <i>Annals of Tourism Research</i> , 2022, 92, 103324.	6.4	68
7	Hospitality service failures: Who will be more dissatisfied?. <i>International Journal of Hospitality Management</i> , 2007, 26, 531-545.	8.8	63
8	When will customers care about service failures that happened to strangers? The role of personal similarity and regulatory focus and its implication on service evaluation. <i>International Journal of Hospitality Management</i> , 2011, 30, 213-220.	8.8	52
9	ROBOTS COME to RESCUE: How to reduce perceived risk of infectious disease in Covid19-stricken consumers?. <i>Annals of Tourism Research</i> , 2021, 88, 103069.	6.4	37
10	The contrasting influences of incidental anger and fear on responses to a service failure. <i>Psychology and Marketing</i> , 2018, 35, 666-675.	8.2	33
11	Consumer reactions to corporate social responsibility brands: the role of face concern. <i>Journal of Consumer Marketing</i> , 2016, 33, 52-60.	2.3	30
12	The Influence of Incidental Similarity on Observers'™ Causal Attributions and Reactions to a Service Failure. <i>Journal of Consumer Research</i> , 2019, 45, 1350-1368.	5.1	30
13	Humanoid versus non-humanoid robots: How mortality salience shapes preference for robot services under the COVID-19 pandemic?. <i>Annals of Tourism Research</i> , 2022, 94, 103383.	6.4	24
14	Tourist misbehavior: Psychological closeness to fellow consumers and informal social control. <i>Tourism Management</i> , 2021, 83, 104258.	9.8	17
15	The Effect of Incidental Emotions on Judgments and Behavior in Unrelated Situations: A Review. <i>Journal of the Association for Consumer Research</i> , 2019, 4, 198-207.	1.7	16
16	Consumer Reactions to Attractive Service Providers: Approach or Avoid?. <i>Journal of Consumer Research</i> , 0, , ucv044.	5.1	14
17	Dual Influences of Moderating Variables in the Dissatisfaction Process: Theory and Evidence. <i>Journal of International Consumer Marketing</i> , 2009, 21, 125-135.	3.7	13
18	Managerial Response to Negative Online Reviews in the Service Industry: A Tactic-Based and Culture-Based Model. <i>Journal of Global Marketing</i> , 2021, 34, 238-248.	3.4	9

#	ARTICLE	IF	CITATIONS
19	Tourist views on green brands: The role of face concern. <i>Annals of Tourism Research</i> , 2014, 46, 173-175.	6.4	8
20	The Role of Incidental Embarrassment in Social Interaction Behavior. <i>Social Cognition</i> , 2020, 38, 422-446.	0.9	4
21	Cross-Cultural Research on Consumer Responses to Service Failure: A Critical Review. , 2013, , 185-206.		2
22	EXPLORING THE PSYCHOLOGICAL IMPACTS OF SERVICE RECOVERY STRATEGIES ON POTENTIAL CUSTOMERS. <i>Global Fashion Management Conference</i> , 2018, 2018, 1187-1188.	0.0	1