Heejung Ro

List of Publications by Year
in descending order

17 papers	**544** citations	840585 **11** h-index	887953 **17** g-index
17 all docs	**17** docs citations	**17** times ranked	**465** citing authors

#	Article	IF	Citations
1	The impact of LGBT friendliness on sexual minority customers' perceptions and intentions to stay. International Journal of Hospitality Management, 2022, 102, 103181.	5.3	6
2	Determinants of Customer Satisfaction and eWOM in the Sharing Economy: Timeshare versus Peer-to-Peer Accommodations. Tourism and Hospitality, 2022, 3, 225-242.	0.7	5
3	Gay and lesbian customers' perceived discrimination and identity management. International Journal of Hospitality Management, 2020, 84, 102319.	5.3	32
4	An Examination of Organizational Commitment and Intention to Stay in the Timeshare Industry: Variations Across Generations in the Workplace. International Journal of Hospitality and Tourism Administration, 2019, 20, 206-225.	1.7	9
5	Sense of belonging to a lesbian, gay, bisexual, and transgender event: the examination of affective bond and collective self-esteem. Journal of Travel and Tourism Marketing, 2018, 35, 244-256.	3.1	23
6	Call Center Employees' Intent to Quit: Examination of Job Engagement and Role Clarity. Journal of Quality Assurance in Hospitality and Tourism, 2017, 18, 531-543.	1.7	10
7	Social Servicescape: The Impact of Social Factors on Restaurant Image and Behavioral Intentions. International Journal of Hospitality and Tourism Administration, 2015, 16, 290-309.	1.7	71
8	Customer Dissatisfaction Responses to Restaurant Service Failures: Insights Into Noncomplainers From a Relational Perspective. Journal of Hospitality Marketing and Management, 2015, 24, 435-456.	5.1	20
9	An Exploratory Study of Home Brewers' Motivational Factors. Journal of Foodservice Business Research, 2014, 17, 228-241.	1.3	13
10	The Effect of Jay-customer Behaviors on Employee Job Stress and Job Satisfaction. International Journal of Hospitality and Tourism Administration, 2014, 15, 394-416.	1.7	51
11	Complaint, patience, and neglect: responses to a dissatisfying service experience. Service Business, 2014, 8, 197-216.	2.2	23
12	The effects of social justice and stigma-consciousness on gay customers' service recovery evaluation. Journal of Business Research, 2014, 67, 1162-1169.	5.8	17
13	Service recovery evaluations: GLBT versus hetero customers. International Journal of Hospitality Management, 2013, 33, 366-375.	5.3	19
14	The Use of Student Subjects in Hospitality Research: Insights from Subjective Knowledge. Journal of Quality Assurance in Hospitality and Tourism, 2013, 14, 295-320.	1.7	15
15	An Affective Image Positioning of Las Vegas Hotels. Journal of Quality Assurance in Hospitality and Tourism, 2013, 14, 201-217.	1.7	16
16	THE JOINT EFFECTS OF SERVICE FAILURE MODE, RECOVERY EFFORT, AND GENDER ON CUSTOMERS' POST‐RECOVERY SATISFACTION. Journal of Travel and Tourism Marketing, 2009, 26, 120-128.	3.1	37
17	Discrete Negative Emotions and Customer Dissatisfaction Responses in a Casual Restaurant Setting. Journal of Hospitality and Tourism Research, 2008, 32, 89-107.	1.8	177