

Mo Zhang

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/1136425/publications.pdf>

Version: 2024-02-01

6
papers

164
citations

1937685

4
h-index

2053705

5
g-index

6
all docs

6
docs citations

6
times ranked

200
citing authors

#	ARTICLE	IF	CITATIONS
1	When does supportive climate fail to support frontline employees in service recovery? A complexity theory perspective. <i>Journal of Hospitality and Tourism Management</i> , 2022, 51, 481-490.	6.6	1
2	Terminator or accelerator? Lessons from the peer-to-peer accommodation hosts in China in responses to COVID-19. <i>International Journal of Hospitality Management</i> , 2021, 92, 102760.	8.8	43
3	The double-edged sword effect of service recovery awareness of frontline employees: From a job demands-resources perspective. <i>International Journal of Hospitality Management</i> , 2020, 88, 102536.	8.8	16
4	<p>The Bright Side of Stressed Frontline Employees in Service Recovery: The Combination Causes of Organizational Empowerment and Self-Regulation Processes</p>. <i>Psychology Research and Behavior Management</i> , 2019, Volume 12, 1087-1097.	2.8	5
5	The relationship among service quality, value perception and student satisfaction. , 2017, , .		1
6	A Hybrid Classification System for Heart Disease Diagnosis Based on the RFRS Method. <i>Computational and Mathematical Methods in Medicine</i> , 2017, 2017, 1-11.	1.3	98