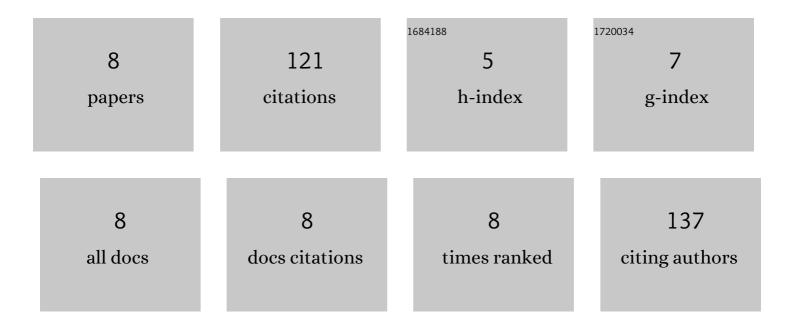
Chen-Ya Wang

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/15742/publications.pdf Version: 2024-02-01



CHEN-YA WANG

#	Article	IF	CITATIONS
1	Customer responses to intercultural communication accommodation strategies in hospitality service encounters. International Journal of Hospitality Management, 2015, 51, 96-104.	8.8	31
2	Using regulatory focus to encourage physical distancing in services: when fear helps to deal with Mr. Deadly COVID-19. Service Industries Journal, 2021, 41, 32-57.	8.3	31
3	How does dysfunctional customer behavior affect employee turnover. Journal of Service Theory and Practice, 2019, 29, 329-352.	3.2	18
4	When normative framing saves Mr. Nature: Role of consumer efficacy in proenvironmental adoption. Psychology and Marketing, 2021, 38, 1340-1362.	8.2	15
5	Illegitimate returns as a trigger for customers' ethical dissonance. Journal of Retailing and Consumer Services, 2018, 45, 120-131.	9.4	13
6	The effects of a psychological brand contract breach on customers' dysfunctional behavior toward a brand. Journal of Service Theory and Practice, 2021, 31, 607-637.	3.2	9
7	When customers want to become frontline employees: an exploratory study of decision factors and motivation types. Service Business, 2017, 11, 871-900.	4.2	4
8	Empathetic creativity for frontline employees in the age of service robots: conceptualization and scale development. Journal of Service Management, 2023, 34, 433-466.	7.2	0