

Chen-Ya Wang

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/15742/publications.pdf>

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8
papers

121
citations

1684188

5
h-index

1720034

7
g-index

8
all docs

8
docs citations

8
times ranked

137
citing authors

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