

# Chen-Ya Wang

## List of Publications by Year in descending order

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

Version: 2024-02-01

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	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
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	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
4	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
5	How does dysfunctional customer behavior affect employee turnover. <i>Journal of Service Theory and Practice</i> , 2019, 29, 329-352.	3.2	18
6	Illegitimate returns as a trigger for customers' ethical dissonance. <i>Journal of Retailing and Consumer Services</i> , 2018, 45, 120-131.	9.4	13
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	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