Yang Cheng

List of Publications by Year
in descending order

38 papers	1,192 citations	430874 18 h-index	434195 31 g-index
39 all docs	39 docs citations	39 times ranked	665 citing authors

#	Article	IF	Citations
1	How Social Media Is Changing Crisis Communication Strategies: Evidence from the Updated Literature. Journal of Contingencies and Crisis Management, 2018, 26, 58-68.	2.8	119
2	How Do AI-driven Chatbots Impact User Experience? Examining Gratifications, Perceived Privacy Risk, Satisfaction, Loyalty, and Continued Use. Journal of Broadcasting and Electronic Media, 2020, 64, 592-614.	1.5	117
3	Consumer response to fake news about brands on social media: the effects of self-efficacy, media trust, and persuasion knowledge on brand trust. Journal of Product and Brand Management, 2019, 29, 188-198.	4.3	100
4	Social network service use on mobile devices: An examination of gratifications, civic attitudes and civic engagement in China. New Media and Society, 2015, 17, 1096-1116.	5.0	85
5	Customer–brand relationship in the era of artificial intelligence: understanding the role of chatbot marketing efforts. Journal of Product and Brand Management, 2022, 31, 252-264.	4.3	78
6	Looking back, moving forward: A review and reflection of the organization-public relationship (OPR) research. Public Relations Review, 2018, 44, 120-130.	3.2	77
7	Crisis communication in context: Cultural and political influences underpinning Chinese public relations practice. Public Relations Review, 2016, 42, 201-213.	3.2	51
8	The Influence of Presumed Fake News Influence: Examining Public Support for Corporate Corrective Response, Media Literacy Interventions, and Governmental Regulation. Mass Communication and Society, 2020, 23, 705-729.	2.1	46
9	The Moderating Effects of Perceived Severity on the Generational Gap in Preventive Behaviors during the COVID-19 Pandemic in the U.S.. International Journal of Environmental Research and Public Health, 2021, 18, 2011.	2.6	45
10	Online crisis communication in a post-truth Chinese society: Evidence from interdisciplinary literature. Public Relations Review, 2019, 45, 101826.	3.2	36
11	AI–Powered mental health chatbots: Examining users' motivations, active communicative action and engagement after mass–shooting disasters. Journal of Contingencies and Crisis Management, 2020, 28, 339-354.	2.8	36
12	Mobile Corporate Social Responsibility (mCSR): Examining Publics' Responses to CSR-Based Initiatives in Natural Disasters. International Journal of Strategic Communication, 2019, 13, 76-93.	2.0	35
13	The social-mediated crisis communication research: Revisiting dialogue between organizations and publics in crises of China. Public Relations Review, 2020, 46, 101769.	3.2	35
14	When public relations meets social media: A systematic review of social media related public relations research from 2006 to 2020. Public Relations Review, 2021, 47, 102081.	3.2	29
15	Contingent organization-public relationship (COPR) matters: reconciling the contingency theory of accommodation into the relationship management paradigm. Journal of Public Relations Research, 2020, 32, 140-154.	2.3	26
16	The presumed influence of digital misinformation: examining US public's support for governmental restrictions versus corrective action in the COVID-19 pandemic. Online Information Review, 2021, 45, 834-852.	3.2	25
17	Public relations, media coverage, and public opinion in contemporary China: Testing agenda building theory in a social mediated crisis. Telematics and Informatics, 2017, 34, 765-773.	5.8	24
18	Social Media Influencers in CSR Endorsement: The Effect of Consumer Mimicry on CSR Behaviors and Consumer Relationships. Social Science Computer Review, 0, , 089443932098718.	4.2	23

#	Article	IF	Citations
19	The third-level agenda-setting study: an examination of media, implicit, and explicit public agendas in China. Asian Journal of Communication, 2016, 26, 319-332.	1.0	22
20	Encountering misinformation online: antecedents of trust and distrust and their impact on the intensity of Facebook use. Online Information Review, 2021, 45, 372-388.	3.2	22
21	United Airlines crisis from the stakeholder perspective: Exploring customersâ€™ ethical judgment, trust and distrust, and behavioral intentions. Public Relations Review, 2020, 46, 101908.	3.2	21
22	Examining six modes of relationships in a social-mediated crisis in China: an exploratory study of contingent organizationâ€"public relationships (COPR). Journal of Applied Communication Research, 2019, 47, 689-705.	1.2	16
23	Engaging International Publics via Mobile-Enhanced CSR (mCSR): A Cross-National Study on Stakeholder Reactions to Corporate Disaster Relief Efforts. American Behavioral Scientist, 2019, 63, 1603-1623.	3.8	15
24	The Status of Social-Mediated Crisis Communication (SMCC) Research. , 2017, , 9-20.		15
25	Corporate dialogue in crises of China: Examining dialogic strategies and communicative outcomes in a child abuse scandal. Public Relations Review, 2020, 46, 101816.	3.2	14
26	The state of social-mediated crisis communication research through the lens of global scholars: An updated assessment. Public Relations Review, 2022, 48, 102172.	3.2	13
27	Shared Virtual Reality Experiences during the COVID-19 Pandemic: Exploring the Gratifications and Effects of Engagement with Immersive Videos. International Journal of Environmental Research and Public Health, 2022, 19, 5056.	2.6	11
28	Global questioners: examining journalistsâ€™ aggressiveness at Chinese premiersâ€™ press conferences (1993â€"2015). Asian Journal of Communication, 2017, 27, 357-377.	1.0	10
29	Linking CSR Communication to Corporate Reputation: Understanding Hypocrisy, Employeesâ€™ Social Media Engagement and CSR-Related Work Engagement. Sustainability, 2022, 14, 2359.	3.2	9
30	The Presumed Influence of COVID-19 Misinformation on Social Media: Survey Research from Two Countries in the Global Health Crisis. International Journal of Environmental Research and Public Health, 2021, 18, 5505.	2.6	8
31	The Impact of CSR Perceptions on Employeesâ€™ Turnover Intention during the COVID-19 Crisis in China. International Journal of Environmental Research and Public Health, 2022, 19, 8297.	2.6	8
32	Media coverage and public perceptions of the THAAD event in China, the United States, and South Korea: a cross-national network agenda-setting study. Chinese Journal of Communication, 2021, 14, 386-408.	2.0	7
33	Examining organizationâ€"public relationships in crises: A thematic metaâ€"analysis of updated literature from 1997 to 2019. Journal of Contingencies and Crisis Management, 2022, 30, 148-160.	2.8	7
34	Contingency theory informs relationship management: Exploring theÂ contingent organization-public relationships (COPR) in a crisis of Mainland China. Public Relations Review, 2022, 48, 102178.	3.2	5
35	Decisions to react after mass shootings: exploring negative affect, relational trust, and public behavioral intentions toward the National Rifle Association. Journal of Applied Communication Research, 0, , 1-18.	1.2	2
36	Online Social Media and Crisis Communication in China: A Review and Critique. , 2018, , 1-14.		0

#	ARTICLE	IF	CITATIONS
37	Online Social Media and Crisis Communication in China: A Review and Critique. , 2020, , 939-952.		0
38	Virtually Enhancing Public Engagement During the Pandemic: Measuring the Impact of Virtual Reality Powered Immersive Videos on Corporate Social Responsibility Communication. Social Science Computer Review, 0, , 089443932211114.	4.2	0