

Yang Cheng

List of Publications by Year in descending order

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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	Customerâ€™brand relationship in the era of artificial intelligence: understanding the role of chatbot marketing efforts. <i>Journal of Product and Brand Management</i> , 2022, 31, 252-264.	4.3	78
2	Examining organizationâ€™public relationships in crises: A thematic metaâ€™analysis of updated literature from 1997 to 2019. <i>Journal of Contingencies and Crisis Management</i> , 2022, 30, 148-160.	2.8	7
3	Linking CSR Communication to Corporate Reputation: Understanding Hypocrisy, Employeesâ€™ Social Media Engagement and CSR-Related Work Engagement. <i>Sustainability</i> , 2022, 14, 2359.	3.2	9
4	The state of social-mediated crisis communication research through the lens of global scholars: An updated assessment. <i>Public Relations Review</i> , 2022, 48, 102172.	3.2	13
5	Contingency theory informs relationship management: Exploring theâ€™contingent organization-public relationships (COPR) in a crisis of Mainland China. <i>Public Relations Review</i> , 2022, 48, 102178.	3.2	5
6	Shared Virtual Reality Experiences during the COVID-19 Pandemic: Exploring the Gratifications and Effects of Engagement with Immersive Videos. <i>International Journal of Environmental Research and Public Health</i> , 2022, 19, 5056.	2.6	11
7	The Impact of CSR Perceptions on Employeesâ€™ Turnover Intention during the COVID-19 Crisis in China. <i>International Journal of Environmental Research and Public Health</i> , 2022, 19, 8297.	2.6	8
8	Encountering misinformation online: antecedents of trust and distrust and their impact on the intensity of Facebook use. <i>Online Information Review</i> , 2021, 45, 372-388.	3.2	22
9	The presumed influence of digital misinformation: examining US publicâ€™s support for governmental restrictions versus corrective action in the COVID-19 pandemic. <i>Online Information Review</i> , 2021, 45, 834-852.	3.2	25
10	The Moderating Effects of Perceived Severity on the Generational Gap in Preventive Behaviors during the COVID-19 Pandemic in the U.S.. <i>International Journal of Environmental Research and Public Health</i> , 2021, 18, 2011.	2.6	45
11	Media coverage and public perceptions of the THAAD event in China, the United States, and South Korea: a cross-national network agenda-setting study. <i>Chinese Journal of Communication</i> , 2021, 14, 386-408.	2.0	7
12	The Presumed Influence of COVID-19 Misinformation on Social Media: Survey Research from Two Countries in the Global Health Crisis. <i>International Journal of Environmental Research and Public Health</i> , 2021, 18, 5505.	2.6	8
13	When public relations meets social media: A systematic review of social media related public relations research from 2006 to 2020. <i>Public Relations Review</i> , 2021, 47, 102081.	3.2	29
14	The social-mediated crisis communication research: Revisiting dialogue between organizations and publics in crises of China. <i>Public Relations Review</i> , 2020, 46, 101769.	3.2	35
15	Corporate dialogue in crises of China: Examining dialogic strategies and communicative outcomes in a child abuse scandal. <i>Public Relations Review</i> , 2020, 46, 101816.	3.2	14
16	AIâ€™Powered mental health chatbots: Examining usersâ€™ motivations, active communicative action and engagement after massâ€™shooting disasters. <i>Journal of Contingencies and Crisis Management</i> , 2020, 28, 339-354.	2.8	36
17	Contingent organization-public relationship (COPR) matters: reconciling the contingency theory of accommodation into the relationship management paradigm. <i>Journal of Public Relations Research</i> , 2020, 32, 140-154.	2.3	26
18	How Do AI-driven Chatbots Impact User Experience? Examining Gratifications, Perceived Privacy Risk, Satisfaction, Loyalty, and Continued Use. <i>Journal of Broadcasting and Electronic Media</i> , 2020, 64, 592-614.	1.5	117

#	ARTICLE	IF	CITATIONS
19	United Airlines crisis from the stakeholder perspective: Exploring customers' ethical judgment, trust and distrust, and behavioral intentions. <i>Public Relations Review</i> , 2020, 46, 101908.	3.2	21
20	The Influence of Presumed Fake News Influence: Examining Public Support for Corporate Corrective Response, Media Literacy Interventions, and Governmental Regulation. <i>Mass Communication and Society</i> , 2020, 23, 705-729.	2.1	46
21	Online Social Media and Crisis Communication in China: A Review and Critique. , 2020, , 939-952.		0
22	Online crisis communication in a post-truth Chinese society: Evidence from interdisciplinary literature. <i>Public Relations Review</i> , 2019, 45, 101826.	3.2	36
23	Engaging International Publics via Mobile-Enhanced CSR (mCSR): A Cross-National Study on Stakeholder Reactions to Corporate Disaster Relief Efforts. <i>American Behavioral Scientist</i> , 2019, 63, 1603-1623.	3.8	15
24	Consumer response to fake news about brands on social media: the effects of self-efficacy, media trust, and persuasion knowledge on brand trust. <i>Journal of Product and Brand Management</i> , 2019, 29, 188-198.	4.3	100
25	Examining six modes of relationships in a social-mediated crisis in China: an exploratory study of contingent organization's public relationships (COPR). <i>Journal of Applied Communication Research</i> , 2019, 47, 689-705.	1.2	16
26	Mobile Corporate Social Responsibility (mCSR): Examining Publics' Responses to CSR-Based Initiatives in Natural Disasters. <i>International Journal of Strategic Communication</i> , 2019, 13, 76-93.	2.0	35
27	How Social Media Is Changing Crisis Communication Strategies: Evidence from the Updated Literature. <i>Journal of Contingencies and Crisis Management</i> , 2018, 26, 58-68.	2.8	119
28	Looking back, moving forward: A review and reflection of the organization-public relationship (OPR) research. <i>Public Relations Review</i> , 2018, 44, 120-130.	3.2	77
29	Online Social Media and Crisis Communication in China: A Review and Critique. , 2018, , 1-14.		0
30	Public relations, media coverage, and public opinion in contemporary China: Testing agenda building theory in a social mediated crisis. <i>Telematics and Informatics</i> , 2017, 34, 765-773.	5.8	24
31	Global questioners: examining journalists' aggressiveness at Chinese premiers' press conferences (1993-2015). <i>Asian Journal of Communication</i> , 2017, 27, 357-377.	1.0	10
32	The Status of Social-Mediated Crisis Communication (SMCC) Research. , 2017, , 9-20.		15
33	The third-level agenda-setting study: an examination of media, implicit, and explicit public agendas in China. <i>Asian Journal of Communication</i> , 2016, 26, 319-332.	1.0	22
34	Crisis communication in context: Cultural and political influences underpinning Chinese public relations practice. <i>Public Relations Review</i> , 2016, 42, 201-213.	3.2	51
35	Social network service use on mobile devices: An examination of gratifications, civic attitudes and civic engagement in China. <i>New Media and Society</i> , 2015, 17, 1096-1116.	5.0	85
36	Social Media Influencers in CSR Endorsement: The Effect of Consumer Mimicry on CSR Behaviors and Consumer Relationships. <i>Social Science Computer Review</i> , 0, , 089443932098718.	4.2	23

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37	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
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