

# Chin-Yao Tseng

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/2553991/publications.pdf>

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citations

2258059

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times ranked

238  
citing authors

#	ARTICLE	IF	CITATIONS
1	Developing a smart system with Industry 4.0 for customer dissatisfaction. <i>Industrial Management and Data Systems</i> , 2021, 121, 1353-1374.	3.7	7
2	Investigating an innovative service with hospitality robots. <i>International Journal of Contemporary Hospitality Management</i> , 2017, 29, 1305-1321.	8.0	235
3	Benefits of Cross-Functional Training: Three Departments of Hotel Line Supervisors in Taiwan. <i>Journal of Hospitality and Tourism Management</i> , 2012, 19, 115-122.	6.6	16