

# Cindy Yunhsin Chou

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/3687315/publications.pdf>

Version: 2024-02-01

19  
papers

373  
citations

840776

11  
h-index

839539

18  
g-index

19  
all docs

19  
docs citations

19  
times ranked

356  
citing authors

#	ARTICLE	IF	CITATIONS
1	Digital transformation for crisis preparedness: service employees' perspective. <i>Journal of Services Marketing</i> , 2023, 37, 351-370.	3.0	1
2	Servicing through digital interactions and well-being in virtual communities. <i>Journal of Services Marketing</i> , 2022, 36, 217-231.	3.0	12
3	Value cocreation in livestreaming and its effect on consumer's simulated experience and continued use intention. <i>International Journal of Consumer Studies</i> , 2022, 46, 2183-2199.	11.6	9
4	Service system well-being: scale development and validation. <i>Journal of Service Management</i> , 2022, ahead-of-print, .	7.2	3
5	"Yes, I know you": the role of source familiarity in the relationship between service adaptive behavior and customer satisfaction. <i>Journal of Service Theory and Practice</i> , 2022, 32, 620-639.	3.2	5
6	Sharing Economy Service Experience and Its Effects on Behavioral Intention. <i>Sustainability</i> , 2019, 11, 5050.	3.2	24
7	Working consumers' psychological states in firm-hosted virtual communities. <i>Journal of Service Management</i> , 2019, 30, 302-325.	7.2	12
8	The perception of crowding, quality and well-being: a study of Vietnamese public health services. <i>Journal of Health Organization and Management</i> , 2019, 33, 460-477.	1.3	8
9	Service system well-being: conceptualising a holistic concept. <i>Journal of Service Management</i> , 2019, 30, 766-792.	7.2	27
10	Enhancing online rapport experience via augmented reality. <i>Journal of Services Marketing</i> , 2019, 33, 851-865.	3.0	46
11	Promoting consumer environmental friendly purchase behaviour: a synthesized model from three short-term longitudinal studies in Australia. <i>Journal of Environmental Planning and Management</i> , 2018, 61, 2067-2093.	4.5	15
12	Organizational intellectual capital and its relation to frontline service employee innovative behavior: consumer value co-creation behavior as a moderator. <i>Service Business</i> , 2018, 12, 663-684.	4.2	23
13	A Transformative Service View on the Effects of Festivalscapes on Local Residents' Subjective Well-Being. <i>Event Management</i> , 2018, 22, 405-422.	1.1	22
14	The Perceptions of Physicians and Nurses Regarding the Establishment of Patient Safety in a Regional Teaching Hospital in Taiwan. <i>Iranian Journal of Public Health</i> , 2018, 47, 852-860.	0.5	4
15	Inter-firm relational resources in cloud service adoption and their effect on service innovation. <i>Service Industries Journal</i> , 2017, 37, 256-276.	8.3	14
16	Business co-creation for service innovation in the hospitality and tourism industry. <i>International Journal of Contemporary Hospitality Management</i> , 2017, 29, 1522-1540.	8.0	84
17	Virtual Community, Purchasing Behaviour, and Emotional Well-Being. <i>Australasian Marketing Journal</i> , 2015, 23, 207-217.	5.4	12
18	Service-driven social community and its relation to well-being. <i>Service Industries Journal</i> , 2015, 35, 368-387.	8.3	22

#	ARTICLE	IF	CITATIONS
19	Adverse behavioral and relational consequences of service innovation failure. <i>Journal of Business Research</i> , 2015, 68, 834-839.	10.2	30