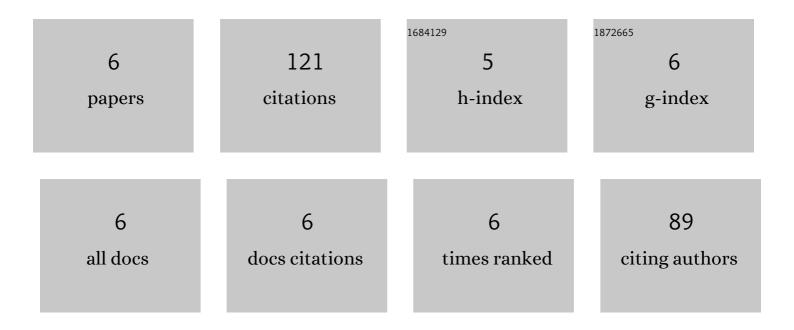
Jin Ho Jung

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/4280721/publications.pdf Version: 2024-02-01



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#	Article	IF	CITATIONS
1	Service Climate as a Moderator of the Effects of Customer-to-Customer Interactions on Customer Support and Service Quality. Journal of Service Research, 2017, 20, 426-440.	12.2	58
2	The influence of a retail store manager in developing frontline employee brand relationship, service performance and customer loyalty. Journal of Business Research, 2021, 122, 362-372.	10.2	31
3	The effect of customer-initiated justice on customer-oriented behaviors. Journal of Business Research, 2017, 71, 38-46.	10.2	11
4	Frontline Employee Passion: A Multistudy Conceptualization and Scale Development. Journal of Service Research, 2022, 25, 194-210.	12.2	11
5	How Customer Requests Influence Frontline Employee Job Outcomes: The Role of Personal Appraisal Tendencies and Situational Customer Demandingness. Journal of Retailing, 2021, , .	6.2	8
6	The synergistic effects of LMX and procedural justice climate on employee motivation and customer loyalty in a retail service context. Journal of Service Theory and Practice, 2022, 32, 232-257.	3.2	2