

Jin Ho Jung

List of Publications by Year in descending order

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6
papers

121
citations

1684129

5
h-index

1872665

6
g-index

6
all docs

6
docs citations

6
times ranked

89
citing authors

| # | ARTICLE | IF | CITATIONS |
|---|---|------|-----------|
| 1 | Service Climate as a Moderator of the Effects of Customer-to-Customer Interactions on Customer Support and Service Quality. <i>Journal of Service Research</i> , 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. <i>Journal of Business Research</i> , 2021, 122, 362-372. | 10.2 | 31 |
| 3 | The effect of customer-initiated justice on customer-oriented behaviors. <i>Journal of Business Research</i> , 2017, 71, 38-46. | 10.2 | 11 |
| 4 | Frontline Employee Passion: A Multistudy Conceptualization and Scale Development. <i>Journal of Service Research</i> , 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. <i>Journal of Retailing</i> , 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. <i>Journal of Service Theory and Practice</i> , 2022, 32, 232-257. | 3.2 | 2 |