

Ying-Feng Kuo

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4526543/publications.pdf>

Version: 2024-02-01

20
papers

2,073
citations

932766

10
h-index

1058022

14
g-index

20
all docs

20
docs citations

20
times ranked

1391
citing authors

#	ARTICLE	IF	CITATIONS
1	The relationships among service quality, perceived value, customer satisfaction, and post-purchase intention in mobile value-added services. <i>Computers in Human Behavior</i> , 2009, 25, 887-896.	5.1	960
2	Satisfaction and post-purchase intentions with service recovery of online shopping websites: Perspectives on perceived justice and emotions. <i>International Journal of Information Management</i> , 2012, 32, 127-138.	10.5	221
3	Constructing performance appraisal indicators for mobility of the service industries using Fuzzy Delphi Method. <i>Expert Systems With Applications</i> , 2008, 35, 1930-1939.	4.4	219
4	Revised importance-performance analysis: three-factor theory and benchmarking. <i>Service Industries Journal</i> , 2008, 28, 37-51.	5.0	153
5	A study on service quality of virtual community websites. <i>Total Quality Management and Business Excellence</i> , 2003, 14, 461-473.	2.4	101
6	Integrating Kano's Model into Web- community Service Quality. <i>Total Quality Management and Business Excellence</i> , 2004, 15, 925-939.	2.4	97
7	IPA's Kano model: A new tool for categorising and diagnosing service quality attributes. <i>Total Quality Management and Business Excellence</i> , 2012, 23, 731-748.	2.4	83
8	3G telecommunication operators' challenges and roles: A perspective of mobile commerce value chain. <i>Technovation</i> , 2006, 26, 1347-1356.	4.2	81
9	Selection of mobile value-added services for system operators using fuzzy synthetic evaluation. <i>Expert Systems With Applications</i> , 2006, 30, 612-620.	4.4	79
10	Understanding e-learning service quality of a commercial bank by using Kano's model. <i>Total Quality Management and Business Excellence</i> , 2011, 22, 99-116.	2.4	32
11	Revised planning matrix of quality function deployment. <i>Service Industries Journal</i> , 2008, 28, 1445-1462.	5.0	14
12	The effects of framing messages and cause-related marketing on backing intentions in reward-based crowdfunding. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102799.	5.3	14
13	The effects of anchoring on backers' pledge in reward-based crowdfunding: evidence from Taiwanese market. <i>Internet Research</i> , 2020, 31, 635-653.	2.7	9
14	The advertising communication effectiveness of using netizen language code-switching in Facebook ads. <i>Internet Research</i> , 2021, 31, 1940-1962.	2.7	4
15	Understanding the Drivers of Sponsors' Intentions in Online Crowdfunding. , 2014, , .		3
16	Why Do People Back Crowdfunding Projects?. <i>Communications in Computer and Information Science</i> , 2019, , 14-28.	0.4	1
17	Social Commerce Research. , 2020, , .		1
18	The effects of the time intervals and promotional sources on the inaction inertia of online shopping. , 2021, , .		1

#	ARTICLE	IF	CITATIONS
19	Which Brand Will You Not Select? Investigating Oppositional Brand Loyalty from the Perspectives on Social Identity Theory and Emotions. , 2014, , .		0
20	Anchoring Effects on Backers' Pledges in Crowdfunding. , 2018, , .		0