

# Xiaoyun Han

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4607840/publications.pdf>

Version: 2024-02-01

8  
papers

385  
citations

1478505

6  
h-index

1720034

7  
g-index

8  
all docs

8  
docs citations

8  
times ranked

290  
citing authors

#	ARTICLE	IF	CITATIONS
1	Service Loyalty. <i>Journal of Service Research</i> , 2008, 11, 22-42.	12.2	235
2	The Influence of Guest Perceptions of Service Fairness on Lodging Loyalty in China. <i>Cornell Hospitality Quarterly</i> , 2011, 52, 321-332.	3.8	48
3	Assessing the influence of goal pursuit and emotional attachment on customer engagement behaviors. <i>Journal of Retailing and Consumer Services</i> , 2021, 59, 102355.	9.4	38
4	Customer engagement research in hospitality and tourism: a systematic review. <i>Journal of Hospitality Marketing and Management</i> , 2021, 30, 871-904.	8.2	35
5	A netnographical approach to typologizing customer engagement and corporate misconduct. <i>Journal of Retailing and Consumer Services</i> , 2021, 59, 102366.	9.4	14
6	The Impact of Touristâ€™Robot Interaction on Tourist Engagement in the Hospitality Industry: A Mixed-Method Study. <i>Cornell Hospitality Quarterly</i> , 2023, 64, 246-266.	3.8	8
7	From employee engagement to customer engagement: A multilevel dual-path model of engagement spillover effects in service ecosystems. <i>Journal of Retailing and Consumer Services</i> , 2022, 64, 102815.	9.4	6
8	Bibliometric Review on Corporate Social Responsibility of the Food Industry. <i>Journal of Food Quality</i> , 2022, 2022, 1-14.	2.6	1