

# Hyunju Shin

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/5429338/publications.pdf>

Version: 2024-02-01

18  
papers

759  
citations

687363

13  
h-index

888059

17  
g-index

19  
all docs

19  
docs citations

19  
times ranked

606  
citing authors

#	ARTICLE	IF	CITATIONS
1	The efficacy of customer's voluntary use of self-service technology (SST): a dual-study approach. <i>Journal of Strategic Marketing</i> , 2022, 30, 723-745.	5.5	12
2	Is it love or just like? Generation Z's brand relationship with luxury. <i>Journal of Product and Brand Management</i> , 2022, 31, 394-414.	4.3	15
3	Examining the impact of luxury brand's social media marketing on customer engagement: Using big data analytics and natural language processing. <i>Journal of Business Research</i> , 2021, 125, 815-826.	10.2	197
4	Use it or lose it: point expiration and status demotion. <i>Journal of Services Marketing</i> , 2021, 35, 1013-1027.	3.0	5
5	Corporate social and environmental irresponsibilities in supply chains, contamination, and damage of intangible resources: A behavioural approach. <i>International Journal of Production Economics</i> , 2021, 241, 108275.	8.9	10
6	The picture of luxury: A comprehensive examination of college student consumers' relationship with luxury brands. <i>Psychology and Marketing</i> , 2020, 37, 56-73.	8.2	41
7	The bright and dark sides of humorous response to online customer complaint. <i>European Journal of Marketing</i> , 2020, 54, 2013-2047.	2.9	28
8	An Assessment of the Association Between Renewable Energy Utilization and Firm Financial Performance. <i>Journal of Business Ethics</i> , 2018, 151, 1121-1138.	6.0	41
9	Service Recovery, Justice Perception, and Forgiveness: The "Other Customers" Perspectives. <i>Services Marketing Quarterly</i> , 2018, 39, 1-21.	1.1	26
10	Fear During Natural Disaster: Its Impact on Perceptions of Shopping Convenience and Shopping Behavior. <i>Services Marketing Quarterly</i> , 2018, 39, 293-309.	1.1	50
11	An Assessment of the Association Between Renewable Energy Utilization and Firm Financial Performance. , 2018, 151, 1121.		1
12	Employing proactive interaction for service failure prevention to improve customer service experiences. <i>Journal of Service Theory and Practice</i> , 2017, 27, 164-186.	3.2	30
13	The effect of a limited-edition offer following brand dilution on consumer attitudes toward a luxury brand. <i>Journal of Retailing and Consumer Services</i> , 2017, 38, 59-70.	9.4	49
14	Exploring the elements of consumer nostalgia in retailing: Evidence from a content analysis of retailer collages. <i>Journal of Retailing and Consumer Services</i> , 2017, 35, 1-11.	9.4	22
15	Brand trust and avoidance following brand crisis: A quasi-experiment on the effect of franchisor statements. <i>Journal of Brand Management</i> , 2016, 23, 1-23.	3.5	31
16	The effects of harm directions and service recovery strategies on customer forgiveness and negative word-of-mouth intentions. <i>Journal of Retailing and Consumer Services</i> , 2015, 27, 103-112.	9.4	111
17	The effect of implicit service guarantees on business performance. <i>Journal of Services Marketing</i> , 2013, 27, 431-442.	3.0	10
18	The influence of supply chain management competency on customer satisfaction and shareholder value. <i>Supply Chain Management</i> , 2012, 17, 249-262.	6.4	80