

# Chia-Chi Chang

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/6809959/publications.pdf>

Version: 2024-02-01

11  
papers

370  
citations

933447

10  
h-index

1281871

11  
g-index

11  
all docs

11  
docs citations

11  
times ranked

332  
citing authors

#	ARTICLE	IF	CITATIONS
1	Effects of individuals' locus of control and computer self-efficacy on their e-learning acceptance in high-tech companies. <i>Behaviour and Information Technology</i> , 2014, 33, 51-64.	4.0	97
2	When service fails: The role of the salesperson and the customer. <i>Psychology and Marketing</i> , 2006, 23, 203-224.	8.2	59
3	Choice, Perceived Control, and Customer Satisfaction: The Psychology of Online Service Recovery. <i>Cyberpsychology, Behavior and Social Networking</i> , 2008, 11, 321-328.	2.2	37
4	The post-purchase communication strategies for supporting online impulse buying. <i>Computers in Human Behavior</i> , 2014, 39, 393-403.	8.5	33
5	The Interplay between Customer Participation and Difficulty of Design Examples in the Online Designing Process and Its Effect on Customer Satisfaction: Mediation Analyses. <i>Cyberpsychology, Behavior and Social Networking</i> , 2009, 12, 147-154.	2.2	29
6	Analysis of critical factors for social games based on extended technology acceptance model: a DEMATEL approach. <i>Behaviour and Information Technology</i> , 2018, 37, 774-785.	4.0	27
7	I Want Products My Own Way, But Which Way? The Effects of Different Product Categories and Cues on Customer Responses to Web-based Customizations. <i>Cyberpsychology, Behavior and Social Networking</i> , 2009, 12, 7-14.	2.2	23
8	Organizational Justice in the Sales Force: A Literature Review with Propositions. <i>Journal of Business-to-Business Marketing</i> , 2005, 12, 35-71.	1.5	22
9	The effects of service recovery and relational selling behavior on trust, satisfaction, and loyalty. <i>International Journal of Bank Marketing</i> , 2018, 36, 1437-1454.	6.4	19
10	Which maximizes donations: Charitable giving as an incentive or incentives for charitable giving?. <i>Journal of Business Research</i> , 2019, 97, 65-75.	10.2	17
11	Alleviating the negative impact of delayed recovery: process- versus outcome-focused explanations. <i>Journal of Services Marketing</i> , 2013, 27, 564-571.	3.0	7