

Wa Kimmy Chan

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/8906289/publications.pdf>

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4
papers

231
citations

2258059

3
h-index

2550090

3
g-index

4
all docs

4
docs citations

4
times ranked

196
citing authors

#	ARTICLE	IF	CITATIONS
1	Service with Emoticons: How Customers Interpret Employee Use of Emoticons in Online Service Encounters. <i>Journal of Consumer Research</i> , 2019, 45, 973-987.	5.1	143
2	Do Employee Citizenship Behaviors Lead to Customer Citizenship Behaviors? The Roles of Dual Identification and Service Climate. <i>Journal of Service Research</i> , 2017, 20, 259-274.	12.2	69
3	An Investigation of Nonbeneficiary Reactions to Discretionary Preferential Treatments. <i>Journal of Service Research</i> , 2019, 22, 371-387.	12.2	16
4	Engaging employees in value cocreation: interplay among firm, employee, and supervisor. <i>Service Industries Journal</i> , 0, , 1-28.	8.3	3