Jeremy S Wolter

List of Publications by Year
in descending order

13 papers	**387** citations	1040056 **9** h-index	1199594 **12** g-index
13 all docs	**13** docs citations	**13** times ranked	**324** citing authors

#	Article	IF	Citations
1	How Online Incivility Affects Consumer Engagement Behavior on Brands' Social Media. Journal of Service Research, 2023, 26, 103-119.	12.2	7
2	An extended reciprocity cycle of gratitude: How gratitude strengthens existing and initiates new customer relationships. Psychology and Marketing, 2021, 38, 564-576.	8.2	17
3	The corporate reputation and consumer-company identification link as a sensemaking process: A cross-level interaction analysis. Journal of Business Research, 2021, 132, 289-300.	10.2	11
4	The value disruption of uncivil other-customers during online service recovery. Journal of Services Marketing, 2020, 34, 483-498.	3.0	18
5	The entitlement/forgiveness conflict of self-relevant and self-neutral relationships during service failure and recovery. Journal of Business Research, 2019, 104, 233-246.	10.2	19
6	Employee satisfaction trajectories and their effect on customer satisfaction and repatronage intentions. Journal of the Academy of Marketing Science, 2019, 47, 815-836.	11.2	36
7	Customer-company identification transfer across service alliances. Journal of Service Management, 2018, 29, 98-119.	7.2	3
8	The Effects of Online Incivility and Consumer-to-Consumer Interactional Justice on Complainants, Observers, and Service Providers During Social Media Service Recovery. Journal of Interactive Marketing, 2018, 44, 60-81.	6.2	65
9	Unique influences of cognitive and affective customer-company identification. Journal of Business Research, 2017, 78, 172-179.	10.2	11
10	Creating Ultimate Customer Loyalty Through Loyalty Conviction and Customer-Company Identification. Journal of Retailing, 2017, 93, 458-476.	6.2	59
11	Re-conceptualizing cognitive and affective customer–company identification: the role of self-motives and different customer-based outcomes. Journal of the Academy of Marketing Science, 2016, 44, 397-413.	11.2	43
12	Symbolic drivers of consumer–brand identification and disidentification. Journal of Business Research, 2016, 69, 785-793.	10.2	96
13	Not the relationship type? Loyalty propensity as a reason to maintain marketing relationships. Journal of the Academy of Marketing Science, 0, , 1.	11.2	2