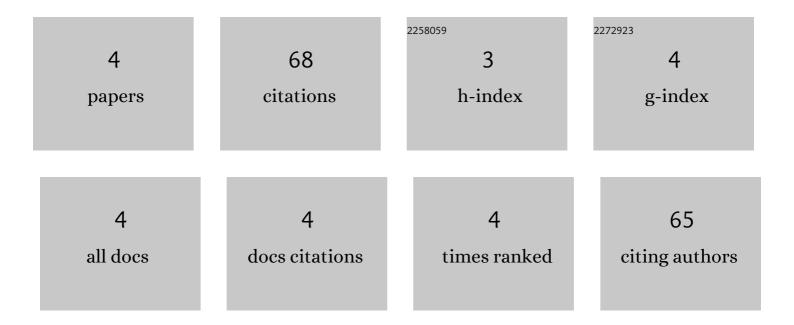
David J Yoon

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/909384/publications.pdf

Version: 2024-02-01



#	Article	IF	CITATIONS
1	Why does service with a smile make employees happy? A social interaction model Journal of Applied Psychology, 2012, 97, 1059-1067.	5.3	39
2	Rude customers and service performance: roles of motivation and personality. Service Industries Journal, 2022, 42, 81-106.	8.3	17
3	The balance between positive and negative affect in employee wellâ€being. Journal of Organizational Behavior, 2022, 43, 763-782.	4.7	9
4	Customer courtesy and service performance: The roles of selfâ€efficacy and social context. Journal of Organizational Behavior, 2022, 43, 1015-1037.	4.7	3