

David J Yoon

List of Publications by Year in descending order

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

Version: 2024-02-01

4
papers

68
citations

2258059

3
h-index

2272923

4
g-index

4
all docs

4
docs citations

4
times ranked

65
citing authors

#	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 well-being. Journal of Organizational Behavior, 2022, 43, 763-782.	4.7	9
4	Customer courtesy and service performance: The roles of self-efficacy and social context. Journal of Organizational Behavior, 2022, 43, 1015-1037.	4.7	3