

Cristiane Pizzutti

List of Publications by Year in descending order

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Version: 2024-02-01

13
papers

206
citations

1478505

6
h-index

1281871

11
g-index

13
all docs

13
docs citations

13
times ranked

178
citing authors

#	ARTICLE	IF	CITATIONS
1	Effect of Recovery Efforts on Consumer Trust and Loyalty in E-Tail: A Contingency Model. International Journal of Electronic Commerce, 2010, 14, 127-160.	3.0	80
2	Trust Recovery Following a Double Deviation. Journal of Service Research, 2016, 19, 209-223.	12.2	59
3	Challenging the "integration imperative": A customer perspective on omnichannel journeys. Journal of Retailing and Consumer Services, 2022, 64, 102829.	9.4	24
4	Whom do customers blame for a service failure? Effects of thought speed on causal locus attribution. Journal of Retailing and Consumer Services, 2018, 40, 60-65.	9.4	18
5	Information search behavior at the post-purchase stage of the customer journey. Journal of the Academy of Marketing Science, 2022, 50, 981-1010.	11.2	8
6	Using the life course approach to explain the onset and continuity of preventive health-care behaviors: A comparative study across four countries. Journal of Global Scholars of Marketing Science, 2020, 30, 45-59.	2.0	6
7	Recognizing and Trusting Persuasion Agents: Attitudes Bias Trustworthiness Judgments, but not Persuasion Detection. Personality and Social Psychology Bulletin, 2021, 47, 796-809.	3.0	5
8	A Temporal Model of Perceived Control to Explain Service Failures. BAR - Brazilian Administration Review, 2019, 16, .	0.8	2
9	CONSUMERSâ€™ KNOWLEDGE, MAXIMIZING TENDENCIES, AND POST-DECISION INFORMATION SEARCH. RAE Revista De Administracao De Empresas, 2020, 60, 20-32.	0.3	2
10	CONSUMERâ€™S EVALUATION ABOUT SERVICE RECOVERY: THE ROLE OF SOCIAL COMPARISON. Revista De Administracao Mackenzie, 2017, 18, 65-86.	0.5	1
11	O efeito da sinalizaÃ§Ã£o de qualidade no contexto de serviÃ§os. RAC: Revista De AdministraÃ§Ã£o ContemporÃ¢nea, 2014, 18, 261-284.	0.4	1
12	Os Efeitos da IdentificaÃ§Ã£o com a Marca do Fabricante e do Alinhamento do Sistema de Controle nas Vendas do Canal de DistribuÃ§Ã£o. Revista Brasileira De Marketing, 2018, 17, 296-313.	0.2	0
13	Service provision during the Covid-19 pandemic: Impact on customer well-being and repurchase intention. Revista De Administracao Mackenzie, 2022, 23, .	0.5	0