

# Cristiane Pizzutti

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/9186632/publications.pdf>

Version: 2024-02-01

13  
papers

206  
citations

1478505

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h-index

1281871

11  
g-index

13  
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13  
docs citations

13  
times ranked

178  
citing authors

#	ARTICLE	IF	CITATIONS
1	Challenging the "integration imperative": A customer perspective on omnichannel journeys. Journal of Retailing and Consumer Services, 2022, 64, 102829.	9.4	24
2	Service provision during the Covid-19 pandemic: Impact on customer well-being and repurchase intention. Revista De Administracao Mackenzie, 2022, 23, .	0.5	0
3	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
4	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
5	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
6	CONSUMERS' KNOWLEDGE, MAXIMIZING TENDENCIES, AND POST-DECISION INFORMATION SEARCH. RAE Revista De Administracao De Empresas, 2020, 60, 20-32.	0.3	2
7	A Temporal Model of Perceived Control to Explain Service Failures. BAR - Brazilian Administration Review, 2019, 16, .	0.8	2
8	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
9	Os Efeitos da Identificação com a Marca do Fabricante e do Alinhamento do Sistema de Controle nas Vendas do Canal de Distribuição. Revista Brasileira De Marketing, 2018, 17, 296-313.	0.2	0
10	CONSUMERS' EVALUATION ABOUT SERVICE RECOVERY: THE ROLE OF SOCIAL COMPARISON. Revista De Administracao Mackenzie, 2017, 18, 65-86.	0.5	1
11	Trust Recovery Following a Double Deviation. Journal of Service Research, 2016, 19, 209-223.	12.2	59
12	O efeito da sinalização de qualidade no contexto de serviços. RAC: Revista De Administração Contemporânea, 2014, 18, 261-284.	0.4	1
13	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