

Yingzi Xu

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/9325478/publications.pdf>

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15
papers

667
citations

933447

10
h-index

996975

15
g-index

15
all docs

15
docs citations

15
times ranked

617
citing authors

#	ARTICLE	IF	CITATIONS
1	Impact of Job Demands and Resources on Nursesâ€™ Burnout and Occupational Turnover Intention Towards an Age-Moderated Mediation Model for the Nursing Profession. <i>International Journal of Environmental Research and Public Health</i> , 2019, 16, 2011.	2.6	114
2	AI Customer Service: Task Complexity, Problem-Solving Ability, and Usage Intention. <i>Australasian Marketing Journal</i> , 2020, 28, 189-199.	5.4	110
3	Coping with crisis: The paradox of technology and consumer vulnerability. <i>International Journal of Consumer Studies</i> , 2021, 45, 1239-1257.	11.6	90
4	Relational impact of service providers' interaction behavior in healthcare. <i>Managing Service Quality</i> , 2011, 21, 67-87.	2.4	81
5	Show you care: initiating co-creation in service recovery. <i>Journal of Service Management</i> , 2014, 25, 369-387.	7.2	75
6	Customer Perception, Customer Satisfaction, and Customer Loyalty Within Chinese Securities Business. <i>Journal of Relationship Marketing</i> , 2007, 5, 79-104.	4.4	49
7	Recovering service failure through resource integration. <i>Service Industries Journal</i> , 2014, 34, 1253-1271.	8.3	40
8	Extending prospect theory cross-culturally by examining switching behavior in consumer and business-to-business contexts. <i>Journal of Business Research</i> , 2011, 64, 871-878.	10.2	33
9	The Employee Factor in the Service-Profit Chain Framework. <i>Journal of International Consumer Marketing</i> , 2005, 18, 137-155.	3.7	28
10	Who is talking, who is listening? Service recovery through online customer-to-customer interactions. <i>Marketing Intelligence and Planning</i> , 2016, 34, .	3.5	21
11	Factors influencing investor choice of retirement funds. <i>Journal of Financial Services Marketing</i> , 2013, 18, 137-151.	3.4	13
12	Social Capital and Health Risk: An Integrative Review. <i>Australasian Marketing Journal</i> , 2019, 27, 24-31.	5.4	6
13	Jaypatient-Induced Service Sabotage Behavior: The Issue of Self-Esteem of Hospital Nurses. <i>Health Marketing Quarterly</i> , 2014, 31, 213-230.	1.0	5
14	Advertising versus Sales Promotion: An Examination of the Japanese Food Industry, 1976â€“2008. <i>Journal of Global Scholars of Marketing Science</i> , 2011, 21, 193-200.	2.0	1
15	The impact of backstage cues on service evaluation. <i>International Journal of Quality and Service Sciences</i> , 2017, 9, 165-183.	2.4	1