## Platform-centric vs. multi-party service failure: an exar word of mouth about sharing economy platforms

International Journal of Contemporary Hospitality Managemer 35, 1332-1375 DOI: 10.1108/ijchm-12-2021-1559

**Citation Report** 

#	Article	IF	CITATIONS
1	Ride-sharing customers' self-protection motivation in the post-COVID-19 world. International Journal of Contemporary Hospitality Management, 2024, 36, 1114-1142.	8.0	0
2	Consumer confusion and negative eWOM in the e-hospitality marketplace: the moderated moderation model of gender andÂtechnology self-efficacy. Journal of Hospitality and Tourism Insights, 0, , .	3.4	0
3	Enhance understandings of Online Food Delivery's service quality with online reviews. Journal of Retailing and Consumer Services, 2024, 76, 103588.	9.4	0
4	Unveiling consumers' nonlinear evaluation of service performances in online food delivery: aÂquantitative Kano analysis. British Food Journal, 0, , .	2.9	1
5	Uncovering the dark side of the sharing economy from a provider's perspective: a bibliometric systematic review. Journal of Business and Industrial Marketing, 0, , .	3.0	0
6	Untouchable them: the effect of chatbot gender on angry customers. Journal of Research in Interactive Marketing, 0, , .	8.9	0
7	The Manipulative Effects in the Technology-Facilitated Preservice Tipping Experience. Cornell Hospitality Quarterly, 0,	3.8	0