

Acta Non Verba? The Role of Customer Participation and the Relationship Between Service Firms' Customer Satisfaction

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Citation Report

#	ARTICLE	IF	CITATIONS
1	An exploration of semantic tendencies in word of mouth business reviews. , 2014, , .		0
2	Structural Equation Modeling of E-Service Recovery Satisfaction and Customer Retention in the Airline Industry in Malaysia. International Journal of Marketing Studies, 2015, 7, .	0.2	2
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