Service Climate as a Moderator of the Effects of Customer-to-Customer Support and Service Quality

Citation Report

#	ARTICLE	IF	CITATIONS
1	Drivers, types and value outcomes of customer-to-customer interaction. Journal of Service Theory and Practice, 2018, 28, 710-732.	3.2	63
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8	The value disruption of uncivil other-customers during online service recovery. Journal of Services Marketing, 2020, 34, 483-498.	3.0	18
9	Digital customer service and customer-to-customer interactions: investigating the effect of online incivility on customer perceived service climate. Journal of Service Management, 2020, 31, 441-464.	7.2	28
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21	Stimulating Customer Citizenship Behavior With Service Climate: The Mediating Role of Customer Psychological Empowerment. SAGE Open, 2021, 11, 215824402110060.	1.7	6
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