

# Sijun Wang

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/10971734/publications.pdf>

Version: 2024-02-01

9  
papers

375  
citations

1307594

7  
h-index

1474206

9  
g-index

9  
all docs

9  
docs citations

9  
times ranked

325  
citing authors

#	ARTICLE	IF	CITATIONS
1	Adapting sales influence tactics in the information intensive era. Journal of Business and Industrial Marketing, 2021, 36, 1261-1272.	3.0	5
2	When do frontline service employees feel more grateful?. European Journal of Marketing, 2020, 54, 2107-2137.	2.9	13
3	Evaluating Customer Special Requests. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2019, , 573-579.	0.2	1
4	Frontline Service Employee Compliance With Customer Special Requests. Journal of Service Research, 2016, 19, 158-173.	12.2	41
5	The Effect of Online versus Offline Retailer-Brand Image Incongruity on the Flow Experience. Journal of Marketing Theory and Practice, 2015, 23, 370-387.	4.3	30
6	Employees' Decision Making in the Face of Customers' Fuzzy Return Requests. Journal of Marketing, 2012, 76, 69-86.	11.3	54
7	Congruity's role in website attitude formation. Journal of Business Research, 2009, 62, 609-615.	10.2	56
8	Betrayal? Relationship quality implications in service recovery. Journal of Services Marketing, 2009, 23, 385-396.	3.0	61
9	The role of cumulative online purchasing experience in service recovery management. Journal of Interactive Marketing, 2005, 19, 54-66.	6.2	114