

Kimmy Wa Chan

List of Publications by Year in descending order

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Version: 2024-02-01

17
papers

2,999
citations

623734

14
h-index

940533

16
g-index

17
all docs

17
docs citations

17
times ranked

2107
citing authors

| # | ARTICLE | IF | CITATIONS |
|----|--|------|-----------|
| 1 | Is Customer Participation in Value Creation a Double-Edged Sword? Evidence from Professional Financial Services across Cultures. <i>Journal of Marketing</i> , 2010, 74, 48-64. | 11.3 | 884 |
| 2 | Is Customer Participation in Value Creation a Double-Edged Sword? Evidence from Professional Financial Services Across Cultures. <i>Journal of Marketing</i> , 2010, 74, 48-64. | 11.3 | 438 |
| 3 | Strengthening Customer Loyalty through Intimacy and Passion: Roles of Customerâ€™Firm Affection and Customerâ€™Staff Relationships in Services. <i>Journal of Marketing Research</i> , 2008, 45, 741-756. | 4.8 | 429 |
| 4 | Understanding consumer-to-consumer interactions in virtual communities: The salience of reciprocity. <i>Journal of Business Research</i> , 2010, 63, 1033-1040. | 10.2 | 280 |
| 5 | Do Customers and Employees Enjoy Service Participation? Synergistic Effects of Self- and Other-Efficacy. <i>Journal of Marketing</i> , 2012, 76, 121-140. | 11.3 | 263 |
| 6 | Service with Emoticons: How Customers Interpret Employee Use of Emoticons in Online Service Encounters. <i>Journal of Consumer Research</i> , 2019, 45, 973-987. | 5.1 | 143 |
| 7 | Multiple reference effects in service evaluations: Roles of alternative attractiveness and self-image congruity. <i>Journal of Retailing</i> , 2007, 83, 147-157. | 6.2 | 121 |
| 8 | How Can Stressed Employees Deliver Better Customer Service? The Underlying Self-Regulation Depletion Mechanism. <i>Journal of Marketing</i> , 2012, 76, 119-137. | 11.3 | 105 |
| 9 | The trade-off of servicing empowerment on employeesâ€™ service performance: examining the underlying motivation and workload mechanisms. <i>Journal of the Academy of Marketing Science</i> , 2011, 39, 609-628. | 11.2 | 70 |
| 10 | Do Employee Citizenship Behaviors Lead to Customer Citizenship Behaviors? The Roles of Dual Identification and Service Climate. <i>Journal of Service Research</i> , 2017, 20, 259-274. | 12.2 | 69 |
| 11 | Fostering Customer Ideation in Crowdsourcing Community: The Role of Peer-to-peer and Peer-to-firm Interactions. <i>Journal of Interactive Marketing</i> , 2015, 31, 42-62. | 6.2 | 63 |
| 12 | Good to Be Novel? Understanding How Idea Feasibility Affects Idea Adoption Decision Making in Crowdsourcing. <i>Journal of Interactive Marketing</i> , 2018, 43, 52-68. | 6.2 | 49 |
| 13 | What Feedback Matters? The Role of Experience in Motivating Crowdsourcing Innovation. <i>Production and Operations Management</i> , 2021, 30, 103-126. | 3.8 | 45 |
| 14 | Hurting or helping? The effect of service agentsâ€™ workplace ostracism on customer service perceptions. <i>Journal of the Academy of Marketing Science</i> , 2016, 44, 746-769. | 11.2 | 25 |
| 15 | Demystifying the impact of customer participation on citizenship behaviors through interpersonal attraction and its contingencies. <i>Journal of Business Research</i> , 2022, 150, 297-310. | 10.2 | 7 |
| 16 | How firms can create delightful customer experience? Contrasting roles of future reward uncertainty. <i>Journal of Business Research</i> , 2022, 147, 477-490. | 10.2 | 5 |
| 17 | Engaging employees in value cocreation: interplay among firm, employee, and supervisor. <i>Service Industries Journal</i> , 0, , 1-28. | 8.3 | 3 |