

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	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
2	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
3	What Feedback Matters? The Role of Experience in Motivating Crowdsourcing Innovation. <i>Production and Operations Management</i> , 2021, 30, 103-126.	3.8	45
4	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
5	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
6	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
7	Hurting or helping? The effect of service agents' workplace ostracism on customer service perceptions. <i>Journal of the Academy of Marketing Science</i> , 2016, 44, 746-769.	11.2	25
8	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
9	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
10	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
11	The trade-off of servicing empowerment on employees' 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
12	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
13	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
14	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
15	Strengthening Customer Loyalty through Intimacy and Passion: Roles of Customer-Firm Affection and Customer-Staff Relationships in Services. <i>Journal of Marketing Research</i> , 2008, 45, 741-756.	4.8	429
16	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
17	Engaging employees in value cocreation: interplay among firm, employee, and supervisor. <i>Service Industries Journal</i> , 0, , 1-28.	8.3	3