

THE YEAR 2023 IN THIRTEEN LEADING JOURNALS: A BIBLIOGRAPHY OF RESEARCH IN THE AREA OF CONSUMER SATISFACTION, DISSATISFACTION AND COMPLAINING BEHAVIOR

Charles D. Stevens, North Dakota State University, USA

ABSTRACT

A detailed search was conducted to create a bibliography of articles that should prove useful to researchers that are conducting research in areas related to the mission of the Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior (JCS/D&CB). The abstracts of articles published during 2023 in thirteen leading marketing-related journals were searched for a list of key terms related to the mission of the JCS/D&CB. This effort resulted in a bibliography of 162 entries.

INTRODUCTION

This is the sixth bibliography of literature related to the mission of the *Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior* (JCS/D&CB). The first two were published in Consumer Satisfaction, Dissatisfaction, and Complaining Behavior conference proceedings and the last three were published in the JCS/D&CB (Perkins, 1991, 1993; Stevens, 2023). These bibliographies serve as a valuable resource to researchers and are regularly utilized. According to the Editor of the JCS/D&CB, the Stevens (2023) bibliography “was the most downloaded article from 2023 – by a wide margin” (N. Wright, personal communication, March 12, 2024).

The current bibliography was created using the targeted approach that was used by Stevens (2023). In that bibliography, a list of key terms related to the antecedents and consequences of consumer satisfaction was developed. That list of keywords includes: satisfaction, dissatisfaction, complaining, complaint, compliment, retaliation, grudge, revenge, rage, brand love, brand hate, service recovery and word-of-mouth. This year’s bibliography utilized the same list of key words with one addition. The keyword incivility was added this year. A review of 2023’s literature revealed to the author that some researchers are using the word incivility while describing behaviors related to dissatisfaction and complaining behavior. Stevens (2023) developed a list of thirteen leading marketing-related journals that was used for the last published bibliography. This list of journals came about through a review of several sources. Specific details regarding these sources can be found in the Stevens (2023) bibliography. The same thirteen journals were used to create this bibliography: the *Journal of Marketing*, the *Journal of Marketing Research*, the *Journal of Consumer Research*, the *Journal of the Academy of Marketing Science*, the *Journal of Retailing*, the *International Journal of Research in Marketing*, the *Journal of Consumer Psychology*, the *Journal of Business Research*, *Psychology and Marketing*, the *Journal of Services Marketing*, the *Journal of Service Research*, the *European Journal of Marketing*, and the *Journal of Marketing Management*.

Articles from the JCS/D&CB itself are not included in this bibliography. Clearly, all articles published in the JCS/D&CB are directly related to this bibliography’s subject matter of interest. All JCS/D&CB articles can be accessed at jcsdcb.com where the website’s search engine can be used to search for keywords across all the journal’s published articles.

To create the current bibliography, the abstracts of every article published in the 13 journals in the year 2023 were searched for each of the keywords. The last bibliography covered the period 2010 – 2022 and was submitted to the JCS/D&CB in the fall of 2022. Several of the 13 journals had already posted upcoming articles from later in 2022 online. However, to ensure that nothing was missed, the current search included the period of August – December 2022. Articles from that period that were included in last year’s bibliography are not included here. The keyword search of abstracts was either done via the journal’s homepage or through the use of Ebsco’s *Business Source Premier*. The resulting abstracts were subsequently read to determine whether the keywords were important in the content of the article or were just incidental in the abstract. When this was difficult to ascertain through a reading of the abstract, the actual article was then viewed. As was done in Stevens (2023), this bibliography primarily focuses on satisfaction in terms of consumer satisfaction (including business to business) and life satisfaction. The resulting bibliography contains 162 entries. Every entry in the bibliography includes a digital object identifier (DOI). This allows the researcher to simply click on an article DOI in order to directly access the article (assuming your institution has access to the journal in question). If your institution does not provide access to the journal, the abstract of the article will be shown. Hopefully, this year’s bibliography will serve as a valued resource to researchers.

CORRESPONDING AUTHOR:

Charles D. Stevens, Ph.D.
Professor of Management
North Dakota State University
Dept. 2420, P.O. Box 6050
Fargo, ND, 58108-6050, USA
E-mail: charles.stevens@ndsu.edu
Phone: +1-701-231-7935

Submitted: 26 March 2024

Revised: 10 April 2024

REFERENCES

- Abdul-Ghani, E., Kim, J., Kwon, J., Hyde, K. F., & Cui, Y. (Gina). (2022). Love or like: Gender effects in emotional expression in online reviews. *European Journal of Marketing*, 56(12), Article 12. <https://doi.org/10.1108/EJM-01-2021-0064>
- Afonso Vieira, V., Wolter, J. S., Falcão Araujo, C., & Saraiva Frio, R. (2023). What makes the corporate social responsibility impact on Customer–Company identification stronger? A meta-analysis. *International Journal of Research in Marketing*, 40(2), Article 2. <https://doi.org/10.1016/j.ijresmar.2022.09.002>
- Agnihotri, A., Bhattacharya, S., & Gupta, S. (2023). Do morally disengaged employees withdraw from customer-oriented citizenship behavior in response to customers’ uncivil behavior? *Journal of Business Research*, 165, 114027. <https://doi.org/10.1016/j.jbusres.2023.114027>

- Akrout, H., & Mrad, M. (2023). Measuring brand hate in a cross-cultural context: Emic and Etic scale development and validation. *Journal of Business Research*, 154, 113289. <https://doi.org/10.1016/j.jbusres.2022.08.053>
- Alberhasky, M., & Raghunathan, R. (2023). Skills make you happy: Why high (vs. low) skill activities make consumers happier, yet they don't choose them. *Psychology & Marketing*, 40(10), Article 10. <https://doi.org/10.1002/mar.21886>
- Albert, N., & Thomson, M. (2023). Epistemological Jangle and Jingle Fallacies in the Consumer–Brand Relationship Subfield: A Call to Action. *Journal of Consumer Research*, ucad064. <https://doi.org/10.1093/jcr/ucad064>
- Ali, F., El-Manstrly, D., & Abbasi, G. A. (2023). Would you forgive me? From perceived justice and complaint handling to customer forgiveness and brand credibility-symmetrical and asymmetrical perspectives. *Journal of Business Research*, 166, 114138. <https://doi.org/10.1016/j.jbusres.2023.114138>
- Aljafari, R., Soh, F., Setia, P., & Agarwal, R. (2023). The local environment matters: Evidence from digital healthcare services for patient engagement. *Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-023-00972-0>
- Al-okaily, N. S., Alzboun, N., Alrawadieh, Z., & Slehat, M. (2023). The impact of eudaimonic well-being on experience and loyalty: A tourism context. *Journal of Services Marketing*, 37(2), Article 2. <https://doi.org/10.1108/JSM-08-2021-0282>
- AlRabiah, S., Marder, B., Marshall, D., & Angell, R. (2022). Too much information: An examination of the effects of social self-disclosure embedded within influencer eWOM campaigns. *Journal of Business Research*, 152, 93–105. <https://doi.org/10.1016/j.jbusres.2022.07.029>
- Alvarez, C., David, M. E., & George, M. (2023). Types of Consumer-Brand Relationships: A systematic review and future research agenda. *Journal of Business Research*, 160, 113753. <https://doi.org/10.1016/j.jbusres.2023.113753>
- Arthur, J. B. (2023). Public announcements of employee recognitions from customers and customer satisfaction: Longitudinal effects in the healthcare context. *Journal of Business Research*, 157, 113568. <https://doi.org/10.1016/j.jbusres.2022.113568>
- Ashtar, S., Yom-Tov, G. B., Rafaeli, A., & Wirtz, J. (2023). Affect-as-Information: Customer and Employee Affective Displays as Expeditious Predictors of Customer Satisfaction. *Journal of Service Research*, 10946705231194076. <https://doi.org/10.1177/10946705231194076>
- Bambauer-Sachse, S., & Young, A. (2023). Consumers' Intentions to Spread Negative Word of Mouth About Dynamic Pricing for Services: Role of Confusion and Unfairness Perceptions. *Journal of Service Research*, 10946705231190871. <https://doi.org/10.1177/10946705231190871>
- Bargoni, A., Kliestik, T., Jabeen, F., & Santoro, G. (2023). Family firms' characteristics and consumer behaviour: An enquiry into millennials' purchase intention in the online channel. *Journal of Business Research*, 156, 113462. <https://doi.org/10.1016/j.jbusres.2022.113462>
- Barhorst, J. B., Krey, N., & McLean, G. (2023). Exploring mental time travel experiences and their influence on behavioral intentions and learning. *Psychology & Marketing*, 40(8), Article 8. <https://doi.org/10.1002/mar.21828>
- Bauer, B. C., Carlson, B. D., & Arnold, M. J. (2023). Deciphering consumer commitment: Exploring the dual influence of self-brand and self-group relationships. *Psychology & Marketing*, 40(12), Article 12. <https://doi.org/10.1002/mar.21901>

- Bazi, S., Filieri, R., & Gorton, M. (2023). Social media content aesthetic quality and customer engagement: The mediating role of entertainment and impacts on brand love and loyalty. *Journal of Business Research*, 160, 113778. <https://doi.org/10.1016/j.jbusres.2023.113778>
- Béal, M., Suri, A., Nguyen, N., Grégoire, Y., & Sénécal, S. (2022). Is service recovery of equal importance for private vs public complainers? *Journal of Business Research*, 153, 392–400. <https://doi.org/10.1016/j.jbusres.2022.08.049>
- Belhadi, A., Kamble, S., Benkhati, I., Gupta, S., & Mangla, S. K. (2023). Does strategic management of digital technologies influence electronic word-of-mouth (eWOM) and customer loyalty? Empirical insights from B2B platform economy. *Journal of Business Research*, 156, 113548. <https://doi.org/10.1016/j.jbusres.2022.113548>
- Ben Jabeur, S., Ballouk, H., Ben Arfi, W., & Sahut, J.-M. (2023). Artificial intelligence applications in fake review detection: Bibliometric analysis and future avenues for research. *Journal of Business Research*, 158, 113631. <https://doi.org/10.1016/j.jbusres.2022.113631>
- Blut, M., Chaney, D., Lunardo, R., Mencarelli, R., & Grewal, D. (2023). Customer Perceived Value: A Comprehensive Meta-analysis. *Journal of Service Research*, 10946705231222295. <https://doi.org/10.1177/10946705231222295>
- Blut, M., Ghiassaleh, A., & Wang, C. (2023). Testing the performance of online recommendation agents: A meta-analysis. *Journal of Retailing*, 99(3), Article 3. <https://doi.org/10.1016/j.jretai.2023.08.001>
- Borah, A., Bonetti, F., Calma, A., & Martí-Parreño, J. (2023). The Journal of the Academy of Marketing Science at 50: A historical analysis. *Journal of the Academy of Marketing Science*, 51(1), Article 1. <https://doi.org/10.1007/s11747-022-00905-3>
- Bordian, M., Gil-Saura, I., & Šerić, M. (2023). The impact of value co-creation in sustainable services: Understanding generational differences. *Journal of Services Marketing*, 37(2), Article 2. <https://doi.org/10.1108/JSM-06-2021-0234>
- Borghini, M., Mariani, M. M., Vega, R. P., & Wirtz, J. (2023). The impact of service robots on customer satisfaction online ratings: The moderating effects of rapport and contextual review factors. *Psychology & Marketing*, 40(11), Article 11. <https://doi.org/10.1002/mar.21903>
- Bozkurt, S., Welch, E., Gligor, D., Gligor, N., Garg, V., & Gopalakrishna Pillai, K. (2023). Unpacking the experience of individuals engaging in incentivized false (and genuine) positive reviews: The impact on brand satisfaction. *Journal of Business Research*, 165, 114077. <https://doi.org/10.1016/j.jbusres.2023.114077>
- Bruckberger, G., Fuchs, C., Schreier, M., & Osselaer, S. M. J. V. (2023). Retailing Groundedness: How to improve customer experience, brand perceptions, and customer loyalty through feelings of groundedness. *Journal of Retailing*, 99(4), Article 4. <https://doi.org/10.1016/j.jretai.2023.11.004>
- Burchett, M. R., Murtha, B., & Kohli, A. K. (2023). Secondary Selling: Beyond the Salesperson–Customer Dyad. *Journal of Marketing*, 87(4), Article 4. <https://doi.org/10.1177/00222429221138302>
- Byun, K.-A., Hong, J., & William James, K. (2023). When does a goal-appeal match affect consumer satisfaction? Examining the work and play context. *Journal of Business Research*, 158, 113666. <https://doi.org/10.1016/j.jbusres.2023.113666>

- Caruelle, D., Lervik-Olsen, L., & Gustafsson, A. (2023). The clock is ticking—Or is it? Customer satisfaction response to waiting shorter vs. longer than expected during a service encounter. *Journal of Retailing*, 99(2), Article 2. <https://doi.org/10.1016/j.jretai.2023.03.003>
- Casidy, R., Leckie, C., Nyadzayo, M. W., & Johnson, L. W. (2022). Customer brand engagement and co-production: An examination of key boundary conditions in the sharing economy. *European Journal of Marketing*, 56(10), Article 10. <https://doi.org/10.1108/EJM-10-2021-0803>
- Cenophtat, S., Eisend, M., Bayón, T., & Haas, A. (2023). The Role of Customer Relationship Vulnerability in Service Recovery. *Journal of Service Research*, 10946705231195008. <https://doi.org/10.1177/10946705231195008>
- Chang, Y., Li, X., & Wang, X. (2023). Walls have ears: Word-of-mouth diffusions in targeted promotions decrease targeted customer retention. *Psychology & Marketing*, 40(12), Article 12. <https://doi.org/10.1002/mar.21915>
- Chatzipanagiotou, K., Azer, J., & Ranaweera, C. (2023). E-WOM in the B2B context: Conceptual domain, forms, and implications for research. *Journal of Business Research*, 164, 113957. <https://doi.org/10.1016/j.jbusres.2023.113957>
- Chaudhuri, R., Apoorva, A., Vrontis, D., Siachou, E., & Trichina, E. (2023). How customer incivility affects service-sector employees: A systematic literature review and a bibliometric analysis. *Journal of Business Research*, 164, 114011. <https://doi.org/10.1016/j.jbusres.2023.114011>
- Chen, R. R., Gerstner, E., Halbheer, D., & Roma, P. (2023). Managing service shutdowns: Cash refunds or vouchers? *International Journal of Research in Marketing*, 40(2), Article 2. <https://doi.org/10.1016/j.ijresmar.2022.11.002>
- Chen, R., Yuan, R., Huang, B., & Liu, M. J. (2023). Feeling warm or skeptical? An investigation into the effects of incentivized eWOM programs on customers' eWOM sharing intentions. *Journal of Business Research*, 167, 114178. <https://doi.org/10.1016/j.jbusres.2023.114178>
- Chen, X., Huang, M., Yu, Z., & Cai, W. (2023). I personally like it: Preference for minority endorsement in the early stage of the consumer decision journey. *Psychology & Marketing*, 40(8), Article 8. <https://doi.org/10.1002/mar.21833>
- Chou, C. Y., Leo, W. W. C., Tsarenko, Y., & Chen, T. (2023). When feeling good counts! Impact of consumer gratitude and life satisfaction in access-based services. *European Journal of Marketing*, 57(2), Article 2. <https://doi.org/10.1108/EJM-08-2021-0655>
- Colicev, A., & De Bruyn, A. (2023). The spillover effects of positive and negative buzz on brand attitudes. *European Journal of Marketing*, 57(9), Article 9. <https://doi.org/10.1108/EJM-01-2022-0044>
- Costa, C., & Azevedo, A. (2023). Antecedents and consequences of the “cancel culture” firestorm journey for brands: Is there a possibility for forgiveness? *Journal of Marketing Management*, 1–24. <https://doi.org/10.1080/0267257X.2023.2266465>
- Crosby, L. A., & Ghanbarpour, T. (2023). The Drucker intangibles measurement system: An academic perspective. *Journal of Business Research*, 155, 113452. <https://doi.org/10.1016/j.jbusres.2022.113452>
- Cuesta-Valiño, P., Gutiérrez-Rodríguez, P., Núñez-Barriopedro, E., & García-Henche, B. (2023). Strategic orientation towards digitization to improve supermarket loyalty in an omnichannel context. *Journal of Business Research*, 156, 113475. <https://doi.org/10.1016/j.jbusres.2022.113475>

- Danaher, T. S., Danaher, P. J., Sweeney, J. C., & McColl-Kennedy, J. R. (2023). Dynamic Customer Value Cocreation in Healthcare. *Journal of Service Research*, 109467052311617. <https://doi.org/10.1177/10946705231161758>
- Danatzis, I., & Möller-Herm, J. (2023). Stopping the Spread: How Blame Attributions Drive Customer-to-Customer Misbehavior Contagion and What Frontline Employees Can Do to Curb It. *Journal of Service Research*, 26(3), Article 3. <https://doi.org/10.1177/10946705221150441>
- De Mesquita, J. M. C., Shin, H., Urdan, A. T., & Pimenta, M. T. C. (2023). Measuring the intention-behavior gap in service failure and recovery: The moderating roles of failure severity and service recovery satisfaction. *European Journal of Marketing*, 57(7), Article 7. <https://doi.org/10.1108/EJM-03-2022-0235>
- Delre, S. A., & Luffarelli, J. (2023). Consumer reviews and product life cycle: On the temporal dynamics of electronic word of mouth on movie box office. *Journal of Business Research*, 156, 113329. <https://doi.org/10.1016/j.jbusres.2022.113329>
- Dhakate, N., & Joshi, R. (2023). Classification of reviews of e-healthcare services to improve patient satisfaction: Insights from an emerging economy. *Journal of Business Research*, 164, 114015. <https://doi.org/10.1016/j.jbusres.2023.114015>
- Dineva, D., & Daunt, K. L. (2023). Reframing online brand community management: Consumer conflicts, their consequences and moderation. *European Journal of Marketing*, 57(10), Article 10. <https://doi.org/10.1108/EJM-03-2022-0227>
- Disse, I. K., & Becker-Özcamlica, H. (2022). The effects of employee behavior in sustainable service organizations. *Journal of Services Marketing*, 36(8), Article 8. <https://doi.org/10.1108/JSM-05-2021-0156>
- Djelassi, S., & Cambier, F. (2023). Creative crowdsourcing: Understanding participation barriers and levers from a heterogeneous crowd perspective. *Journal of Marketing Management*, 39(7–8), Article 7–8. <https://doi.org/10.1080/0267257X.2022.2131884>
- Dong, M., & Saini, R. (2023a). Listening to strangers more than friends: How recommendations from close- (vs distant-) others influence consumption. *European Journal of Marketing*, 57(5), Article 5. <https://doi.org/10.1108/EJM-11-2021-0841>
- Dong, M., & Saini, R. (2023b). Positive Polly or Debbie Downer? How Social Exclusion Affects Consumer's Online Information Sharing. *Journal of Business Research*, 166, 114126. <https://doi.org/10.1016/j.jbusres.2023.114126>
- D'Souza, C., Kappelides, P., Sithole, N., Chu, M. T., Taghian, M., & Tay, R. (2023). Learning self-efficacies influence on e-servicescapes: Rethinking post-pandemic pedagogy. *Journal of Services Marketing*, 37(5), Article 5. <https://doi.org/10.1108/JSM-05-2022-0179>
- Dwivedi, Y. K., Balakrishnan, J., Baabdullah, A. M., & Das, R. (2023). Do chatbots establish “humanness” in the customer purchase journey? An investigation through explanatory sequential design. *Psychology & Marketing*, 40(11), Article 11. <https://doi.org/10.1002/mar.21888>
- Erdoğan, H. H., & Enginkaya, E. (2023). Exploring servicescape experiences across museum types. *Journal of Services Marketing*, 37(6), Article 6. <https://doi.org/10.1108/JSM-03-2022-0111>
- Ertz, M., Boily, É., Sun, S., & Sarigöllü, E. (2022). Role transitions at the prosumer level: Spillover effects in the collaborative economy from an interactive marketing perspective. *European Journal of Marketing*, 56(10), Article 10. <https://doi.org/10.1108/EJM-10-2021-0828>

- Feng, W., Yang, M. X., & Yu, I. Y. (2023). From devil to angel: How being envied for luxury brand social media word of mouth discourages counterfeit purchases. *Journal of Business Research*, 165, 113919. <https://doi.org/10.1016/j.jbusres.2023.113919>
- Filieri, R., Acikgoz, F., & Du, H. (2023). Electronic word-of-mouth from video bloggers: The role of content quality and source homophily across hedonic and utilitarian products. *Journal of Business Research*, 160, 113774. <https://doi.org/10.1016/j.jbusres.2023.113774>
- Filieri, R., Acikgoz, F., Li, C., & Alguezaui, S. (2023). Influencers' "organic" persuasion through electronic word of mouth: A case of sincerity over brains and beauty. *Psychology & Marketing*, 40(2), Article 2. <https://doi.org/10.1002/mar.21760>
- Flacandji, M., Cusin, J., & Lunardo, R. (2023). When and why signaling frontline employee inexperience can prove to be an asset: Effects on consumer forgiveness for service failure. *Psychology & Marketing*, 40(12), Article 12. <https://doi.org/10.1002/mar.21897>
- Fu, X., Pang, J., & Gursoy, D. (2022). Effects of online commercial friendships on customer revenge following a service failure. *Journal of Business Research*, 153, 102–114. <https://doi.org/10.1016/j.jbusres.2022.08.014>
- Garnelo-Gomez, I., Money, K., & Littlewood, D. (2022). From holistically to accidentally sustainable: A study of motivations and identity expression in sustainable living. *European Journal of Marketing*, 56(12), Article 12. <https://doi.org/10.1108/EJM-03-2020-0226>
- Garner, D., Tatara, J. H., & Jha, S. (2023). Good morning, sunshine: How time-of-day of complaint submittal can affect customer satisfaction with company response time. *Psychology & Marketing*, mar.21950. <https://doi.org/10.1002/mar.21950>
- Gelbrich, K., Kerath, A., & Chun, H. H. (2023). Matching digital companions with customers: The role of perceived similarity. *Psychology & Marketing*, 40(11), Article 11. <https://doi.org/10.1002/mar.21893>
- Gelbrich, K., Voigt, S., & Nazifi, A. (2023). Remedy management for product recalls in the automotive industry: How car dealers should time the repair and communicate its outcome. *Journal of Business Research*, 167, 114173. <https://doi.org/10.1016/j.jbusres.2023.114173>
- Gómez-Rico, M., Santos-Vijande, M. L., Molina-Collado, A., & Bilgihan, A. (2023). Unlocking the flow experience in apps: Fostering long-term adoption for sustainable healthcare systems. *Psychology & Marketing*, 40(8), Article 8. <https://doi.org/10.1002/mar.21824>
- Groth, M., & Esmailikia, M. (2023). The impact of emotional labor strategy order effects on customer satisfaction within service episodes. *European Journal of Marketing*, 57(12), Article 12. <https://doi.org/10.1108/EJM-09-2021-0679>
- Guha Majumder, M., Dutta Gupta, S., & Paul, J. (2022). Perceived usefulness of online customer reviews: A review mining approach using machine learning & exploratory data analysis. *Journal of Business Research*, 150, 147–164. <https://doi.org/10.1016/j.jbusres.2022.06.012>
- Güntürkün, P., Haumann, T., Edinger-Schons, L. M., & Wieseke, J. (2023). How attributions of coproduction motives shape customer relationships over time. *Journal of the Academy of Marketing Science*, 51(5), Article 5. <https://doi.org/10.1007/s11747-022-00910-6>
- Gvili, Y., & Levy, S. (2023). I Share, Therefore I Trust: A moderated mediation model of the influence of eWOM engagement on social commerce. *Journal of Business Research*, 166, 114131. <https://doi.org/10.1016/j.jbusres.2023.114131>
- Haase, J., Wiedmann, K.-P., & Labenz, F. (2022). Brand hate, rage, anger & co.: Exploring the relevance and characteristics of negative consumer emotions toward brands. *Journal of Business Research*, 152, 1–16. <https://doi.org/10.1016/j.jbusres.2022.07.036>

- Hammedi, W., Leclercq, T., & Steils, N. (2023). Gamification Myopia: Satiation Effects in Gamified Activities. *Journal of Service Research*, 10946705231190873. <https://doi.org/10.1177/10946705231190873>
- Henkel, L., & Toporowski, W. (2023). Once they've been there, they like to share: Capitalizing on ephemerality and need for uniqueness to drive word of mouth for brands with pop-up stores. *Journal of the Academy of Marketing Science*, 51(6), Article 6. <https://doi.org/10.1007/s11747-022-00861-y>
- Honora, A., Memar Zadeh, M., & Haggerty, N. (2023). The bittersweet of consumer-human brand relationships in the social media context. *Psychology & Marketing*, mar.21932. <https://doi.org/10.1002/mar.21932>
- Hyun, S., Kim, J. M., & Liu, Y. (2023). Equal gains and pains? Analyzing corporate financial performance for industrial corporate social performance leaders and laggards. *Journal of Business Research*, 155, 113414. <https://doi.org/10.1016/j.jbusres.2022.113414>
- Ifie, K. (2023). How and when does top management interaction with customers impact customer satisfaction? *European Journal of Marketing*, 57(5), Article 5. <https://doi.org/10.1108/EJM-11-2021-0832>
- Jaspers, E. D. T., Pandelaere, M., Pieters, R. G. M., & Shrum, L. J. (2023). Materialism and life satisfaction relations between and within people over time: Results of a three-wave longitudinal study. *Journal of Consumer Psychology*, 33(3), Article 3. <https://doi.org/10.1002/jcpy.1350>
- Junaid, M., Fetscherin, M., Hussain, K., & Hou, F. (2022). Brand love and brand addiction and their effects on consumers' negative behaviors. *European Journal of Marketing*, 56(12), Article 12. <https://doi.org/10.1108/EJM-09-2019-0727>
- Kamran-Disfani, O., Bagherzadeh, R., Bhattarai, A., Farhang, M., & Scheer, L. K. (2023). Constructive Resistance in the Frontlines: How Frontline Employees' Resistance to Customer Incivility Affects Customer Observers. *Journal of Service Research*, 26(4), Article 4. <https://doi.org/10.1177/10946705221141923>
- Kassemeier, R., Haumann, T., & Güntürkün, P. (2022). Whether, when, and why functional company characteristics engender customer satisfaction and customer-company identification: The role of self-definitional needs. *International Journal of Research in Marketing*, 39(3), Article 3. <https://doi.org/10.1016/j.ijresmar.2021.08.002>
- Keiningham, T., Aksoy, L., Buoye, A., Yan, A., Morgeson, F. V., Woodall, G., & Larivière, B. (2023). Customer Perceptions of Firm Innovativeness and Market Performance: A Nation-Level, Longitudinal, Cross-Industry Examination. *Journal of Service Research*, 10946705231220463. <https://doi.org/10.1177/10946705231220463>
- Kim, H.-J., & Han, S. M. (2023). Uncovering the reasons behind consumers' shift from online to offline shopping. *Journal of Services Marketing*, 37(9), Article 9. <https://doi.org/10.1108/JSM-02-2023-0060>
- Kopalle, P. K., Pauwels, K., Akella, L. Y., & Gangwar, M. (2023). Dynamic pricing: Definition, implications for managers, and future research directions. *Journal of Retailing*, 99(4), Article 4. <https://doi.org/10.1016/j.jretai.2023.11.003>
- Krallman, A., Barnes, D. C., Lastner, M. M., & Collier, J. E. (2023). You can't touch this: Driving purchase justification for hedonic online purchases. *Journal of Business Research*, 155, 113436. <https://doi.org/10.1016/j.jbusres.2022.113436>

- Kronrod, A., Gordeliy, I., & Lee, J. K. (2023). Been There, Done That: How Episodic and Semantic Memory Affects the Language of Authentic and Fictitious Reviews. *Journal of Consumer Research*, 50(2), Article 2. <https://doi.org/10.1093/jcr/ucac056>
- Lages, C. R., Perez-Vega, R., Kadić-Maglajlić, S., & Borghei-Razavi, N. (2023). A systematic review and bibliometric analysis of the dark side of customer behavior: An integrative customer incivility framework. *Journal of Business Research*, 161, 113779. <https://doi.org/10.1016/j.jbusres.2023.113779>
- Landers, V. M., Gabler, C. B., Hardman, H. E., & Northington, W. M. (2023). Can you ask “too much” of your customers? *Journal of Services Marketing*, 37(4), Article 4. <https://doi.org/10.1108/JSM-10-2021-0394>
- Le, N.-H., Mai, M.-Q. T., & Pham, T.-A. (2023). Understanding how mindfulness sustains customer cocreation effort and transforms service value to well-being. *Journal of Services Marketing*, 37(2), Article 2. <https://doi.org/10.1108/JSM-03-2022-0107>
- Lee, C. T., & Pan, L.-Y. (2023). Resistance of facial recognition payment service: A mixed method approach. *Journal of Services Marketing*, 37(3), Article 3. <https://doi.org/10.1108/JSM-01-2022-0035>
- Leo, W. W. C., Laud, G., & Chou, C. Y. (2023). Digital transformation for crisis preparedness: Service employees’ perspective. *Journal of Services Marketing*, 37(3), Article 3. <https://doi.org/10.1108/JSM-07-2021-0249>
- Li, X. (Shirley), Si, W., & Chan, K. W. (2024). Virtual agents that flatter you: Moderating effects of self-esteem and customization target in e-customization services. *Psychology & Marketing*, 41(2), Article 2. <https://doi.org/10.1002/mar.21943>
- Lin, C.-Y., & Chou, E.-Y. (2022a). Investigating the role of customer forgiveness following a double deviation. *Journal of Services Marketing*, 36(8), Article 8. <https://doi.org/10.1108/JSM-04-2021-0112>
- Lin, C.-Y., & Chou, E.-Y. (2022b). Stepping up, stepping out: The elderly customer long-term health-care experience. *Journal of Services Marketing*, 36(8), Article 8. <https://doi.org/10.1108/JSM-05-2021-0161>
- Lindsey-Hall, K. K., Jaramillo, S., Baker, T. L., & Bachrach, D. G. (2023). An examination of frontline employee–customer incidental similarities in service failure and recovery contexts. *Psychology & Marketing*, 40(6), Article 6. <https://doi.org/10.1002/mar.21809>
- Liu, D., Zhao, Y., Wang, G., Schrock, W. A., & Voorhees, C. M. (2023). Thirty Years of Service Failure and Recovery Research: Thematic Development and Future Research Opportunities From a Social Network Perspective. *Journal of Service Research*, 10946705231194006. <https://doi.org/10.1177/10946705231194006>
- Lteif, L., Rubin, D., Ball, J., & Lambertson, C. (2023). There’s not much to tell: The impact of emotional resilience on negative word-of-mouth following service failure. *Psychology & Marketing*, 40(9), Article 9. <https://doi.org/10.1002/mar.21856>
- Lu, L., Xu, P., Wang, Y.-Y., & Wang, Y. (2023). Measuring service quality with text analytics: Considering both importance and performance of consumer opinions on social and non-social online platforms. *Journal of Business Research*, 169, 114298. <https://doi.org/10.1016/j.jbusres.2023.114298>
- Luan, J., Filieri, R., Xiao, J., & Sun, Y. (2023). Consumer–brand relationships and social distance: A construal level theory perspective. *Psychology & Marketing*, 40(7), Article 7. <https://doi.org/10.1002/mar.21818>

- Lunardo, R., Cusin, J., & Flacandji, M. (2023). A time(ly) perspective of the service recovery paradox: How organizational learning moderates follow-up recovery effects. *Journal of Business Research*, 166, 114088. <https://doi.org/10.1016/j.jbusres.2023.114088>
- Lütjens, H., Eisenbeiss, M., Fiedler, M., & Bijmolt, T. (2022). Determinants of consumers' attitudes towards digital advertising – A meta-analytic comparison across time and touchpoints. *Journal of Business Research*, 153, 445–466. <https://doi.org/10.1016/j.jbusres.2022.07.039>
- Maiberger, T., Schindler, D., & Koschate-Fischer, N. (2023). Let's face it: When and how facial emojis increase the persuasiveness of electronic word of mouth. *Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-023-00932-8>
- Malhotra, N., Frech, B., Leeflang, P., Kim, Y.-A., & Higson, H. (2023). Understanding how satisfactory service relationships can be mutually beneficial in the higher education context. *European Journal of Marketing*, 57(2), Article 2. <https://doi.org/10.1108/EJM-05-2021-0345>
- Mardon, R., Cocker, H., & Daunt, K. (2023). When parasocial relationships turn sour: Social media influencers, eroded and exploitative intimacies, and anti-fan communities. *Journal of Marketing Management*, 39(11–12), Article 11–12. <https://doi.org/10.1080/0267257X.2022.2149609>
- Mardumyan, A., & Siret, I. (2023). When review verification does more harm than good: How certified reviews determine customer–brand relationship quality. *Journal of Business Research*, 160, 113756. <https://doi.org/10.1016/j.jbusres.2023.113756>
- Mazzù, M. F., Pozharliev, R., Andria, A., & Baccelloni, A. (2023). Overcoming the blockchain technology credibility gap. *Psychology & Marketing*, 40(9), Article 9. <https://doi.org/10.1002/mar.21855>
- Merlo, O., Eisingerich, A. B., & Hoyer, W. D. (2023). Immunizing customers against negative brand-related information. *Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-023-00929-3>
- Miller, C. J., Sajtos, L., Lemon, K. N., Salas, J., Troncoza, M., & Ostrom, L. (2023). Longitudinal upgrades and asymmetric effects of satisfaction and perceived-value. *Journal of Services Marketing*, 37(4), Article 4. <https://doi.org/10.1108/JSM-12-2021-0475>
- Mir, M., Ashraf, R., Syed, T. A., Ali, S., & Nawaz, R. (2023). Mapping the service recovery research landscape: A bibliometric-based systematic review. *Psychology & Marketing*, 40(10), Article 10. <https://doi.org/10.1002/mar.21864>
- Molinillo, S., Rejón-Guardia, F., Anaya-Sánchez, R., & Liébana-Cabanillas, F. (2023). Impact of perceived value on intention to use voice assistants: The moderating effects of personal innovativeness and experience. *Psychology & Marketing*, 40(11), Article 11. <https://doi.org/10.1002/mar.21887>
- Monahan, L., Espinosa, J. A., Langenderfer, J., & Ortinau, D. J. (2023). Did you hear our brand is hated? The unexpected upside of hate-acknowledging advertising for polarizing brands. *Journal of Business Research*, 154, 113283. <https://doi.org/10.1016/j.jbusres.2022.08.047>
- Moon, S., Kim, S.-W., & Iacobucci, D. (2023). Dynamic relationship changes between reviewers and consumers in online product reviews. *Journal of Retailing*, S0022435923000702. <https://doi.org/10.1016/j.jretai.2023.12.001>

- Morgeson, F. V., Sharma, U., Schultz, X. W., Pansari, A., Ruvio, A., & Hult, G. T. M. (2023). Weathering the crash: Do customer-company relationships pay off during economic crises? *Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-023-00947-1>
- Moriuchi, E. (2023). "Alexa, lock my front door": An empirical study on factors affecting consumer's satisfaction with VCA-controlled security devices. *Psychology & Marketing*, 40(1), Article 1. <https://doi.org/10.1002/mar.21753>
- Oba, D., & Berger, J. (2023). How communication mediums shape the message. *Journal of Consumer Psychology*, jcpy.1372. <https://doi.org/10.1002/jcpy.1372>
- Osorio, M. L., Centeno, E., & Cambra-Fierro, J. (2023). An empirical examination of human brand authenticity as a driver of brand love. *Journal of Business Research*, 165, 114059. <https://doi.org/10.1016/j.jbusres.2023.114059>
- Pal, S., Biswas, B., Gupta, R., Kumar, A., & Gupta, S. (2023). Exploring the factors that affect user experience in mobile-health applications: A text-mining and machine-learning approach. *Journal of Business Research*, 156, 113484. <https://doi.org/10.1016/j.jbusres.2022.113484>
- Park, S. K., Song, T., & Sela, A. (2023). The effect of subjectivity and objectivity in online reviews: A convolutional neural network approach. *Journal of Consumer Psychology*, 33(4), Article 4. <https://doi.org/10.1002/jcpy.1382>
- Patel, A. K., Singh, A., Rana, N. P., Parayitam, S., Dwivedi, Y. K., & Dutot, V. (2023). Assessing customers' attitude towards online apparel shopping: A three-way interaction model. *Journal of Business Research*, 164, 113917. <https://doi.org/10.1016/j.jbusres.2023.113917>
- Perkins, D.S. (1991). A consumer satisfaction, dissatisfaction and complaining behavior bibliography: 1982-1990. *Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior*, 4, 194-228.
- Perkins, D.S. (1993). An update of the CS/D&CB bibliography: Revolution and evolution. *Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior*, 6, 217-279.
- Pichierri, M., & Peluso, A. M. (2023). Underscoring flavor or healthiness? The effectiveness of different communication appeals in promoting local food and the moderating role of individual construal. *Psychology & Marketing*, 40(8), Article 8. <https://doi.org/10.1002/mar.21837>
- Qi, J. M., Peng, Y., Lowman, G. H., & He, X. (2023). The impact of service climate on gratitude in driving customer outcomes. *Journal of Services Marketing*, 37(1), Article 1. <https://doi.org/10.1108/JSM-12-2021-0458>
- Qian, D., Yan, H., Pan, L., & Li, O. (2023). Bring it on! Package shape signaling dominant male body promotes healthy food consumption for male consumers. *Psychology & Marketing*, 40(8), Article 8. <https://doi.org/10.1002/mar.21835>
- Rayburn, S. W., Makarem, S. C., Mohan, M., Arnold, T. J., & Jackson, Y. C. (2023). Development and Validation of a Service Captivity Scale. *Journal of Service Research*, 10946705231185176. <https://doi.org/10.1177/10946705231185176>
- Rifkin, L. S., Kirk, C. P., & Corus, C. (2023). A Turn of the Tables: Psychological Contracts and Word of Mouth about Sharing Economy Platforms When Consumers Get Reviewed. *Journal of Consumer Research*, 50(2), Article 2. <https://doi.org/10.1093/jcr/ucad002>

- Rios, R. E., Riquelme, H. E., & Comai, A. (2023). Virtually present others and their influence on complainants' follow-ups and firm response. *Journal of Services Marketing*, 37(8), Article 8. <https://doi.org/10.1108/JSM-08-2022-0276>
- Rita, P., Eiriz, V., & Conde, B. (2023). The role of information for the customer journey in mobile food ordering apps. *Journal of Services Marketing*, 37(5), Article 5. <https://doi.org/10.1108/JSM-11-2021-0407>
- Rizomyliotis, I., Kastanakis, M. N., Giovanis, A., Konstantoulaki, K., & Kostopoulos, I. (2022). "How mAy I help you today?" The use of AI chatbots in small family businesses and the moderating role of customer affective commitment. *Journal of Business Research*, 153, 329–340. <https://doi.org/10.1016/j.jbusres.2022.08.035>
- Robertson, N., Rotman, J., McQuilken, L., & Ringer, A. (2023). The customer is often wrong: Investigating the influence of customer failures and apologies on frontline service employee well-being. *Psychology & Marketing*, 40(4), Article 4. <https://doi.org/10.1002/mar.21789>
- Roelen-Blasberg, T., Habel, J., & Klarmann, M. (2023). Automated inference of product attributes and their importance from user-generated content: Can we replace traditional market research? *International Journal of Research in Marketing*, 40(1), Article 1. <https://doi.org/10.1016/j.ijresmar.2022.04.004>
- Roschk, H., Hosseinpour, M., & Breitsohl, J. (2023). Coalitions and Their Negative Consequences: An Examination in Service Failure-Recovery Situations. *Journal of Service Research*, 26(4), Article 4. <https://doi.org/10.1177/10946705231163884>
- Safi, R. (2022). What consumers think about product self-assembly: Insights from big data. *Journal of Business Research*, 153, 341–354. <https://doi.org/10.1016/j.jbusres.2022.08.003>
- Sager, A., Timm, J., Hoffmann, S., & Orth, U. R. (2023). Beyond society's desire for a slowed-down temporal experience: Toward a nomological network of individuals' need-for deceleration. *Psychology & Marketing*, 40(10), Article 10. <https://doi.org/10.1002/mar.21879>
- Saha, S., Ranjan, K. R., Pappu, R., & Akhlaghpour, S. (2023). Corporate giving and its impact on consumer evaluations: A meta-analysis. *Journal of Business Research*, 158, 113656. <https://doi.org/10.1016/j.jbusres.2023.113656>
- Sakiyama, R., Dony Dahana, W., Baumann, C., & Ye, M. (2023). Cross-industrial study on satisfaction-commitment-PWOM linkage: The role of competition, consumption visibility, and service relationship. *Journal of Business Research*, 160, 113715. <https://doi.org/10.1016/j.jbusres.2023.113715>
- Santos, S., Gonçalves, H. M., Mendes, R., & Gonçalves, V. (2023). Deriving value from branded mobile apps: Exploring the role of brand satisfaction, age, and value-in-use subdimensions. *Psychology & Marketing*, mar.21942. <https://doi.org/10.1002/mar.21942>
- Schindler, D., Maiberger, T., Koschate-Fischer, N., & Hoyer, W. D. (2023). How speaking versus writing to conversational agents shapes consumers' choice and choice satisfaction. *Journal of the Academy of Marketing Science*. <https://doi.org/10.1007/s11747-023-00987-7>
- Sepehri, A., Mirshafiee, M. S., & Markowitz, D. M. (2023). PASSIVEPY: A tool to automatically identify passive voice in big text data. *Journal of Consumer Psychology*, 33(4), Article 4. <https://doi.org/10.1002/jcpy.1377>

- Shah, D., Webster, E., & Kour, G. (2023). Consuming for content? Understanding social media-centric consumption. *Journal of Business Research*, 155, 113408. <https://doi.org/10.1016/j.jbusres.2022.113408>
- Shepherd, S., Teymouri Athar, H., & Zaboli, S. (2023). On the political right, the customer is always right: Political ideology, entitlement, and complaining. *Journal of Consumer Psychology*, jcpy.1366. <https://doi.org/10.1002/jcpy.1366>
- Stevens, C.D. (2023). Thirteen years of thirteen leading journals: A bibliography of research in the area of consumer satisfaction, dissatisfaction, and complaining behavior. *Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior*, 36(1), 156-253. <https://jcsdcb.com/index.php/JCSDCB/article/view/770>
- Su, L., Lacznik, R. N., Walker, D., & Raju, S. (2023). Is strong more vulnerable? An empirical investigation of psychological contract formation, violation, and customer reactions. *Journal of Business Research*, 168, 114223. <https://doi.org/10.1016/j.jbusres.2023.114223>
- Suk, K., & Mudita, T. (2023). Effects of donation collection methods on donation amount: Nudging donation for the cause and overhead. *Psychology & Marketing*, 40(4), Article 4. <https://doi.org/10.1002/mar.21781>
- Sweeney, J. C., Frow, P., Payne, A., & McColl-Kennedy, J. R. (2023). How does a hospital servicescape impact the well-being and satisfaction of both health care customers and professionals? *Journal of Services Marketing*, 37(9), Article 9. <https://doi.org/10.1108/JSM-03-2023-0082>
- Tariq, A., Lorenz, M. P., & Thompson, W. F. (2023). Too real? The conflicting roles of adaptation and authenticity in intercultural service encounters. *Journal of Services Marketing*, 37(7), Article 7. <https://doi.org/10.1108/JSM-07-2022-0254>
- Vaid, S., & Donthu, N. (2023). When injured product users may also stay satisfied: A macro-level analysis. *Journal of Business Research*, 162, 113887. <https://doi.org/10.1016/j.jbusres.2023.113887>
- Verma, D., Prakash Dewani, P., Behl, A., Pereira, V., Dwivedi, Y., & Del Giudice, M. (2023). A meta-analysis of antecedents and consequences of eWOM credibility: Investigation of moderating role of culture and platform type. *Journal of Business Research*, 154, 113292. <https://doi.org/10.1016/j.jbusres.2022.08.056>
- Walsh, G., Shiu, E., Schaarschmidt, M., & Hassan, L. M. (2022). Digital presence in service recovery: The interactive effect of customer salutations and employee photographs in email signatures. *Psychology & Marketing*, 39(12), Article 12. <https://doi.org/10.1002/mar.21724>
- Wang, F., Du, Z., & Wang, S. (2023). Information multidimensionality in online customer reviews. *Journal of Business Research*, 159, 113727. <https://doi.org/10.1016/j.jbusres.2023.113727>
- Wang, I.-A., Chen, P.-C., & Chi, N.-W. (2023). Mitigating immediate and lagged effects of customer mistreatment on service failure and sabotage: Critical roles of service recovery behaviors. *Journal of Business Research*, 154, 113273. <https://doi.org/10.1016/j.jbusres.2022.08.037>
- Warren, N. B., & Hanson, S. (2023). Tipping, Disrupted: The Multi-Stakeholder Digital Tipped Service Journey. *Journal of Service Research*, 26(3), Article 3. <https://doi.org/10.1177/10946705231166742>

- Wei, J., Jiang, M., Li, Y., Li, W., & Mead, J. A. (2023). The impact of product defect severity and product attachment on consumer negative emotions. *Psychology & Marketing*, 40(5), Article 5. <https://doi.org/10.1002/mar.21778>
- Weingarten, E., & Berger, J. (2022). Discussing proximal pasts and far futures. *Journal of Consumer Psychology*, jcpy.1326. <https://doi.org/10.1002/jcpy.1326>
- Wetzel, H., Haenel, C., & Hess, A. C. (2022). Handle with care! Service contract termination as a service delivery task. *European Journal of Marketing*, 56(12), Article 12. <https://doi.org/10.1108/EJM-03-2021-0203>
- Wilson-Nash, C., & Pavlopoulou, I. (2024). Nostalgia and negotiation: The electronic word-of-mouth and social well-being of older consumers. *Psychology & Marketing*, 41(3), Article 3. <https://doi.org/10.1002/mar.21933>
- Winell, E., Nilsson, J., & Lundberg, E. (2023). Customer engagement behaviors on physical and virtual engagement platforms. *Journal of Services Marketing*, 37(10), Article 10. <https://doi.org/10.1108/JSM-03-2023-0084>
- Wolter, J. S., Bacile, T. J., & Xu, P. (2023). How Online Incivility Affects Consumer Engagement Behavior on Brands' Social Media. *Journal of Service Research*, 26(1), Article 1. <https://doi.org/10.1177/10946705221096192>
- Woodside, A. G., Akrouf, H., & Mrad, M. (2023). Consumer hate and boycott communications of socially irresponsible fashion brands: Applying complexity theory in psychology and marketing research. *Psychology & Marketing*, 40(10), Article 10. <https://doi.org/10.1002/mar.21890>
- Wu, R., & Qiu, C. (2023). When Karma strikes back: A model of seller manipulation of consumer reviews in an online marketplace. *Journal of Business Research*, 155, 113316. <https://doi.org/10.1016/j.jbusres.2022.113316>
- Yu, S., Xiong, J. (Jill), & Shen, H. (2022). The rise of chatbots: The effect of using chatbot agents on consumers' responses to request rejection. *Journal of Consumer Psychology*, jcpy.1330. <https://doi.org/10.1002/jcpy.1330>
- Zarantonello, L., Grappi, S., & Formisano, M. (2023). How technological and natural consumption experiences impact consumer well-being: The role of consumer mindfulness and fatigue. *Psychology & Marketing*, mar.21925. <https://doi.org/10.1002/mar.21925>
- Zhao, M., Sheng, S., & Yang, X. (2023). Are government employees more or less likely to venture? Evidence from China. *Journal of Business Research*, 157, 113629. <https://doi.org/10.1016/j.jbusres.2022.113629>
- Ziegler, A. H., Allen, A. M., Peloza, J., & Ian Norris, J. (2022). The nature of vicarious embarrassment. *Journal of Business Research*, 153, 355–364. <https://doi.org/10.1016/j.jbusres.2022.08.038>