

Exploring customer engagement in the product vs. service context

Behnam, Mohsen; **Hollebeek, Linda Desiree**; Clark, Moira K.; Farabi, Reza Journal of retailing and consumer services 2021 / art. 102456, 9 p <https://doi.org/10.1016/j.jretconser.2021.102456> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

Joint Business-to-Business recovery management : the moderating role of locus of failure

Nik Bakhsh, Naghmeh; Riivits-Arkonsuo, Iivi Agronomy research 2021 / p. 1602–1616 <https://doi.org/10.15159/AR.21.105> [Journal metrics at Scopus](#) [Article at Scopus](#)

Mobile app vs. desktop browser platforms : the relationships among customer engagement, experience, relationship quality and loyalty intention

Khan, Imran; **Hollebeek, Linda Desiree; Fatma, Mobin; Islam, Jamid Ul; Rather, Raouf Ahmad; Shahid, Shadma; Sigurdsson, Valdimar** Journal of Marketing Management 2023 / p. 275-297 <https://doi.org/10.1080/0267257X.2022.2106290> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)

Proactive service recovery performance in emerging (vs. developed) market-based firms : the role of clients' cultural orientation

Nik Bakhsh, Naghmeh; Hollebeek, Linda Desiree; Riivits-Arkonsuo, Iivi; Clark, Moira K.; Casas, Ramunas Organizations and Markets in Emerging Economies 2023 / p. 260-285 <https://doi.org/10.15388/omee.2023.14.92> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)