

Friend or foe? Customer engagement's value-based effects on fellow customers and the firm

Clark, Moira K.; Lages, Cristiana R.; **Hollebeek, Linda Desiree** Journal of Business Research 2020 / p. 549-556

<https://doi.org/10.1016/j.jbusres.2020.03.011> [Journal metrics at Scopus](#) [Article at Scopus](#) [Journal metrics at WOS](#) [Article at WOS](#)