

Co-creation of service recovery and post-recovery responses : the impact of cultural values orientations and outcome favorability

Nik Bakhsh, Naghmeh Journal of service science research 2019 / p. 133–155 <https://doi.org/10.1007/s12927-019-0007-4>

Joint B2B Recovery Management : the role of locus of failure

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

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

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