

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

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](#)

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