

CSR reporting, stakeholder engagement and preventing hypocrisy through ethics audit

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

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From customer-, to actor-, to stakeholder engagement: taking stock, conceptualization, and future directions

Hollebeek, Linda Desiree; Kumar, Virender; Srivastava, Rajendra K. Journal of Service Research 2022 / p. 328-343

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