

Crisis Communication Think Tank (CCTT) at UGA

Select Publications by CCTT Members & Affiliated Experts and Crisis Insights & Analytics Lab Researchers

Books

- **Yan Jin** and **Lucinda Austin** (2022). *Social Media and Crisis Communication, Second Edition* (Eds.), Routledge. <https://www.routledge.com/Social-Media-and-Crisis-Communication/Jin-Austin/p/book/9780367489007>
- **Yan Jin, Bryan Reber, and Glen Nowak** (2021). *Advancing Crisis Communication Effectiveness: Integrating Public Relations Scholarship with Practice* (Eds.), Routledge. <https://www.routledge.com/Advancing-Crisis-Communication-Effectiveness-Integrating-Public-Relations/Jin-Reber-Nowak/p/book/9780367353179>

Selected Articles

- **Yan Jin, W. Timothy Coombs, Yijing Wang, Toni G. L. A. van der Meer, and Brittany Shivers** (2024). "‘READINESS’: A Keystone Concept Beyond Organizational Crisis Preparedness and Resilience". *Journal of Contingencies and Crisis Management*, 32(1), e12546. <https://doi.org/10.1111/1468-5973.12546>
- **Taylor S. Voges, Yan Jin, Christen Buckley, LaShonda L. Eaddy, and Xuerong Lu.** (2024). "A New Framework for Managing ‘Crisis Spillover’ as a Type of Sticky Crisis: Initial Insights from a Crisis Communication Expert Panel." *Public Relations Review*, 50(1), 102424. <https://doi.org/10.1016/j.pubrev.2024.102424>
- **Jonathan Graffeo and Yan Jin** (2024). "Attitude in a Crisis: A New Keystone Concept in Crisis Communication Leadership." *Journal of Contingencies and Crisis Management*, 32(1), e12552. <https://doi.org/10.1111/1468-5973.12552>
- **Elise Karinshak** (2024). "Simulations in Human-AI Crisis Management Systems." *Journal of Contingencies and Crisis Management*, 32(1), e12525. <https://doi.org/10.1111/1468-5973.12525>
- **Rodrigo A. Sierra, Justin DeJong, Joshua Zembik, and Joel Hood** (2024). "The Art and Science of De-Weaponizing Disinformation for the Public Good." *Journal of Contingencies and Crisis Management*, 32(1), e12526. <https://doi.org/10.1111/1468-5973.12526>

- **Lila Miolo** (2024). "Levi's and Lalaland.ai Collaboration Crisis." *Journal of Contingencies and Crisis Management*, 32(1), e12527. <https://doi.org/10.1111/1468-5973.12527>
- **NaYoung Song** (2024). "Higher Education Crisis: Academic Misconduct with Generative AI." *Journal of Contingencies and Crisis Management*, 32(1), <https://doi.org/10.1111/1468-5973.12532>
- **Elise Karinshak, Taylor Voges, and Yan Jin** (2024). "Expectation Versus Reality: How Crisis Statement Essentials Are Evaluated by Gen Z Stakeholders and Crisis Communication Practitioners." *Journal of Contingencies and Crisis Management*, 32(1), e12554. <https://doi.org/10.1111/1468-5973.12554>
- **Brooke Liu, Yan Jin, Wenqing Zhao, Andreas Schwarz, Olivia Truban, and Matt Seeger** (2024). "Building the New Architecture of Crisis Management: Global Experts' Insights on Best and Worst Practices for Securing External Funding." *Journal of Contingencies and Crisis Management*, 32(1), e12539. <https://doi.org/10.1111/1468-5973.12539>
- **Sung In Choi, Sungsu Kim, Yan Jin, Chiara Valentini, Mark Badham, Elanor Colleoni, and Stefania Romenti** (2024). "Effects of Individuals' Cultural Orientations and Trust in Government Health Communication Sources on Behavioral Intentions During a Pandemic: A Cross-Country Study." *Health Communication*. 39(1), 107-121. <https://doi.org/10.1080/10410236.2022.2159975>
- **Shafiq Ahmad Kamboh, Muhammad Ittefaq, and Yan Jin** (2023). "Crisis Communication for Public Organizations: Examining Pakistan Railways' Use of Information Technology and Social Media for Image Repair." *Journal of Contingencies and Crisis Management*. <https://doi.org/10.1111/1468-5973.12496>
- **Yan Jin** (2023). "How to Debunk Misinformation Attacks" [Expert interview with Dan Laufer]. *The National Business Review Online*, New Zealand. <https://www.nbr.co.nz/risky-business/how-to-debunk-misinformation-attacks/>
- **Elise Karinshak and Yan Jin** (2023). "AI-driven Disinformation: A Framework for Organizational Preparation and Response." *Journal of Communication Management*, 27(4), 539-562. <https://doi.org/10.1108/JCOM-09-2022-0113>
- **Wenqing Zhao, Yan Jin, and Elise Karinshak** (2023). "Effects of Risk Disclosure and Call to Action on Young Adults' Responses to Dietary Supplement Advertising." *International Journal of Pharmaceutical and Healthcare Marketing*, 17(3), 249-264. <https://doi.org/10.1108/IJPHM-01-2023-0006>
- **Yan Jin** (2023). "The Best of Both Worlds: The Crisis Communication Think Tank (CCTT) Approach to The Quest for Crisis Management Keystone." *Journal of Contingencies and Crisis Management*. <https://doi.org/10.1111/1468-5973.12469>
- **Augustine Pang, Yan Jin, and Glen T. Cameron** (2023). "The Contingency Theory of Strategic Conflict Management: Review from Three Decades of Theory Development, Extension and

Application." *Journalism and Communication Monographs*, 25(2), 193–214.
<https://doi.org/10.1177/15226379231167141>

- **Sungsu Kim, Sung In Choi, Chiara Valentini, Mark Badham, and Yan Jin.** (2023). "How Motivation to Reduce Uncertainty Predicts COVID-19 Behavioral Responses: Strategic Health Communication Insights for Managing an Ongoing Pandemic." *American Behavioral Scientist*.
<https://doi.org/10.1177/00027642231164051>
- **Sung In Choi, Jingyu Zhang, and Yan Jin** (2023). "The Effects of Threat Type and Gain-Loss Framing on Publics' Responses to Strategic Environmental Risk Communication." *Corporate Communications: an International Journal*, 28(3), 363-380. <https://doi.org/10.1108/CCIJ-09-2022-0109>
- **Yen-I Lee, Xuerong Lu, Taylor Voges, and Yan Jin** (2023). "Fending off Unverified Accusation with Narratives: The Role of Primary and Secondary Narratives in Organizational Response Effectiveness in an Ongoing Crisis." *Journal of International Crisis and Risk Communication Research*, 6(1), 33-64. <https://doi.org/10.30658/jicrcr.6.1.2>
- **Lucinda Austin, Yan Jin, Brooke Liu, and Seoyeon Kim** (2023). "Coping with Outbreaks: Towards an Infectious Disease Threat (IDT) Appraisal Model for Risk Communication." *Health Communication*, 38(7), 1305-1317. <https://doi.org/10.1080/10410236.2021.2006394>
- **Taylor Voges, Yan Jin, LaShonda Eaddy, and Shelley Spector** (2023). "Effective Communication Management in a Public Health Crisis: Lessons Learned about COVID-19 Pandemic through the Lens of Health Communication Executives." *Journal of Communication Management*, 27(1), 64-83. <https://doi.org/10.1108/JCOM-12-2021-0137>
- **Seoyeon Kim, Lucinda Austin, Brooke Liu, and Yan Jin** (2022). "Exploring Differences in Crisis Literacy and Efficacy on Behavioral Responses during Infectious Disease Outbreaks." *Public Relations Review*, 48(3), 102204. <https://doi.org/10.1016/j.pubrev.2022.102204>
- **Taylor Voges, Yan Jin, Xianyan Chen, and Bryan Reber** (2022). "What Drives a Tough Call: Determining the Importance of Contingency Factors and Individual Characteristics in Communication Executives' Stance Decision-Making through a Conjoint Analysis." *Public Relations Review*, 48(1), 102141. <https://doi.org/10.1016/j.pubrev.2021.102141>
- **Xuerong Lu, Santosh Vijaykumar, Yan Jin, and Daniel Rogerson** (2022). "Think Before You Share: Beliefs and Emotions that Shaped COVID-19 (Mis)information Vetting and Sharing Intentions among WhatsApp Users in the United Kingdom." *Telematics and Informatics*, 67, 101750. <https://doi.org/10.1016/j.tele.2021.101750>
- **Santosh Vijaykumar, Daniel Rogerson, Yan Jin, and Mariella Silva de Oliveira Costa** (2022). "Dynamics of Feedback Behaviours to Social Peers Sharing COVID-19 Misinformation on WhatsApp in Brazil." *Journal of the American Medical Informatics Association*, 29(1), 33-42. <https://doi.org/10.1093/jamia/ocab219>
- **Augustine Pang, Yan Jin, Youngji Seo, Sung In Choi, Hui-Xun Teo, Phuong D. Le, and Bryan Reber**

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- Elise Karinshak (12/2/2021). "Gen Z and Social Media: What PR and Marketing are Overlooking". *PR News*. <https://www.prnewsonline.com/genz-social-tips-stereotypes/>
- **Sarah McRae** (3/2/2021). "Bon Appetit's Reckoning: A Lesson in Managing Gen-Z Stakeholders." *PR News*. <https://www.prnewsonline.com/bon-appetits-reckoning-a-lesson-in-managing-gen-z-stakeholders/>
- **Youngji Seo, Silvia Ravazzani, Hyoyeun Jun, Yan Jin, Alfonsa Butera, Alessandra Mazzei, and Bryan Reber** (2021). "Unintended Effects of Risk Communication: Impacts of Message Fatigue, Risk Tolerance, and Trust in Public Health Information on Psychological Reactance." *Journal of International Crisis and Risk Communication Research*, 4(3), 517-544. <https://doi.org/10.30658/jicr.4.3.3>
- **Yen-I Lee, Xuerong Lu, and Yan Jin** (2021) "Uncertainty Management in Organizational Crisis Communication: The Impact of Crisis Responsibility Uncertainty and Attribution-based Emotions on Publics' Further Crisis Information Seeking." *Journal of Communication Management*, 25(4), 437-453. <https://doi.org/10.1108/JCOM-02-2021-0018>
- Santosh Vijaykumar, **Yan Jin**, Daniel Rogerson, **Xuerong Lu**, Swati Sharma, Anna Maughan, Bianca Fadel, Mariella Silva de Oliveira Costa, Claudia Pagliari, and Daniel Morris (2021). "How Shades of Truth and Age Affect Responses to COVID-19 (Mis)information: Randomized Survey Experiment among WhatsApp Users in UK and Brazil." *Humanities and Social Sciences Communications*, 8, 88. <https://doi.org/10.1057/s41599-021-00752-7>
- **Hyoyeun Jun and Yan Jin** (2021). "The Conceptualization of Risk Tolerance and Scale Development for Measuring Publics' Tolerance of Individual Health Risks." *Journal of International Crisis and Risk Communication Research*, 4(1), 29–72. <https://doi.org/10.30658/jicr.4.1.2>
- **Yan Jin, Yen-I Lee, Brooke Liu, Lucinda Austin, and Seoyeon Kim** (2021). "How College Students Assess the Threat of Infectious Diseases: Implications for University Leaders and Health Communicators." *Journal of International Crisis and Risk Communication Research*, 4(1), 129-164. <https://doi.org/10.30658/jicr.4.1.5>
- **Yan Jin, Irina Iles, Lucinda Austin, Brooke Liu, and Gregory Hancock** (2020). "The Infectious Disease Threat (IDT) Appraisal Model: How Perceptions of IDT Predictability and Controllability Predict Individuals' Responses to Risks." *International Journal of Strategic Communication*, 14(4), 246-271. <https://doi.org/10.1080/1553118X.2020.1801691>
- **Sungsu Kim, Yan Jin, and Bryan Reber** (2020). "Assessing an Organizational Crisis at the Construal Level: How Psychological Distance Impacts Publics' Crisis Responses." *Journal of Communication Management*, 24(4), 319-337. <https://doi.org/10.1108/JCOM-11-2019-0148>

- **Yan Jin, Toni van der Meer, Yen-I Lee, and Xuerong Lu** (2020). "The Effects of Corrective Communication and Employee Backup on the Effectiveness of Fighting Crisis Misinformation." *Public Relations Review*, 46(3), 101910. <https://doi.org/10.1016/j.pubrev.2020.101910>
- **Brooke Liu, Lucinda Austin, Yen-I Lee, Yan Jin, and Seoyeon Kim** (2020). "Telling the Tale: The Role of Narratives in Helping People Respond to Crises." *Journal of Applied Communication Research*, 48(3), 328-349. <https://doi.org/10.1080/00909882.2020.1756377>
- **Xuerong Lu and Yan Jin** (2020). "Information Vetting as a Key Component in Social-Mediated Crisis Communication: An Exploratory Study to Examine the Initial Conceptualization." *Public Relations Review*, 46(2), 101891. <https://doi.org/10.1016/j.pubrev.2020.101891>
- **Toni van der Meer and Yan Jin** (2020). "Seeking Formula for Misinformation Treatment in Public Health Crises: The Effects of Corrective Information Type and Source." *Health Communication*, 35(5), 560-575. <https://doi.org/10.1080/10410236.2019.1573295>
- **Youngji Seo, Marilyn Primovic, and Yan Jin** (2019). "Social Media Strategies for Overcoming Stakeholder Social Media Fatigue: A Trialogue Approach." *Journal of Business Strategy* (Special Issue of Corporate Communication – Transformation of Strategy), 40(6), 40-48. <https://doi.org/10.1108/JBS-04-2019-0071>
- **Itsaso Manias-Muñoz, Yan Jin, and Bryan Reber** (2019). "The State of Crisis Communication Research and Education Through the Lens of Crisis Scholars: An International Delphi Study." *Public Relations Review*, 45(4), 101797. <https://doi.org/10.1016/j.pubrev.2019.101797>
- **Yan Jin, Lucinda Austin, Santosh Vijaykumar, Hyoyeun Jun, and Glen Nowak** (2019). "Communicating about Infectious Disease Threats: Insights from Public Health Information Officers." *Public Relations Review*, 45(1), 167-177. <https://doi.org/10.1016/j.pubrev.2018.12.003>
- **Yen-I Lee and Yan Jin** (2019). "Crisis Information Seeking and Sharing (CISS): Scale Development for Measuring Publics' Communicative Behavior in Social-Mediated Public Health Crises." *Journal of International Crisis and Risk Communication Research*, 2(1), 13-38. <https://doi.org/10.30658/jicrcr.2.1.2>
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- **Yan Jin, Lucinda Austin, LaShonda Eaddy, Shelley Spector, Bryan Reber, and Camila Espina** (2018). "How Financial Crisis History Informs Ethical Corporate Communication: Insights from Corporate Communication Leaders." *Public Relations Review*, 44(4), 574-584. <https://doi.org/10.1016/j.pubrev.2018.06.003>
- **Yen-I Lee, Yan Jin, and Glen Nowak** (2018). "Motivating Influenza Vaccination among Young Adults: The Effects of Public Service Advertising Message Framing and Text versus Image Support." *Social*

Marketing Quarterly, 24(2), 89-103. <https://doi.org/10.1177/1524500418771283>

- **LaShonda Eaddy** and **Yan Jin** (2018). "Crisis History Tellers Matter: The Effects of Crisis History and Crisis Information Source on Publics' Cognitive and Affective Responses to Organizational Crisis." *Corporate Communications: an International Journal*, 23(2), 226-241. <https://doi.org/10.1108/CCIJ-04-2017-0039>
- **Yan Jin**, **Augustine Pang**, and Joshua Smith (2018). "Crisis Communication and Ethics: The Role of Public Relations." *Journal of Business Strategy*, 39(1), 43-52. <https://doi.org/10.1108/JBS-09-2016-0095>
- Santosh Vijaykumar, **Glen Nowak**, Itai Himelboim, and **Yan Jin** (2018). "Virtual Zika Transmission After the First US Case: Who Said What and How It Spread on Twitter." *American Journal of Infection Control*, 46(5), 549-557. <https://doi.org/10.1016/j.ajic.2017.10.015>