

# Ranjan Chaudhuri

## List of Publications by Year in descending order

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Version: 2024-02-01

65  
papers

1,422  
citations

331670

21  
h-index

434195

31  
g-index

66  
all docs

66  
docs citations

66  
times ranked

311  
citing authors

#	ARTICLE	IF	CITATIONS
1	Does data-driven culture impact innovation and performance of a firm? An empirical examination. <i>Annals of Operations Research</i> , 2024, 333, 601-626.	4.1	82
2	Antecedents and consequences of knowledge hiding: The moderating role of knowledge hiders and knowledge seekers in organizations. <i>Journal of Business Research</i> , 2021, 128, 303-313.	10.2	81
3	Are CRM systems ready for AI integration?. <i>Bottom Line: Managing Library Finances</i> , 2019, 32, 144-157.	5.3	75
4	Knowledge management in improving business process: an interpretative framework for successful implementation of AI-“CRM”-KM system in organizations. <i>Business Process Management Journal</i> , 2020, 26, 1261-1281.	4.2	62
5	Does remote work flexibility enhance organization performance? Moderating role of organization policy and top management support. <i>Journal of Business Research</i> , 2022, 139, 1501-1512.	10.2	54
6	Adoption of artificial intelligence-integrated CRM systems in agile organizations in India. <i>Technological Forecasting and Social Change</i> , 2021, 168, 120783.	11.6	51
7	Examining the global retail apocalypse during the COVID-19 pandemic using strategic omnichannel management: a consumers’ data privacy and data security perspective. <i>Journal of Strategic Marketing</i> , 2021, 29, 617-632.	5.5	50
8	Big data driven innovation for sustaining SME supply chain operation in post COVID-19 scenario: Moderating role of SME technology leadership. <i>Computers and Industrial Engineering</i> , 2022, 168, 108058.	6.3	50
9	Digital transformation and entrepreneurship process in SMEs of India: a moderating role of adoption of AI-CRM capability and strategic planning. <i>Journal of Strategy and Management</i> , 2022, 15, 416-433.	3.3	46
10	Big data analytics in strategic sales performance: mediating role of CRM capability and moderating role of leadership support. <i>EuroMed Journal of Business</i> , 2022, 17, 295-311.	3.2	45
11	Social customer relationship management factors and business benefits. <i>International Journal of Organizational Analysis</i> , 2021, 29, 35-58.	2.9	42
12	Knowledge sharing in international markets for product and process innovation: moderating role of firm's absorptive capacity. <i>International Marketing Review</i> , 2022, 39, 706-733.	3.6	42
13	Adoption of AI-integrated CRM system by Indian industry: from security and privacy perspective. <i>Information and Computer Security</i> , 2021, 29, 1-24.	2.2	41
14	Examining the dark side of human resource analytics: an empirical investigation using the privacy calculus approach. <i>International Journal of Manpower</i> , 2022, 43, 52-74.	4.4	39
15	Supply chain sustainability during turbulent environment: Examining the role of firm capabilities and government regulation. <i>Operations Management Research</i> , 2022, 15, 1081-1095.	8.5	37
16	ICT-enabled CRM system adoption: a dual Indian qualitative case study and conceptual framework development. <i>Journal of Asia Business Studies</i> , 2021, 15, 257-277.	2.2	36
17	Enterprise social network for knowledge sharing in MNCs: Examining the role of knowledge contributors and knowledge seekers for cross-country collaboration. <i>Journal of International Management</i> , 2021, 27, 100827.	4.2	35
18	Adoption of Digital Technologies by SMEs for Sustainability and Value Creation: Moderating Role of Entrepreneurial Orientation. <i>Sustainability</i> , 2022, 14, 7949.	3.2	35

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19	Stakeholder engagement for innovation management and entrepreneurial development: A meta-analysis. <i>Journal of Business Research</i> , 2020, 119, 67-86.	10.2	34
20	SME entrepreneurship and digitalization – the potentialities and moderating role of demographic factors. <i>Technological Forecasting and Social Change</i> , 2022, 179, 121648.	11.6	34
21	The influence of online customer reviews on customers’ purchase intentions: a cross-cultural study from India and the UK. <i>International Journal of Organizational Analysis</i> , 2022, 30, 1595-1623.	2.9	28
22	Adoption of Social Media Marketing for Sustainable Business Growth of SMEs in Emerging Economies: The Moderating Role of Leadership Support. <i>Sustainability</i> , 2021, 13, 12134.	3.2	27
23	Impact of firm’s intellectual capital on firm performance: a study of Indian firms and the moderating effects of age and gender. <i>Journal of Intellectual Capital</i> , 2022, 23, 103-126.	5.4	26
24	Measurement of service quality in banks: a comparative study between public and private banks in India. <i>International Journal of Services and Operations Management</i> , 2011, 10, 274.	0.2	23
25	Usage Intention of Social Robots for Domestic Purpose: From Security, Privacy, and Legal Perspectives. <i>Information Systems Frontiers</i> , 2024, 26, 121-136.	6.4	23
26	Assessing the AI-CRM technology capability for sustaining family businesses in times of crisis: the moderating role of strategic intent. <i>Journal of Family Business Management</i> , 2023, 13, 46-67.	3.4	21
27	Adoption of Ubiquitous Customer Relationship Management (uCRM) in Enterprise: Leadership Support and Technological Competence as Moderators. <i>Journal of Relationship Marketing</i> , 2020, 19, 75-92.	4.4	20
28	AI and digitalization in relationship management: Impact of adopting AI-embedded CRM system. <i>Journal of Business Research</i> , 2022, 150, 437-450.	10.2	20
29	Antecedents of privacy concerns and online information disclosure: moderating role of government regulation. <i>EuroMed Journal of Business</i> , 2023, 18, 467-486.	3.2	18
30	Global talent management by multinational enterprises post-COVID-19: The role of enterprise social networking and senior leadership. <i>Thunderbird International Business Review</i> , 2023, 65, 77-88.	1.8	17
31	Does HAL culture negatively impacts sustainability of business firms in India? An empirical investigation. <i>Journal of Asia Business Studies</i> , 2021, 15, 666-685.	2.2	15
32	Antecedents and consequence of frugal and responsible innovation in Asia: through the lens of organization capabilities and culture. <i>Asia Pacific Journal of Management</i> , 0, , 1.	4.5	14
33	Industrial-buying research 1965-2015: review and analysis. <i>Journal of Business and Industrial Marketing</i> , 2019, 34, 205-229.	3.0	13
34	Critical success factors for experiential marketing: evidences from the Indian hospitality industry. <i>International Journal of Services and Operations Management</i> , 2012, 11, 314.	0.2	12
35	Examining the Impact of Adoption of Emerging Technology and Supply Chain Resilience on Firm Performance: Moderating Role of Absorptive Capacity and Leadership Support. <i>IEEE Transactions on Engineering Management</i> , 2024, , 1-14.	3.5	12
36	Impact of organizational dynamic capability on international expansion and the moderating role of environmental dynamism. <i>International Journal of Organizational Analysis</i> , 2023, 31, 1935-1956.	2.9	12

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37	Investigating the impacts of microlevel CSR activities on firm sustainability: mediating role of CSR performance and moderating role of top management support. <i>Cross Cultural and Strategic Management</i> , 2023, 30, 123-141.	1.7	12
38	Antecedents and consequence of social media marketing for strategic competitive advantage of small and medium enterprises: mediating role of utilitarian and hedonic value. <i>Journal of Strategic Marketing</i> , 0, , 1-20.	5.5	11
39	Effects of human capital on entrepreneurial ecosystems in the emerging economy: the mediating role of digital knowledge and innovative capability from India perspective. <i>Journal of Intellectual Capital</i> , 2023, 24, 283-305.	5.4	10
40	E-Personality of the Young Indian Online Shopper: A Scale Validation. <i>Global Business Review</i> , 2017, 18, S157-S171.	3.1	9
41	Examining the impact of deep learning technology capability on manufacturing firms: moderating roles of technology turbulence and top management support. <i>Annals of Operations Research</i> , 2022, , 1-21.	4.1	9
42	The Impact of Dynamic Capability on Business Sustainability of Organizations. <i>FIIB Business Review</i> , 2022, 11, 455-467.	3.1	9
43	Dark side of instant messaging: an empirical investigation from technology and society perspective. <i>Aslib Journal of Information Management</i> , 2022, 74, 928-955.	2.1	8
44	Adoption of Ubiquitous CRM for Operational Sustainability of the Firms: Moderating Role of Technology Turbulence. <i>Sustainability</i> , 2021, 13, 10358.	3.2	7
45	Impacts of big data analytics adoption on firm sustainability performance. <i>Qualitative Research in Financial Markets</i> , 2023, 15, 589-607.	2.1	7
46	Mapping Flexibility in Retail Strategy. <i>Global Journal of Flexible Systems Management</i> , 2008, 9, 11-20.	6.3	6
47	Social Business Enterprises as a Research Domain: A Bibliometric Analysis and Research Direction. <i>Journal of Social Entrepreneurship</i> , 2023, 14, 186-200.	2.5	6
48	Usage of smartphone for financial transactions: from the consumer privacy perspective. <i>Journal of Consumer Marketing</i> , 2023, 40, 193-208.	2.3	6
49	Entrepreneurial behavior of family firms in the Indian community: adoption of a technology platform as a moderator. <i>Journal of Enterprising Communities</i> , 2023, 17, 433-453.	2.5	6
50	Managing knowledge in Indian Organizations: An empirical investigation to examine the moderating role of jugaad. <i>Journal of Business Research</i> , 2022, 141, 26-39.	10.2	6
51	RFID in retail industry: integration to application in Indian perspective. <i>Journal of Advances in Management Research</i> , 2007, 4, 86-98.	3.0	5
52	Social network games (SNGs) addiction: Psychological dimensions and impacts on life quality and society. <i>Technological Forecasting and Social Change</i> , 2022, 177, 121529.	11.6	5
53	Psychological antecedents of apparel-buying intention for young Indian online shoppers. <i>Journal of Modelling in Management</i> , 2019, 14, 286-311.	1.9	4
54	Workforce service quality in the post-COVID-19 era: from the perspective of organisation data-driven competency. <i>Production Planning and Control</i> , 0, , 1-14.	8.8	4

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55	A critical review of international print advertisements: evolutionary analysis, assessment and elucidations, from 1965 to 2020. <i>International Marketing Review</i> , 2021, 38, 806-839.	3.6	3
56	Corporate social responsibility in post COVID-19 period: critical modeling and analysis using DEMATEL method. <i>Management Decision</i> , 2022, 60, 2694-2718.	3.9	3
57	A framework for determining customer satisfaction: an empirical analysis. <i>International Journal of Electronic Marketing and Retailing</i> , 2008, 2, 190.	0.2	2
58	Examining the role of cross-cultural factors in the international market on customer engagement and purchase intention. <i>Journal of International Management</i> , 2022, 28, 100966.	4.2	2
59	Factors that drive purchasing performance in engineering, procurement and construction companies. , 2016, , .		1
60	Purchasing performance of engineering procurement and construction companies using a fuzzy quality function deployment approach. <i>Journal of Business and Industrial Marketing</i> , 2021, 36, 849-866.	3.0	1
61	Dark Side of Sharing Economy: Examining the Unethical Practices and Its Impact on Coopetition and Firm Performance. <i>Journal of Business-to-Business Marketing</i> , 2022, 29, 69-85.	1.5	1
62	Antecedents of obesity among Indian youth: from consumer psychological and lifestyle perspective. <i>British Food Journal</i> , 2022, ahead-of-print, .	2.9	1
63	Examining the industrial buying behavior in Indian market: From behavior and cultural perspective for B2B buyers and suppliers. <i>Journal of Business Research</i> , 2022, 151, 86-99.	10.2	1
64	Needs and Expectations of the Internal Customers from the Knowledge Management System. <i>Management and Labour Studies</i> , 2008, 33, 64-79.	1.6	0
65	Adoption of Sustainable Energy Solutions. <i>Advances in Finance, Accounting, and Economics</i> , 2017, , 232-252.	0.3	0