

Rushami Zien Yusoff

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/10634135/publications.pdf>

Version: 2024-02-01

6
papers

58
citations

2258059

3
h-index

2053705

5
g-index

6
all docs

6
docs citations

6
times ranked

73
citing authors

#	ARTICLE	IF	CITATIONS
1	Does government support matter? Influence of organizational culture on sustainable construction among Malaysian contractors. <i>International Journal of Construction Management</i> , 2018, 18, 93-107.	3.2	33
2	The mediating effects of first call resolution on call centers' performance. <i>Journal of Database Marketing and Customer Strategy Management</i> , 2011, 18, 16-30.	0.6	12
3	Efficient Cost Management through Excellence Quality Management Practices among Local Authorities in Malaysia. <i>Total Quality Management and Business Excellence</i> , 2007, 18, 99-108.	3.8	6
4	Student Engagement, Student Interactions and Student Satisfaction in Blended Learning: A Case of Entrepreneurship Education. <i>Advanced Science Letters</i> , 2017, 23, 7952-7955.	0.2	4
5	Linkages between CRM technologies, knowledge applications and first call resolution in inbound call centres. <i>International Journal of Electronic Customer Relationship Management</i> , 2013, 7, 68.	0.2	3
6	Firms' absorptive capacity and technology compatibility in transferred technology. , 2010, , .		0