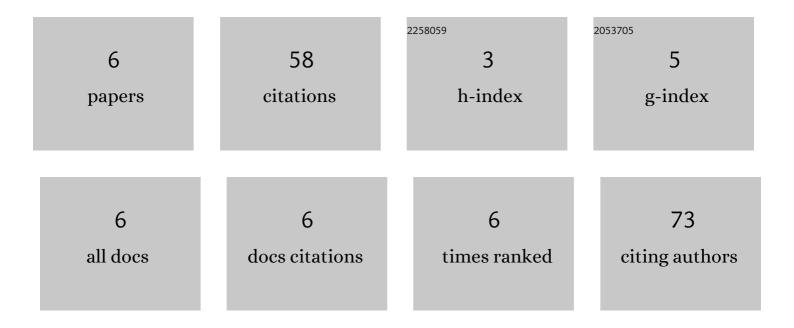
Rushami Zien Yusoff

List of Publications by Year in descending order

Source: https://exaly.com/author-pdf/10634135/publications.pdf Version: 2024-02-01



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