

# Rushami Zien Yusoff

## List of Publications by Year in descending order

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

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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	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
3	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
4	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
5	Firms' absorptive capacity and technology compatibility in transferred technology. , 2010, , .		0
6	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