

Rosemary Batt

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/10815340/publications.pdf>

Version: 2024-02-01

28
papers

2,747
citations

361296

20
h-index

552653

26
g-index

30
all docs

30
docs citations

30
times ranked

1638
citing authors

#	ARTICLE	IF	CITATIONS
1	Human Resources Practices as Predictors of Work-Family Outcomes and Employee Turnover. <i>Industrial Relations</i> , 2003, 42, 189-220.	0.9	493
2	Managing Customer Services: Human Resource Practices, Quit Rates, and Sales Growth. <i>Academy of Management Journal</i> , 2002, 45, 587-597.	4.3	254
3	An Employment Systems Approach to Turnover: Human Resources Practices, Quits, Dismissals, and Performance. <i>Academy of Management Journal</i> , 2011, 54, 695-717.	4.3	241
4	Work Organization, Technology, and Performance in Customer Service and Sales. <i>ILR Review</i> , 1999, 52, 539-564.	1.3	203
5	The viability of alternative call centre production models. <i>Human Resource Management Journal</i> , 2002, 12, 14-34.	3.6	190
6	Strategic segmentation in front-line services: matching customers, employees and human resource systems. <i>International Journal of Human Resource Management</i> , 2000, 11, 540-561.	3.3	189
7	Employee Voice, Human Resource Practices, and Quit Rates: Evidence from the Telecommunications Industry. <i>ILR Review</i> , 2002, 55, 573-594.	1.3	161
8	Work Organization, Technology, and Performance in Customer Service and Sales. <i>ILR Review</i> , 1999, 52, 539.	1.3	148
9	Who Benefits from Teams? Comparing Workers, Supervisors, and Managers. <i>Industrial Relations</i> , 2004, 43, 183-212.	0.9	120
10	The Globalization of Service Work: Comparative Institutional Perspectives on Call Centers. <i>ILR Review</i> , 2009, 62, 453-488.	1.3	117
11	HOW SUPERVISORS INFLUENCE PERFORMANCE: A MULTILEVEL STUDY OF COACHING AND GROUP MANAGEMENT IN TECHNOLOGY-MEDIATED SERVICES. <i>Personnel Psychology</i> , 2010, 63, 265-298.	2.2	99
12	The scope and trajectory of strategic HR research: evidence from American and British journals. <i>International Journal of Human Resource Management</i> , 2012, 23, 1739-1762.	3.3	65
13	The Influence of Capital Structure on Strategic Human Capital. <i>Journal of Management</i> , 2014, 40, 422-448.	6.3	47
14	Introduction: Institutional Change and Labour Market Segmentation in European Call Centres. <i>European Journal of Industrial Relations</i> , 2009, 15, 349-371.	1.2	43
15	The Economics of Teams among Technicians. <i>British Journal of Industrial Relations</i> , 2001, 39, 1-24.	0.8	39
16	The Revitalization of the CWA: Integrating Collective Bargaining, Political Action, and Organizing. <i>ILR Review</i> , 2003, 56, 573-589.	1.3	39
17	The Economic Pay-Offs to Informal Training: Evidence from Routine Service Work. <i>ILR Review</i> , 2007, 61, 75-89.	1.3	33
18	How Institutions and Business Strategies Affect Wages: A Cross-National Study of Call Centers. <i>ILR Review</i> , 2009, 62, 533-552.	1.3	33

#	ARTICLE	IF	CITATIONS
19	Explaining Wage Inequality in Telecommunications Services: Customer Segmentation, Human Resource Practices, and Union Decline. <i>ILR Review</i> , 2001, 54, 425-449.	1.3	29
20	HOW HIGH PERFORMANCE HUMAN RESOURCE PRACTICES AND WORKFORCE UNIONIZATION AFFECT MANAGERIAL PAY. <i>Personnel Psychology</i> , 2001, 54, 903-934.	2.2	24
21	Explaining Wage Inequality in Telecommunications Services: Customer Segmentation, Human Resource Practices, and Union Decline. <i>ILR Review</i> , 2001, 54, 425.	1.3	18
22	Employer Strategies and Wages in New Service Activities: A Comparison of Coordinated and Liberal Market Economies. <i>British Journal of Industrial Relations</i> , 2010, 48, 400-435.	0.8	15
23	Global Human Resource Management: Bridging Strategic and Institutional Perspectives. <i>Research in Personnel and Human Resources Management</i> , 2012, , 1-52.	1.0	11
24	The service-profit chain in call centre services. <i>Journal of Service Theory and Practice</i> , 2016, 26, 616-641.	1.9	10
25	Strategic Dilemmas: How Managers Use HR Practices to Meet Multiple Goals. <i>British Journal of Industrial Relations</i> , 2019, 57, 513-539.	0.8	10
26	The Viability of Alternative Call Centre Production Models. , 2004, , 25-53.		5
27	Path Dependency versus Social Unionism in Healthcare: Bringing Employers Back in. <i>Work and Occupations</i> , 2020, 47, 406-436.	2.3	1
28	Domestic Outsourcing in the United States: A Research Agenda to Assess Trends and Effects on Job Quality. <i>SSRN Electronic Journal</i> , 0, , .	0.4	0