

# Premilla D'cruz

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/11844046/publications.pdf>

Version: 2024-02-01

29  
papers

931  
citations

623734

14  
h-index

713466

21  
g-index

32  
all docs

32  
docs citations

32  
times ranked

373  
citing authors

#	ARTICLE	IF	CITATIONS
1	Trolling in the Cultural and Creative Industries. , 2022, , 1533-1558.		0
2	Human-centred HRM in the BRICS Countries: Emerging Practices in the Face of Global Challenges. Proceedings - Academy of Management, 2022, 2022, .	0.1	0
3	Trolling in the Cultural and Creative Industries. Advances in Human Resources Management and Organizational Development Book Series, 2021, , 46-71.	0.3	0
4	Caste Work in Management Studies: How are Historical Stigma and Inequality Reproduced?. Proceedings - Academy of Management, 2021, 2021, 13767.	0.1	0
5	How Servant Leadership Averts Workplace Bullying: A Moderated-Mediation Examination. Proceedings - Academy of Management, 2021, 2021, 12805.	0.1	1
6	Contracting Out to Manage: Evidence from Security Service Suppliers and Clients in India. Proceedings - Academy of Management, 2021, 2021, 11778.	0.1	0
7	Bystanders in workplace bullying: working university studentsâ€™ perspectives on action versus inaction. Asia Pacific Journal of Human Resources, 2020, 58, 313-334.	3.9	21
8	The interface between technology and customer cyberbullying: Evidence from India. Information and Organization, 2014, 24, 176-193.	4.8	63
9	The workplace bullying-organizational change interface: emerging challenges for human resource management. International Journal of Human Resource Management, 2014, 25, 1434-1459.	5.3	82
10	Workplace bullying in the context of organisational change: the significance of pluralism. Industrial Relations Journal, 2014, 45, 2-21.	1.3	42
11	â€˜From boom to where?â€™: the impact of crisis on work and employment in Indian <scp>BPO</scp>. New Technology, Work and Employment, 2014, 29, 105-123.	4.0	18
12	Navigating the extended reach: Target experiences of cyberbullying at work. Information and Organization, 2013, 23, 324-343.	4.8	148
13	The experience of work in India's domestic call centre industry. International Journal of Human Resource Management, 2013, 24, 436-452.	5.3	14
14	Routine Resistance: Limits to Reclaiming Power in the Context of Depersonalized Bullying. Proceedings - Academy of Management, 2013, 2013, 10346.	0.1	5
15	Cornered by conning: agents' experiences of closure of a call centre in India. International Journal of Human Resource Management, 2012, 23, 1019-1039.	5.3	8
16	The limits to workplace friendship. Employee Relations, 2011, 33, 269-288.	2.4	148
17	The exit coping response to workplace bullying. Employee Relations, 2010, 32, 102-120.	2.4	141
18	Experiencing depersonalised bullying: a study of Indian call-centre agents. Work Organisation, Labour and Globalisation, 2009, 3, .	1.0	71

#	ARTICLE	IF	CITATIONS
19	Indian call centres and business process outsourcing: a study in union formation. <i>New Technology, Work and Employment</i> , 2009, 24, 19-42.	4.0	28
20	Engaging the professional: organising call centre agents in India. <i>Industrial Relations Journal</i> , 2009, 40, 215-234.	1.3	32
21	Doing Emotional Labour. <i>Global Business Review</i> , 2008, 9, 131-147.	3.1	31
22	Family-focused Interventions in Health and Illness. <i>Journal of Health Management</i> , 2003, 5, 37-56.	1.1	3
23	Towards Methodological Rigour in the Study of the Family: Problems and Prospects. <i>Psychology and Developing Societies</i> , 2001, 13, 71-91.	0.6	2
24	Protecting my Interests: HRM and Target's Coping with Workplace Bullying. <i>Qualitative Report</i> , 0, , .	0.1	2
25	Reconciling Dichotomous Demands: Telemarketing Agents in Bangalore and Mumbai, India. <i>Qualitative Report</i> , 0, , .	0.1	0
26	Clarifying My World: Identity Work in the Context of Workplace Bullying. <i>Qualitative Report</i> , 0, , .	0.1	4
27	Caregivers' Experiences of Informal Support in the Context Of HIV/AIDS. <i>Qualitative Report</i> , 0, , .	0.1	1
28	A Necessary Evil: The Experiences of Managers Implementing Downsizing Programmes. <i>Qualitative Report</i> , 0, , .	0.1	1
29	Breathers, Releases, Outlets and Pauses: Employee Resistance in the Context of Depersonalized Bullying. <i>Qualitative Report</i> , 0, , .	0.1	0